

Date: 10/10/19

Topics: Consumer Connect & Disclosure Retrieval Issues

Channels: All

Products: N/A

Effective Date: Immediately

We are experiencing an issue with Consumer Connect, our eConsent and eDisclosure portal. The borrower will receive the Consumer Connect link stating disclosures are ready to be viewed but when attempting to login to Consumer Connect, they will get an error message stating that they are unable to be authenticated. MLS is aware of the issue and is working as quickly as possible to resolve it.

While we work to resolve the Consumer Connect issue, MLS will continue to send the documents out via Consumer Connect so that the documents are posted in the Consumer Connect portal. Once we get the issue fixed, the borrower will still be able to view the documents there. This will allow the disclosures to be available from our SMART Portal for download. Our disclosures team will also send the disclosures via email as an attachment to the assigned Loan Officer and assigned Loan Processor. We will accept an eSigned copy of the disclosures through any eSignature platform or a wet signed copy of the documents returned to us to show receipt. If the signed documents aren't returned by day 3, we will mail the documents to the client to ensure the TRID regulation timeline is met.

If you have any questions regarding this announcement please contact your assigned Account Executive.

Thank you for your business and for being a valued partner!

