



TIB, N.A.

Operations Announcement

Temporary System Issues

Effective 8/3/2021

Lock Desk:

We are currently experiencing technical issues when attempting to lock a loan via DEXMA (TIB System).

For a temporary solution until the system has been fully restored to normal operating conditions, we are implementing the below:

When you are ready to lock a loan:

1. Choose a rate
2. Number of days to lock (15, 30, 45 or 60 day)
3. Select 'Float' the loan in DEXMA (TIB System).
4. Send an email to Secondarymortgage@tib.bank
5. The secondary team will then lock the loan in DEXMA (TIB System).

Once the system has been returned to normal working conditions, we will notify you to return to your normal locking procedures.

Questions

If you have any questions regarding any information in this announcement, please feel free to contact your account executive.

Tracy Hanson

Account Executive

THanson@tib.bank | O: 972-444-3789 | M: 214-458-3370

Our web site address is: www.tib.bank