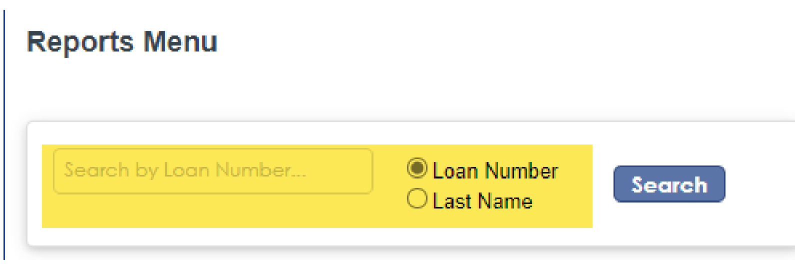
Acra Lending
CORRESPONDENT

USING ESCALATION LOG IN PORTAL

Escalation Log is intended for questions, clarification and/or a re-work on a loan or it's conditions.

1. **Login to Client Portal**
2. **Click on Reports Menu, search for the Loan using the Search feature by Loan Number or Last Name**



3. **Click the Escalation Log button at the top of the page**

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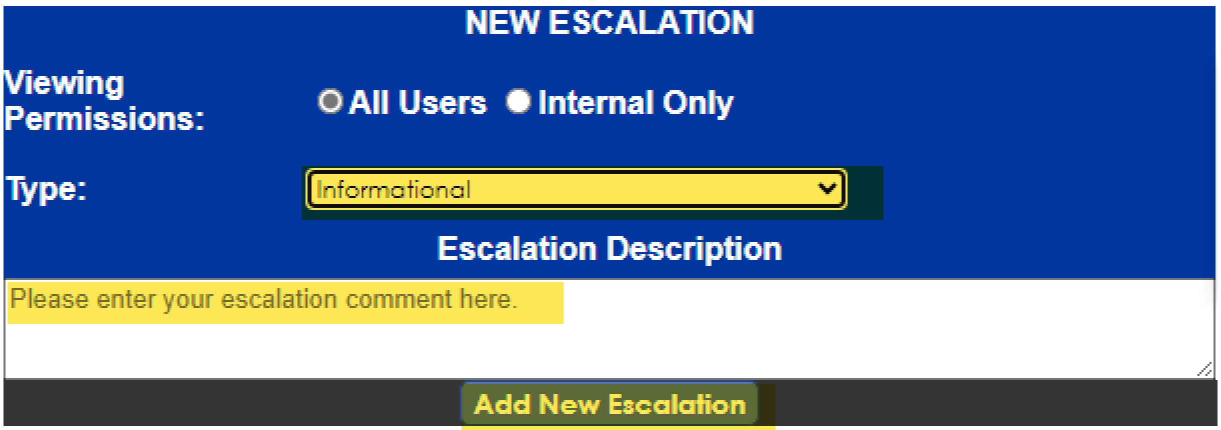
4. **Select the appropriate of Escalation from the drop down**

NOTE: Do not Select Informational, as this is only for Notes and not an Escalation

- **Enter your escalation comment**
- **Click Add New Escalation Tab**



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