Broker Portal: Bank Statement Review Guide

Start Review • View Results • Submit Loan

Welcome

This guide provides step-by-step instructions for submitting bank statements for analysis through the Wholesale Portal. The information provided is intended solely as a process guide and should not be interpreted as compliance or underwriting guidance.

Table of Contents

LuxuryMortgage

Request a Pre-Submission Bank Statement Review

After logging into the Broker Portal., navigate to the Pre-Submission Calculator tab from the top dashboard and select Begin Submission to start a new request.

Important Access Information: Access permissions are assigned during account setup and may be updated by:

- Luxury Mortgage Client Services team
- Your Sales Support Specialist
- Your company administrator

Step 1: Enter Loan Details

Complete all required fields, then click Create.

Required Information:

- Enter both a Loan Officer and Loan Processor contact. These individuals will receive automated status notifications throughout the review process.
- Select the appropriate calculation method:
  - Business Method 1: Uniform Expense Ratio of 50%
  - Business Method 2: CPA provided Prof & Loss Statement
  - Business Method: 3: CPA Letter Provided for Expense Factor
  - Personal Bank Statements with 3mo. Business Bank Statements Utilizing Transfer from Business Account Only
- Verify that the correct business channel is selected, as this information impacts downstream loan processing.

Important: Wait for the green Success confirmation message before proceeding to upload documents.

Step 2: Upload Documents

1. Click Choose Files to upload documents from your computer or drag and drop files directly into the upload window.
2. Upload the required 12- or 24-month bank statements.
3. If multiple accounts are included, specify the preferred calculation method in the comments section.
4. Once all files have been added, click Finish to submit the request to the Bank Statement Review queue.

Upload Confirmation:
A temporary green Success message will confirm that the upload has been completed successfully.
After submission, the request form will clear automatically and be ready for the next submission.

Important: File visibility may be temporarily unavailable while the review is in progress. This is expected behavior. Access will be restored once processing is complete. For SLA expectations, please refer to our posted turn times. Current SLA can be found on the portal's Welcome page under the Company Announcements section, located on the dashboard after login.

Retrieving Calculation Results

Once the analysis is complete, the Loan Officer and Loan Processor listed on the request will receive automated email notifications with a portal link and status update.

- Navigate to the Pipeline tab using the left-side navigation panel.
- Use the dropdown search to locate the file by borrower name.
- Open the file and navigate to the Documents tab using the left-side navigation panel.
- Locate the Bank Statement Calculation Results folder.
- Use the download arrow on the right-hand side to export the results to your desktop.

Registering a Bank Statement Review as a Loan Submission

1. Navigate to the Import Additional Data on the left-side navigation panel.
2. Select:
    - Import all fields
    - Overwrite Existing Lists
3. Attach the 3.4 file.
4. Click Import.
5. Select Continue.
6. Upload the required registration documents and reissue credit as needed.

For additional guidance, watch our Step 2: Reissue Credit and Import Liabilities and Step 4: Upload Registration Documents video.