Unified Platform – Frequently Asked Questions (FAQ)

Borrower Portal

Q: Will the borrower intake process in the LOS be the same for 504 loans?
A: Yes. Similar to how Form 1919 questions are presented for 7(a) loans, 504 loans will use Form 1244 questions.

Q: If the lender prefers to complete the application on behalf of the borrower, is the portal still required?
A: The system allows for both a borrower-initiated application and a lender-initiated application. At any point, the lender can choose to send the application to the borrower— for example, to have them complete the 1919/1244 individual questions or to sign documents. The lender has full flexibility to decide their preferred process.

Servicing

Q: Will the LOS include ticklers?
A: Yes. Ticklers will be part of covenant tracking. The system is being rebuilt to use more modern technology and user feedback, including:

- Ability to request documents through the borrower self-service secure portal for upload
- Automated tickler scheduling and verification processes
- Covenants tied to collateral, entity, or individual records for improved visibility
- Individually logged requests for historical purposes rather than overriding

Reports

Q: Will there be a report writer comparable to Ventures?
A: Yes. Today, the LOS Origination Platform has embedded AWS Quicksights in Platform as its current reporting tool to visualize the key data elements and performance metrics for both Origination and Servicing. The current platform roadmap will include enhancements which will allow for a reporting tool that allows lenders to create their own reports, recognizing how important this capability is.

Custom Documents

Q: Will the LOS support custom documents and letters?
A Yes. While it hasn't been fully designed yet, the LOS will include a similar tool that allows lenders to create their own documents, recognizing how important this capability is.

Q: Will our existing custom documents transfer into the LOS?
A: No. Because functionality and data fields differ, custom documents will need to be recreated. However, with Wolters Kluwer integration, standard state-specific compliance documents will be available for both Conventional and SBA 7(a) products.

Document Storage

Q: Can the LOS connect to another document storage system?
A: Not without custom development work. Due to portal and DocuSign integration, the LOS must manage document storage directly. Lenders may, however, export (download) files to a different final storage system if they choose or have a custom development project to be performed to connect to a separate document storage provider via API.

Q: What about BMI users?
A: BMI will not integrate with the LOS. A direct conversion routine will be developed to migrate documents from BMI into the LOS, avoiding a double conversion.

Third-Party Integrations

Q: Do we have to use all integrations, or can we pick and choose?
A: Each integration is independent, so lenders can select only the services they need. You can also design processes where certain integrations apply based on loan size or loan type. The billing is monthly and reflects actual usage only.

Q: Is there a monthly minimum charge?
A: Lenders Cooperative contracts with providers directly, covering costs and then bills Lenders based on the API pulls for items such as Docusign envelopes, Tax Transcripts or KYC/KYB/OFAC.

Available integrations include:

- E-Signature
- KYC/KYB/OFAC Flags & Reporting
- FICO / SBSS Scores
- Flood Certification
- Expected Loss Credit Model
- Fraud & Identity
- Address Verification
- Stripe for Payments
- Tax Transcripts
- Closing Documents
- UCC Search & Filing

Note: One integration requires direct contract (e.g., Experian FICO). All others are covered under Lenders Cooperative agreements with warranties included where applicable.

Q: Can I continue to use other service partners?
A: Yes, you can continue using other service partners, but they won't be integrated within the system. Model FI system integrations are available only for services already connected to the LOS. However, you could potentially use an API to extract data from the LOS for integration with other systems if needed.

Timing

Q: When will 504 underwriting and servicing be available?
A: After discussions with many 504 lenders, it became clear that they prefer the system to be fully complete rather than splitting underwriting in one system and servicing in another. Additionally, lenders expressed concern about converting existing loans from Ventures into the LOS and indicated they would prefer to wait until the system is ready for a smooth transition.

Q: Can we use the LOS now?
A: Yes, for 7(a) loans or any conventional term loan or line of credit. Since servicing is not yet available, Ventures will continue to be used for servicing, with loans transferred via API.

Q: What does implementation/onboarding involve?
A: Implementation requires 2–4 months, depending on integration and customization. It includes license setup, optional modules, and lender signatures where required.

Q: What will the conversion process look like?
A: Conversions will occur once features and data fields are complete. Until then, lenders

may operate in both Ventures and the LOS. After conversion, existing Ventures loans will be migrated into the LOS.

Q: For planning purposes, how long can we continue to use Ventures?
A: We estimate that development work, including the conversion of data and documents from Ventures to the LOS, will take approximately two years. Once the system is complete, lenders will have the option to transition at their convenience, which we anticipate will take roughly an additional year.

Fees

Q: What implementation fees should we expect?
A: Fees vary by lender based on selected integrations and customizations. Like services will be provided without added fees. For example, a Ventures lender using Gateway today will not be charged a setup fee for the portal unless additional customizations or integrations are added.

Q: What will monthly subscription fees look like?
A: Fees for Lenders Cooperative Origination & Servicing Platform (i.e., Unified Platform) are comprised of:

- monthly Platform Fee
- monthly API consumption-based fees for the 3rd party integrations
- annualized basis points of Asset Under Management (AUM), billed monthly

Lenders Cooperative will strive to maintain approximate overall cost for existing Ventures Clients for like-for-like services, while charging market rates for new features or functionality.

Q: How are third-party integration fees billed?
A: Each integration has its own fee structure, billed on consumption and is invoiced monthly. For example: Tax Transcript fees are billed per API pull and DocuSign is billed per envelope.

Ventures Updates & Stability

Q: What will support for Ventures look like?
A: The same support team currently handling Ventures inquiries will continue to provide

assistance. These team members will also be trained on the LOS so they can support both systems when the transition occurs.

Q: Will Ventures continue to be updated?
A: Ventures will remain supported for SBA compliance updates. However, new features or enhancements would be limited, as development efforts are shifting toward accelerating the LOS Unified Platform development.

Lender Scenarios

Each lender will evaluate their own priorities and how they currently use Ventures to decide when to move to the LOS. No lender will be required to convert until the LOS includes all essential Ventures functionality and supports full data and document conversion.

Lender One

Does not originate 504 loans.

- May transition to the LOS as soon as first quarter of 2026 for origination and use the LOS/Ventures API for automated boarding to continue servicing their portfolio in Ventures.

Lender Two

A CDC that originates only a small number of 504 loans but does 7a or other commercial type loans.

- May transition to the LOS as soon as first quarter of 2026 for non-504 originations while continuing to use Ventures for 504 loans and servicing.

Lender Three

Focuses exclusively on 504 loans.

- Will likely wait until the LOS fully matches Ventures functionality before transitioning.