



LOCK AND PRICING POLICY



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LOCK AND PRICING POLICY OVERVIEW

Lock Desk Contact Information:

- Email: Lock@ardri.ai
- Phone: (855) 855-8598
- Hours: 8:00am to 5pm (Pacific Time) Monday - Friday

These Lock and Pricing Policy procedures outline the framework that allows approved Clients of ARDRI LLC “ARDRI” to lock loans with ARDRI, thereby ensuring rate and price certainty through the origination and sale of mortgage loans.

ARDRI only offers Best Effort lock options. Rate locks are commitments made on a specific loan, offering a certain interest rate for a certain period of time. It is the responsibility of the Mortgage Loan Originator (MLO) to convey to the borrower how rate locks are provided at a cost and that deviations from the Policy come at a cost to the company and ultimately those costs are passed to the MLO and/or Borrower. ARDRI will closely manage the process and functionality of rate locks to maximize the effectiveness of rate locks for our clients as well as the costs and risks associated with managing a rate lock pipeline.

All individual locks are requested online utilizing ARDRHub. Locks are only provided to Clients approved with ARDRI and only Locked Loans with a lock expiration date greater than or equal to seven (7) days at time of Clear to Close are eligible to be issued a Clear to Close prior to loan documents being ordered.

A loan is not considered locked, nor any changes to an existing lock are considered valid, until confirmation has been emailed to the MLO and reflected within ARDRHub by the lock desk.

ROLES & RESPONSIBILITIES

It is the responsibility of all employees involved in mortgage origination activities to understand and comply with these Rate Lock Procedures and to recognize that rate locks are provided at a cost and deviations from these Procedures may come at a cost to ARDRI.

It is the Client’s responsibility to ensure that all of their team members understand the Procedures and the impact their activities can have on loan profitability and the ability to manage risk.

ARDRI shall be responsible for managing a centralized lock desk (“Lock Desk”) that will receive rate lock requests from various business channels. The Lock Desk shall be responsible for reviewing lock requests, validating loan pricing, maintaining the pricing engine, managing lock exception requests and confirming rate locks.

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The Third-Party Originator (“Client”) is required to provide the accurate information required to complete a rate lock. Incorrect information, and/or changes to information, can result in an invalid rate lock. It is always the Client’s responsibility to verify the accuracy of the loan information and the loan lock confirmation.

Secondary Marketing is responsible for maintaining the pricing engine and ensuring the accuracy of the loan level pricing. ARDRI is responsible for setting profit margin targets for individual loan products offered. Profit margins may be established by ARDRI at various levels including by product, origination source, state, investor criteria or other criteria designated by ARDRI.

LOCK DESK HOURS

All lock, relock and extension requests should be processed online Monday through Friday between 8:00am to 5:00pm PST; however, the Lock Desk will be closed on Federally designated bank holidays. If you have any questions, you can contact your Account Executive, or the lock desk can be reached via email at lock@ardri.ai.

BEST EFFORT RATE LOCKS

PRICING POLICY

All loans must be priced through ARDRIhub and a Par Rate must be presented to the consumer (Par is defined as the First Interest Rate equal to or greater than 100.00 points). Any lock pricing over Par is to be credited back to the consumer. Such premiums will be reflected on the GFE/LEW as a “credit” to the consumer. Lender credit cannot be used to pay any amount of broker compensation.

Any lock pricing below Par is to have the equivalent discount points charged to bring the price to 100.00. discount points must result in a reduction of the interest rate. In the event a Par rate is not available due to pricing reaching the maximum available rate in ARDRIhub, the Par (undiscounted rate) shall equal the Maximum Available Offer Rate.

Extension Fees and/or re-lock fees that were applied due to the borrower’s inactivity may be charged to the borrower. In the event of charging the extension or relock fees to the borrower, the loan file is to be documented in detail with the specifics resulting in the borrower’s inactivity.

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EXCEPTION PRICING

Loans with exceptions will be updated with additional adjustment to the price if applicable and will be subject to repricing. All loans with exceptions will be used using the actual loan information (LTV, FICO, DTI, loan amount, etc.) according to the rate sheet.

LOCK-IN AGREEMENT

A lock is an agreement between the approved broker and ARDRI. ARDRI does not permit locks from brokers that are not approved and in good standing. The lock specifies the number of days the interest rate is guaranteed. Should interest rates rise during the lock-in period, ARDRI is obligated to honor the committed rate. Should interest rates fall during that period, the broker must honor the lock. Locking an interest rate and price does not guarantee eligibility or approval for the subject loan. The broker should actively manage their locked pipeline and cancel any locked loans that have been withdrawn by the customer.

LOCK PERIODS

Best Effort Locks are available for lock periods of 15, 30, 45, or 60 days, or as otherwise specified on the daily rate sheet. Lock requests for terms of 30 days or longer may be submitted at the time of loan submission, provided the initial submission includes all required supporting documentation and the lock request is received during Lock Desk operating hours.

Lock requests will not be accepted for loans that do not meet minimum submission requirements, for clients that are not approved with ARDRI, or for loans that are suspended, denied, or canceled.

15-day locks are available only when the appraisal has been received and requires no further revisions, and all applicable Prior to Document conditions have been submitted and accepted.

Lock requests will be processed according to the applicable published rate sheet at the time the lock request is received. If a lock request is received prior to a rate change during normal lock desk hours, the locked price will be honored. If a lock request is received during or after a price change, the locked price will be rejected. All loans must be registered in ARDRHub to be eligible for a lock.

FILE DELIVERY REQUIREMENTS

Once a loan is locked, the loan file must be fully submitted within the delivery requirements below or the lock will be cancelled



- 5 Calendar Days: Appraisal must be ordered and paid within 5 Calendar days once Conditional Loan Approval is issued.

Cancelled locks due to non-delivery are subject to the relock policy and may lose the ability to lock at time of submission.

RATE LOCK EXPIRATIONS

Rate lock expiration falls on a Saturday, Sunday or Holiday, the lock commitment will expire at 5:00pm PST the following business day. In all cases a loan must be disbursed on or before the rate lock commitment expiration date. Failure to deliver loans within the lock period may result in re-pricing, which is typically the lower of original lock price and current market price.

LOCK EXTENSIONS

No free extensions are allowed. Extensions cannot be removed or revoked if already applied.

In the event when a loan cannot be closed within the expected original time frame, it may be extended instead. These extensions cause additional hedging costs that must be passed on to the customer. In addition, an extension must be requested by the MLO with the Lock Desk before the original lock has expired and the loan must be valid. All extensions include weekends and holidays. These extension requests should be made online or contact your Account Executive if you have any questions.

A lock can be extended for any of the time periods listed below but will not be extended more than twice or for more than a total of 30 days from the expiration date of the original rate lock commitment. Failure to timely request an extension will result in the loan being relocked in accordance with the applicable re-lock procedure. A lock extension will NOT be given to a loan that has expired. If the lock extension request is approved, the price for the lock extension will be changed as follows:

- -0.125% for a 7 day extension
- -0.25% for a 15 day extension
- -0.50% for a 30 day extension

The maximum duration for any lock, including extensions, should never exceed 90 days.

The Lock Desk may refuse any lock extension request for any reason including, but not limited to:

- Client has demonstrated a failure to follow the procedures; or
- Client has failed to provide adequate time for the loan to close; or
- lock extension requested will extend lock for more than 30 days from the original lock expiration

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Loans which have been denied by underwriting are NOT eligible for lock extension requests.

It is the individual Client's responsibility to manage their lock expirations.

EXPIRED RATE LOCKS/RELOCKS

A relock is a request to lock a loan for a second time, A loan that is not funded or delivered by its Expiration Date and is not extended prior to that date will be subject to the Relock Fee. Further, a loan delivered by its Expiration Date but not purchased or extended by its Purchase Date will be subject to the Relock Policy. Please be advised that all relock requests must be in to the Lock Desk prior to 2:00 PM PST. Relock pricing is based on the worst-case pricing less the relock fee.

Re-Locks fees:

- re-lock fee of -0.25% (in price) for a 15 day lock,
- -0.50% (in price) for a 30 day lock or,
- -0.75% (in price) for a 45 day lock

A one-time relock for 15 days will be allowed at worse case pricing without the relock fee ONLY if the market is 50 bps better than original lock. File must be in "Approved" status or later.

Pricing exceptions previously made to the loan will NOT be carried over

A loan unlocked for greater than 30 days is eligible for current market pricing

CANCELLATION OR FALLOUT NOTIFICATION

If a Client knows that the loan will not close within the lock period, the Client should email the Lock Desk as soon as possible. Loans whose locks have been cancelled must wait a 24-hour period to be eligible to lock again.

LOCK CHANGES

The following items cannot change on a loan for which a lock commitment has been received from the Lock Desk:

- Borrower's and co-borrower's name(s) (other than corrections)
- Borrower's and co-borrower's social security number(s)
- Property address, city, state or zip code

Any change in one of the foregoing items will be treated as a new application and should be priced using the current pricing.

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Loan Program Changes: A locked loan, prior to its expiration, can be changed to another product at the price which prevailed for that product on the original day it locked. A request must be sent to Lock Desk as soon as it is known that the product is to be changed, and it will be re-priced based upon the original rate sheet. This does not include changes from Fixed to ARM, ARM to Fixed, Conv to FHA or FHA to Conv, which are treated as Loan Feature below.

Interest Rate Changes: A locked loan can be changed to any available rate/point combination that was available on the original rate sheet on the date the loan locked.

Loan Feature Changes: If at any time it is discovered that a loan has changes in its characteristics that affect the value (for example the LTV or occupancy changes, fixed to ARM, etc.), the Lock Desk should be notified and the loan will be re-priced, if necessary, based upon the cost of those loan features at the time the request is made. The Lock Desk will make the necessary changes and the system will reflect the revised price.

RENEGOTIATIONS

In a sharply lower interest rate environment, ARDRI may attempt to accommodate likely loan fallout due to pricing consideration and potential borrower withdrawal. Renegotiations are only eligible if it results in a lower note rate. All renegotiation requests must be submitted via email, along with the appropriate approval, to the Lock Desk during normal business hours. Renegotiation is not a standard option, and is granted on an exception basis by the Lock Desk.

All loans are subject to the renegotiation policy in place at the time of the renegotiation request.

- The current market pricing must be at least 1.00% better price when compared to the existing (non-expired) Lock Interest Rate Price.
- For refinances, the Loan must have been approved by Underwriting.
- For purchases, there must be at least 10 days remaining on the existing lock to be considered.
- Loans must close within 15 days of new negotiated rate/price.
- The interest rate must be lowered by at least .125% (pricing will be compared at new lower rate).
 - To lower the rate up to .125% to .250%, the charge will be the current net price minus .500%
 - To lower the rate .375%, the charge will be the current net price minus .625%
 - To lower the rate .500%, the charge will be the current net price minus .875%
- Originator compensation amount cannot change, up or down. The improvement must be for the borrower's benefit only.
- Not allowed on loans previously re-locked at worse case pricing.

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- Some Loan Programs are not eligible for renegotiation.
- Once a Lock has been Renegotiated: Any further changes to the new (negotiated) Rate or Loan Program would be subject to the relock policy.
- Renegotiated locks may not be extended.
- Renegotiations are limited to interest rates posted on ARDRI's Rate Sheets.
- Renegotiation requests may not be available under extreme market conditions.

ARDRI cannot guarantee the ability to meet the Client's request but will do everything possible to negotiate to a successful close.

DUPLICATE LOCKS

Only one active lock is permitted per borrower, per property. If a duplicate lock for the same borrower and property address is locked, the original lock will remain in force and the duplicate lock will be cancelled.

MAXIMUM PRICE/REBATE

Maximum net pricing is published on the daily rate sheets. The pricing adjustments to include Lender Fees in the pricing is outside of the maximum net rebate calculation. The maximum pricing cap adjustment cannot be used to pay for lock extension and/or relock fees.

LOAN DATA/STATUS CHANGES

Locks on denied loans will be cancelled at 5pm Pacific Time on the next day of the denial. If a denied loan is later overturned and approved, the loan will be subject to the relock policy.

Any changes made to the locked loan (LTV, FICO, DTI, etc.) may require changes to pricing adjustments. The MLO is responsible for tracking any changes to the loan structure that affects pricing and notifying the lock desk to update the pricing.

INTRA-DAY PRICE CHANGES

ARDRI reserves the right to suspend locking and issue a price change at any time during the day without notice. When an intra-day price changes occurs, the ability to lock loans will be disabled until the price change is completed. All lock requests received after the effective time of the price change will be subject to the new pricing. Monitoring current pricing changes is the responsibility of the MLO.

ALL LOCK REQUESTS, CHANGE CIRCUMSTANCES AND EXTENSIONS MUST BE MADE VIA ARDRI HUB.

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Document Control & Change History

Policy Name	Lock and Pricing Policy
Authorized Group Approvers	ARDRI Credit Committee
Policy Owner	B. Houston
Current Version	Revised Policy
Last Revised Effective Date	9/29/2026
Review Frequency	Annually
Groups Impacted	All employees
Original Date	3/22/2024

Change History

Date	Updated By	Version	Approved By	Approved Date	Change Description
3/22/2024	Houston	1	ARDRI CC	3/25/2024	New Manual
3/4/2026	Houston	2	ARDRI CC	3/4/2026	Updated
3/5/2026	Houston	2.1	ARDRI CC	3/5/2026	Updated Extension & Relock Removed
3/16/2026	Houston	3	ARDRI CC	3/16/2026	Updated Lock Expiration
5/4/2026	Houston	4	ARDRI CC	5/4/2026	Updated Extension & Relock Added
9/10/2026	Houston	5	ARDRI CC	9/10/2026	Updated Extension Pricing
9/29/2026	Houston	6	ARDRI CC	9/29/26	Removed 3-Day Extension

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