

NEXA
Lending



ON-BOARDING FLIGHT PLAN

YOUR FIRST-CLASS JOURNEY BEGINS HERE



PRE-FLIGHT

Just as every successful flight begins with a clear flight plan, your onboarding at NEXA is designed to ensure a smooth takeoff into your new career journey. From check-in to cruising altitude, you'll experience first-class service, precision, and support every step of the way.

This Flight Plan outlines each milestone of your onboarding process - **Pre-Boarding, Boarding Pass, Clearance, Flight Status, In-Flight Service, and First-Class Access** ensuring you arrive at success with confidence and clarity.

The following flight plan applies to everyone on-boarding with us, including but not limited to:

- Branch Manager
- Team Lead Mortgage Loan Officer
- Team Mortgage Loan Officer
- Independent Loan Officer
- Loan Officer Associate
- Licensed Originator Real Estate Agent

**Pre-Boarding → Boarding Pass → Clearance →
Flight Status → In-Flight Service → First Class Access**

PRO TIP

For the smoothest onboarding experience, we recommend completing the process on a PC or laptop rather than a mobile device.

PRE-BOARDING

REGISTRATION

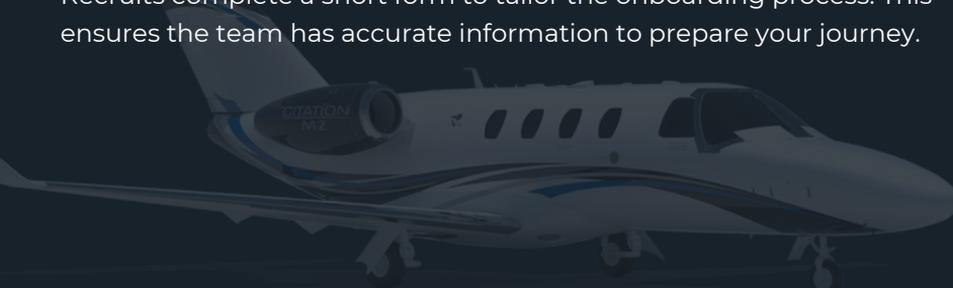
New Loan Officers (LOs) must register via the LOS portal

loanofficersupport.com/onboarding

- If previously registered via referral link, log in with existing credentials.
- Otherwise, complete the full registration form.

PRE-FLIGHT QUESTIONNAIRE

Recruits complete a short form to tailor the onboarding process. This ensures the team has accurate information to prepare your journey.



Pre-Boarding → Boarding Pass → Clearance →
Flight Status → In-Flight Service → First Class Access

PRO TIP

Bookmark the onboarding page on your laptop for smooth access.



BOARDING PASS

EMPLOYMENT APPLICATION

All new LOs and unlicensed team members must complete the NEXA Lending employment application.

CONTRACTS

Once the application is complete, a PandaDoc package will be sent including credit card form and employment details.

Sample contracts:

- [1099 Onboarding Agreement](#)
- [W2 Onboarding Agreement](#)
- [Contract Recruiter Agreement](#)

SCHEDULING

Recruits schedule an appointment using this [Calendly link](#):

https://calendly.com/stage1_onboarding/live_sponsorship?month=2026-01

Pre-Boarding → **Boarding Pass** → Clearance →
Flight Status → In-Flight Service → First Class Access

PRO TIP

Loan Officers who schedule their onboarding appointment through the Loan Officer Support website receive priority access.

Those arriving without an appointment may be subject to longer wait times

CLEARANCE FOR TAKE-OFF

F E E S

- \$80 Background & Credit Check
- \$50 per state license sponsorship
- Monthly Tech Fee with Lending Pad: \$80 (W2) or \$80 (1099)
 - *Recruiters may email the VA to add fees to the LO's ledger.*
 - *If unpaid, recruiter assumes responsibility.*

Loan Origination Software

- Two options are available:
- **ARIVE:** \$55 (company back-end) + \$48 = \$103/month
- **Lending Pad:** \$55 (company back-end) + \$25 = \$80/month
 - **The company back-end system cost is \$55/month, built into both options.**

ID VERIFICATION

Provide valid, unexpired identification.

 **Acceptable Documents - I9**

Pre-Boarding → Boarding Pass → **Clearance** →
Flight Status → In-Flight Service → First Class Access

PRO TIP

All background, credit, and licensing fees must be paid before NEXA can issue sponsorship.

Double-check expiration dates on ID's before submission- Expired documents delay clearance



FLIGHT STATUS

INDEPENDENT LOAN OFFICER (LO)

Qualify if:

- Funded 6+ loans in the past 14 months
- OR earned \$50,000+ as an LO in the past 12 months

PATHFINDER

Recruiters may request an exception by emailing

Tina Grubbs at tgrubbs@nexalending.com

- Pathfinder recruits demonstrate capability with 1–3 loans.
- If further mentorship is needed, they are transferred to University

Pre-Boarding → Boarding Pass → Clearance →

Flight Status → In-Flight Service → First Class Access

PRO TIP

Please bring W2 for documentation if production can't be supported by 3rd party data source.

IN-FLIGHT SERVICE

BUCKETS

Compensation categories are established during onboarding with Onboarding Specialists

ADJUSTMENT PERIOD

Recruits have up to 90 days to adjust their buckets

WEEKLY TRAINING

Attend mandatory weekly sessions with David Rider and Bert Carpenter for advanced compensation optimization

RECRUITER ROLE

Recruiters remain responsible for ensuring recruits understand their compensation structure

Pre-Boarding → Boarding Pass → Clearance →
Flight Status → **In-Flight Service** → First Class Access

PRO TIP

Encourage new LOs to attend Rider/Carpenter classes early to maximize their earning potential

Utilize the on-boarding specialist for your 1st loan



FIRST-CLASS ACCESS: YOUR CREDENTIALS

FIRST STEPS AFTER ONBOARDING

Once you've completed the onboarding process and provided NMLS access for NEXA to be your sponsor, you'll receive your initial login credentials, which include:

- NEXA email
- LOS login credentials
- ARIVE/Lending Pad access
- Everee payroll credentials

TIMING:

- If onboarding is completed before 2:00 PM (NEXA time) → logins will be issued the same day.
- If completed after 2:00 PM (NEXA time) → logins will be issued the next business day.

MANDATORY COMPLIANCE COURSES

Onboarding & Retail to NEXA Mondays | 9:00 – 11:00 AM (AZ)

Intro to Payroll & Accounting Wednesdays | 9:00 – 11:00 AM (AZ)

Marketing & Compliance 101 Thursdays | 9:00 – 11:00 AM (AZ)

MANDATORY TRAINING

Non-Del Q&A with David Rider

2nd Wednesday of each month | 9:00 – 10:00 AM (AZ)

NEXA100 Compensation Webinar with Bert Carpenter

Tuesdays | 12:00 – 1:30 PM (AZ)

**ONBOARDING
ZOOM LINK**



**TRAINING
ZOOM LINK**



Pre-Boarding → Boarding Pass → Clearance →

Flight Status → In-Flight Service → **First Class Access**

PRO TIP

Make the most of your time - Use your initial logins to get comfortable with the systems

SYSTEM FAMILIARIZATION

- LOS
- ARIVE / Lending Pad
- Everee

NEXA Lending

IN-FLIGHT SUPPORT CREW

ZOOM ROOM

Recruits enter the LOS
Zoom Room ask for

LIVE On-Boarding.
Zoom Link



ON-BOARDING SPECIALIST

- The on-boarding specialist acts as an onboarding concierge, introducing themselves, verifying ID, and confirming the pre-flight questionnaire
- Reviews the questionnaire, & outlines fees

NEXT STEPS

- Background and credit check initiated
- NMLS sponsorship request filed
- Welcome credentials delivered
- Live onboarding session scheduled

PRO TIP

- Arrival → LOS Zoom Room Front Desk (ask for Onboarding)
- Onboarding Front Desk → Onboarding Specialist
- NMLS Sponsorship Request

⚠ Fee \$0-\$120 per state, visible only after LO Attests & Submits.
NEXA has no access beforehand.

YOUR FIRST-CLASS CAREER STARTS HERE.



Your journey with NEXA Lending is officially cleared for takeoff.

To our newest *NEXAN*, we're thrilled to have you join our crew and excited to see the success you'll create. To your Recruiter, thank you for guiding and supporting this launch-your mentorship ensures every flight begins with confidence.

Together, you're not flying solo-our entire team is here to support you at every altitude. Here's to smooth skies, bold achievements, and shared success ahead.

NEXA Lending