

Thank you for choosing me as your mortgage lender. I'm looking forward to the opportunity to be of service to you. I'd like to briefly outline the path you will travel during the process of obtaining your loan.

I'd like to first introduce the rest of my team to you as you will have contact with them throughout your loan process. Much of the hands-on work is done by my Loan Processor, Lori Topp. You will most often receive a quicker response to your questions by requesting assistance from her as I am often in appointments with clients. Also, Joni VanRhee, my Loan Assistant and Marketing Director, is also available to assist with any questions you may have.

- Within a few days, you will be receiving a government required form entitled "Truth in Lending." Please be aware that government guidelines determine the calculations shown and that the rate shown is your estimated annual percentage rate (APR) not the interest rate on your loan. Also, the closing date shown is computer generated and has no bearing on your loan. Please keep in mind that this initial form is only an estimate. Changes to your loan program, amount, closing date, etc.., will affect your final document.
- Typically, within one day of application, your loan is submitted for approval through a computerized underwriting system. Either Desktop Underwriting (DU) or Loan Prospector (LP) will approve your loan. If your loan does not meet approval, you will hear from me with your alternative financing options.
- □ We will be obtaining your credit report. If anything out of the ordinary shows on your report, we will contact you to request an explanation.
- During this period, Lori will be working to verify all information that you provided at the time of application, such as employment, income, deposits, etc... This provides the underwriter with clean and concise information.
- □ An appraisal will be requested on the home you are purchasing or refinancing. An appraisal is required to support the value of the property or purchase price. A professional appraisal agent will be in contact with the appropriate party to arrange for the appraisal to be performed. Please be aware that this is not a contractor's inspection. If you desire to have a home inspection, we will be happy to refer you to a quality individual.
- Once we have received all of the required documentation, your loan request will be submitted to an underwriter for final approval. Upon review of your file, additional information may be requested. Please provide this information as quickly as possible so that we are able to proceed to the best part of the loan process the closing.
- When your loan has been approved and all conditions (items requested by the underwriter) have been cleared, you will be contacted to determine a convenient time to close your loan. If you are purchasing a home, the seller's schedule must be accommodated in regard to scheduling your closing.
- Once your closing has been scheduled, you will be required to obtain one year of homeowner's insurance on the property. Your insurance agent may require a few days to prepare your policy, so please obtain your insurance as soon as possible and notify Lori of your choice of company and agent.
- □ A day or two prior to closing, Lori will notify you of the amount of money that you will need to bring to closing (a cashier's check made payable to the title company at which you are closing). In rare instances, this information may be delayed based on availability of information from third parties (title company, real estate company, insurance agent); however, we will work to ensure that you receive all information as soon as possible usually within 24 hours prior to your closing.
- On the day of your closing, you will need to bring your cashier's check for the correct sum, your driver's license or other picture identification, and a flexible writing hand - you'll be signing many papers! Your closing will be conducted by a closing professional at the title company, who will explain each document to you.

I am sure that you will be happy with the unparalleled level of service we provide. If I can be of service in the future to you, your family, or your friends, please don't hesitate to contact me.

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