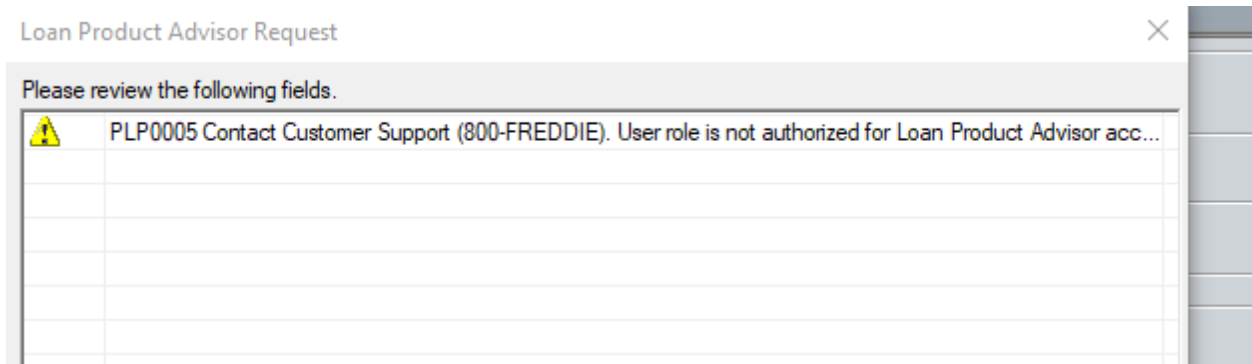


LPA Error: PLP0005

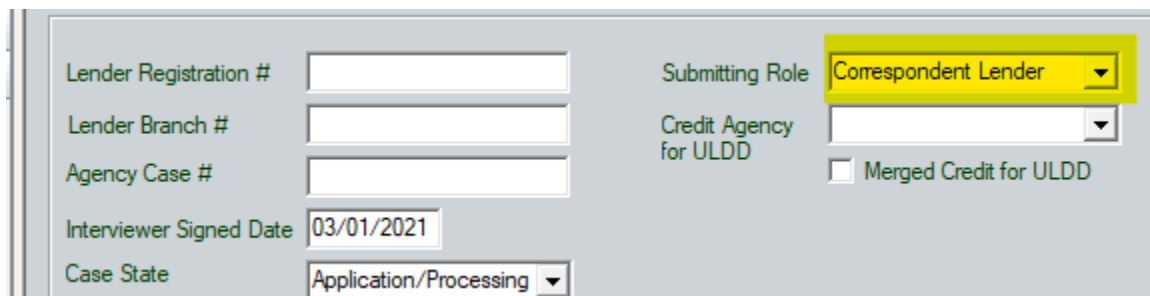


The screenshot shows a window titled "Loan Product Advisor Request" with a close button (X) in the top right corner. Below the title bar, there is a message: "Please review the following fields." followed by a table. The table has one row with a yellow warning icon and the text: "PLP0005 Contact Customer Support (800-FREDDIE). User role is not authorized for Loan Product Advisor acc...". The table has multiple empty rows below it.

Here is the solution:

- Go to Point/Calyx.
- Click on Services>Freddie Mac>Addendum.
- Under "Submitting Role" use the dropdown to select "Correspondent Lender".

With new installs and some upgrades, Calyx is DEFAULTING this Role to LENDER. Go in and change to Correspondent Lender and this will solve the problem.



The screenshot shows a form with the following fields and values:

Lender Registration #		Submitting Role	Correspondent Lender
Lender Branch #		Credit Agency for ULDD	
Agency Case #		<input type="checkbox"/> Merged Credit for ULDD	
Interviewer Signed Date	03/01/2021		
Case State	Application/Processing		