

## **Pending Cancellation SOP**

### **Purpose:**

This Standard Operating Procedure (SOP) outlines the process for handling documents and stipulations required at the point of sale or submission to the onboarding team. This includes, but is not limited to, identification documents, property ownership evidence, site survey pictures, homeowners insurance, utility bills, and loan documents.

### **Process Overview:**

#### **1. Initial Review:**

- Upon receipt of a deal, the onboarding team will conduct an initial review to identify any missing documents or stipulations.
- Missing items will be communicated to the sales representative for prompt submission.

#### **2. Follow-Up Procedures:**

- **First Follow-Up:** If the required documents are not provided immediately, the onboarding team will schedule a follow-up after 3 days.
- **Second Follow-Up:** On the 4th day following the initial submission, the onboarding team will make a second follow-up to request the outstanding documents.
- **Final Follow-Up:** If the documents are still not received, a third follow-up will be made 4 days later, which is 7 days from the initial review

#### **3. Pending Cancellation Status:**

- If the required documents are not provided within 7 days from the initial review, the project will be moved to "Pending Cancellation" status.
- At this point, it will be the responsibility of the sales representative to secure and submit the necessary documents to either the onboarding team or the project manager to proceed with the project.

#### **4. Extensions:**

- Additional time may be granted before moving the project to Pending Cancellation status if valid reasons are provided, such as the need for increased homeowners insurance coverage, new home construction, or the transfer of ownership documents.

**Note: This SOP ensures timely processing and helps maintain efficiency in managing deals. Adherence to these guidelines is crucial for a smooth onboarding process.**