



Account Executive Continuity Manual

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INTRODUCTION

CONTEXT

This guide is intended to provide the Account Executive of Mortgage Solutions Financial an understanding of the organization and the procedures. This manual will be updated accordingly, to remain current with organizational changes and business processes.

PURPOSE

This guide will help ensure consistency in our department and with the company on items that may not be published elsewhere. This guide will address all sections of being an Account Executive of MSF.

SCOPE

The Account Executive guide has information that applies to all of the following departments listed below. This is for internal use only.

- Area Sales Manager
- Account Executive

GENERAL OVERVIEW

RESPONSIBILITIES

- Maintaining a relationship with broker companies
- Assisting brokers in submitting a submission package to MSF and providing them with guidance to move file smoothly.
- Understand the internal operations process.
- Providing accurate information and realistic expectations to all parties.

REGIONAL SALES MANAGER

- Each RSM will be responsible for management of their territory including recruiting, hiring, measuring, account management, customer cultivation, and enforcing minimum standards and PIP delivery.

PERFORMANCE MEASURING

- Each RSM will maintain a sales pipeline report and deliver updated reports with action plans to Divisional Sales Manager once per month.

ACCOUNTS POLICY

- An account must be within their RSM territory. Outside territory is an exception which requires other RSM and DSM's approval.
- Any open account within their RSM territory is eligible to call on unless RSM has specific designated call areas within their territory.
- A new account must have a full [broker package](#) approved.
 - o An existing account can be transferred to the new AE via RSM approval.
- There is no maximum number of accounts per account executive.
- Any account with no submissions in the past **6 months** will become unprotected and is eligible to be re-positioned to a different AE. RSM to review monthly and approve.
- RSM may re-position any account, regardless of activity levels, if RSM believes full production potential is not being realized from that account.
- RSM may re-position any account that shows signs of a personality or service level conflict between customer and AE.
- Accounts that have multiple branch locations are eligible to have different AE's call on each location (provided each branch is approved with a unique broker code).
- No AE is allowed to solicit another account that is protected by another AE. Tampering with accounts will not be tolerated.
- Any account dispute between AE's will require RSM to interview customer and determine who has a strong relationship, sales influence, and a positive connection.
- If an account is too large to adequately service it by one AE, the RSM may elect to have multiple AE's share an account.

- Account penetration is expected to be a minimum of **25%** (Funding accounts divided by total accounts). Below this level can result in accounts being re-positioned.

Accountability to enforce this policy falls on RSM and DSM.

AE ANNUAL GOAL SETTING DISCUSSION

To set an annual AE production goal that is aligned with the company budget, previous year performance, and market expectations for the upcoming year. RSM will update and discuss performance with AE on a monthly basis. AE goals are to be based on SMART goal analysis (Specific, Measureable, Attainable, Relevant, Time bound).

MINIMUM STANDARDS POLICY

Define minimum performance standards for company account executives.

If an AE falls below 50% of their annual goal for a 90-day consecutive period, that AE will be considered to be below company minimum standards. A **Performance Improvement Plan** (PIP) will be designed by their RSM to assist them in building a roadmap to return to an acceptable level of their annual goal.

The PIP plan will include:

- Specific and measurable areas that must improve.
- A review of their annual goal to ensure it is relevant and realistic.
- **60-day** timeframe to return to acceptable production levels.
- PIP plan to be signed by AE and RSM and filed by HR department.

INSIDE AE – ROLE AND OBJECTIVES

An inside AE acts as a telemarketer from our office locations (Colorado Springs, CO). The goal is to assist the company in covering the map and reaching and connecting remote customers with MSF.

- Same account policies and minimum standards as outside AE's.
- Same compensation schedule as outside AE's.
- Defined coverage areas.
- RSM to develop AE action plan with goals, objectives, and clear territory within RSM area.

REGIONAL SALES MANAGER

The Regional Sales Manager (RSM) is the leader for their territory and is responsible for its development and success. The RSM can be thought as the "branch manager" of their area and will be measured by the **production, efficiency and growth** of their area. These areas will be compared to company expectations in the following areas:

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<u>Production:</u>	Applications per AE, average volume per AE, total area volume.
<u>Efficiency:</u>	# Accounts per AE, Active % per AE, Penetration.
<u>Growth:</u>	Goal pace %.

The overall responsibilities of the Regional Sales Manager (RSM):

- Recruit, hire, and train new Account Executives.
- Monitor performance and mentor AE's to fully realize their goals.
- Deliver performance improvement plan (PIP) when necessary and/or execute termination.
- Maintain customer relationships, analyze market share data.
- Customer cultivation, seek out new customers.
- Creatively recognize top achievers (both AE and customer).
- Territory expert, seek out growth opportunities in all corners of their given zone.
- Gather competitor intelligence.
- Broker compliance.
- Field subject matter expert, territory expert.
- Representative/ambassador for corporate.
- Point of contact for Account Executives.

EXPENSE REPORTING

Limit based on contract at time of hire. Complete expense report monthly and provide it to VP; original receipts must be submitted with expense reports per policy.

SALES INCENTIVES

To create frequent and creative sales incentive challenges to help keep sales force engaged, focused on building their business, and to recognize stellar performances.

Sales metrics may be tied to the any of the following areas:

- Apps per month
- Funding accounts per month
- Total account penetration
- Monthly funding goals - units or volume
- Product type or product mix

RSM Monthly Report

RSM will complete this report on a monthly basis and send it to the DSM.

MOVING ACCOUNTS

Within RSM Territory:

Moving an account from one AE to another AE within a single RSM territory is at the discretion of that RSM. Factors within this Sales Policy Manual such as the 6-month inactivity would be one reason to move an account. Other reasons may include a ruptured relationship between the account and the AE, or a business decision made by RSM that another AE could obtain more business than the current AE. In any event, the RSM must exercise fairness and make consistent decisions over time.

Outside of RSM territory:

When attempting to assign an account to an AE when the account is not in the RSM territory, the RSM must obtain approval from the RSM who manages the territory that the account is located. If it is decided to allow the out of territory AE to call on that account, a email to Broker Apps should be sent with both RSM's approval.

When an AE who has out of territory accounts leaves the company, the account(s) should move back to the RSM who manages that territory. Exceptions are allowed with both RSM's approval.

BYTEPRO ENTERPRISE AND BYTE WEB PORTAL

AEs will have access to both our BytePro Enterprise and the web portal. Enterprise provides the same visibility as our internal operations team in a read only version, so our AEs have the ability to track and monitor life files. Web Portal is a simplified version, similar to our brokers access, which allows for easy access on the go.

* You will have access to log into one portal at a time. Should you be logged into Enterprise and try logging into the web portal, your enterprise session will be logged off and vice versa.

BYTE PRO ENTERPRISE



Log into the system with your username id and password.

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File Edit Goto Interfaces Tools Customize Window Help

Pipeline Dashboard Tasks Reports Cardex

[Help on Searching](#)

Search Clear

Matching Start

File Name

First Name

Last Name

Property

First Name 2

Last Name 2

[Statuses: Not Filtered](#)

☐ Template Files Only

Organization [Any]

Loan Officer [Any]

Branch Ma... [Any]

Loan Proc... [Any]

Processing... [Any]

Loan Coor... [Any]

Disclosure ... [Any]

[Any] [Any]

The search criteria matched more than 3000 files. The 3000 most recently modified files are shown. [Click here to edit search defaults.](#)

UW RECEIVED Delegated Audit Delegated Conditions Non-Delegated Audit Non-Delegated Audit Conditions Ag Pipeline ACTIVE LOANS BY

Docs Requested Expiring Locks TPO Active Loans by CAM TPO Locked Pipeline TPO brokers TPO Canceled TPO Canceled by Account Exec

TPO Funded Loans TPO Locked Not Submitted TPO Delegated Pipeline Report TPO Expiring Locks TPO Funded loans by AE TPO Funded Loans

TPO Submitted by AE TPO Submitted by Broker TPO Submitted Daily TPO Submitted daily- LC not assigned TPO Submitted Daily -Team CA TF

TPO UW Received TPO Registered Not Submitted Non-Delegated CTC -AE Standard [Create New View](#)

FileName	Borrower	Amount	Purpose	Loan Officer	Lock Exp	Status
120237W221	AARON, BRADLEY	164,545.00	Purchase	RMOTT		Registered
109763W271-A	ABBOTT, MATTHEW	189,940.00	Refinance	MELGIN	08/12/2016	Purchased
108733W604	ABDALLAH, FADI	267,524.00	Refinance	DWILLIAMS...	07/18/2016	Purchased
104969N164	ABDIN, ANTONIA	156,076.00	Refinance	JFATO	06/22/2016	Purchased
118962W301	ABGARYAN, HRAYR	318,760.00	Purchase	PISSAEI	11/30/2016	In Closing
115817W301	ABGARYAN, LINUSH	488,000.00	Purchase	PISSAEI	10/21/2016	Purchased
111380W553	ABRAHAM, SAVITA	255,290.00	Purchase	NGOLDSTEIN	09/22/2016	Purchased
112283W271-B	ABRAHAMSEN, AJ	138,288.00	Refinance	ACHARNEY	09/07/2016	Purchased
119745W693	ACCOUNT, TEST			TMCVAY		Registered
116173W243	ACDAN, GRACE	302,706.00	Refinance	BMORGAN	11/25/2016	Clear To Close
110274W386	ACEVEDO, JORGE	290,000.00	Refinance	DKIM	10/28/2016	Purchased
111773W331	ACHAN, ANDERSON	132,404.00	Refinance	LBAXTER	10/12/2016	Purchased
117445W298	ACOFF, JOHNNY	278,204.00	Refinance	JHESTER	12/02/2016	Approved w/C
110871W119-JJ	ACRED, JOHN	399,000.00	Purchase	JMAYER	10/17/2016	Purchased
119422W271-A	ADAMS, ELLA	252,000.00	Refinance	DSCHULTZ		Registered
109787W445	ADAMS, IVY	80,786.00	Purchase	GTATULYAN	09/30/2016	Purchased

[Help on Searching](#)

Search Clear

Matching Start

File Name

First Name

Last Name

Property

First Name 2

Last Name 2

[Statuses: Not Filtered](#)

☐ Template Files Only

Organization [Any]

Loan Officer [Any]

Branch Ma... [Any]

Loan Proc... [Any]

Processing... [Any]

Loan Coor... [Any]

Disclosure ... [Any]

[Any] [Any]

Matching with "start" provides flexibility in not adding the full description

Search specific files with file name (loan number), first, or last name, etc.

Use the following filters to see specific broker partner's pipeline.

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[TPO Locked Not Submitted](#)
[TPO Delegated Pipeline Report](#)
[TPO Expiring Locks](#)
[TPO Funded loans by AE](#)
[TPO Submitted by Broker](#)
[TPO Submitted Daily](#)
[TPO Submitted daily- LC not assigned](#)
[TPO Submitted Daily - T](#)
[TPO Registered Not Submitted](#)
[Non-Delegated CTC -AE](#)
[Standard](#)
[Create New View](#)

Borrower	Amount	Purpose	Loan Officer	Lock E
AARON, BRADLEY	164,545.00	Purchase	RMOTT	
ABBOTT, MATTHEW				08/12/16
ABDALLAH, FADI				07/14/16
ABDIN, ANTONIA				09/22/16
ABGARYAN, HRAYR				11/30/16
ABGARYAN, LINUSH				10/21/16
ABRAHAM, SAVITA				09/22/2016
ABRAHAMSEN, AJ				09/07/2016
ACCOUNT, TEST				
ACDAN, GRACE				11/25/2016
ACEVEDO, JORGE				10/28/2016
ACHAN, ANDERSON				10/12/2016
ACOFF, JOHNNY				12/02/2016
ACRED, JOHN				10/17/2016
ADAMS, ELLA				09/30/2016
ADAMS, IVY				09/06/2016
ADAMS, JAVAN				07/28/2016
ADAMS, TARIKE				10/14/2016
ADELL, CHARLES				10/25/2016
ADERMACH, STEPHEN				11/08/2016
ADY, JACK				11/09/2016
AGOPIAN, SIMON				10/18/2016
AGUERO, DAVID				11/16/2016

Edit Field Filter

Field Name: Status_SubmittedDate

Data Type: Date

Description: The date that the loan file was submitted for underwriting.

Please provide the filter values to use for this field for this running of the report.

Filter: Between And

[Date Range](#)

Click on preset reports.

Some reports have filters to complete.

[Find a Screen or Document](#)**Favorites**

General

Sales Tools

Origination

Processing

Underwriting

Closing / Funding

Lock Desk / Secondary

Post Closing

Compliance

Accounting

All Screens

Home

Tasks

Alerts

Parties

Status

Processing Log

Conversation Log

Field Notes

Application Summary

Fee History

Loan Estimate Page 1

Loan Estimate Page 2

Loan Estimate Page 3

GFE 2010 Pages 1 and 3

GFE 2010 Page 2

Fee Worksheet

Truth in Lending / Reg Z

Anti-Steering Disclosure

Amortization Schedule

1003 Page 1

STATUS

Follow Up Flag: [Customize](#)

Loan Status: Clear To Close (11/21/2016)

Origination Channel: Wholesale

[Template File:](#) No

[Synchronized File:](#) No

CRITICAL DATES

Application Date: 09/17/2016

Sched. Approval Date:

Stored documents – view uploaded documents – ex: 1003, borrowers authorization, title, etc.

BORROWERS**Application 1 - Borrower**

First: GRACE Middle: Last: ACDAN Suffix:

D.O.B.: 12/14/1968 Age: 47 Nickname:

Application 1 - Coborrower

Click here to add a coborrower

SSN

Non - Per

Work

[Mobile](#)

E-Mail

Street

Click on a loan number and view a “read only” version of the loan.

Left column can be personalized to have your preferred list and order. *click on the arrow box and edit accordingly.

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Conversation Log Items

Date/Time	Talked To	Notes
10/21/2016 6:02 PM		< ROSIE HULL : 10/21/2016 6:02 PM MDT > Loan Officer/Broker: 507-8841 Alternate Contact: Stacie Wightman Email: Stacies1M@yahoo.com Processor: Milaya Paggett MSF NMLS: 61602 Borrowers Email: n
10/21/2016 6:12 PM		< ROSIE HULL : 10/21/2016 6:12 PM MDT > From: submissions 'Stacie Wightman' <stacies1m@yahoo.com>; Preston Henderson <PrestonHenderson@mortgagesolutions.net> Subject: RE: Acoff - 11744 confirm loan amount loan is locked in BYTE at total loan amount (\$6378.275.00. Thank You, Rosie Hull Loan Coordinator Mortgage Colorado Springs, CO
10/21/2016 12:12 PM		From: Stacie Wightman <stacies1m@yahoo.com>; Submissions <Submissions@mortgagesolutions.net> Subject: RE: Acoff - 11744 Stacie Wightman <stacies1m@yahoo.com> From: submissions <Submissions@mortgagesolutions.net> Subject: RE: Acoff - 11744 Stacie Wightman <stacies1m@yahoo.com> From: submissions <Submissions@mortgagesolutions.net> Subject: RE: Acoff - 11744
10/21/2016 2:30 PM		Stacie Wightman <stacies1m@yahoo.com>; Submissions <Submissions@mortgagesolutions.net> Subject: RE: Acoff - 11744 Mortgage Solutions Financial! We have received your New Submission and moved into our Underwriting Queue as of 10/24/2016. Please

Conversation Log – all email conversations and notifications listed on the conversation log. Access the same log as our internal ops team. Add a note in the loan by clicking the “+” at the top left.

Click Here to Edit the Status Screen Defaults

Current Loan Status	Important Dates
<input type="radio"/> Lead	Date File Created: 10/10/2016 2:55 PM
<input type="radio"/> Application	Preapproval Application Date
<input type="radio"/> Disclosures Requested	Application Date 10/10/2016
<input type="radio"/> Disclosed	Scheduled Approval Date
<input type="radio"/> Registered	Signing Appt. Confirmed
<input type="radio"/> In Processing	Signing Location
<input type="radio"/> Submitted	Signing Date & Time
<input type="radio"/> Underwriting Received	Scheduled Closing Date 12/23/2016
<input checked="" type="radio"/> Approved w/ Conditions	Scheduled Funding Date 12/29/2016
<input type="radio"/> Suspended	Ready for Figures
<input type="radio"/> Declined	
<input type="radio"/> Canceled	
<input type="radio"/> Conditions in Review	
<input type="radio"/> Clear To Close	
<input type="radio"/> Docs Requested	
<input type="radio"/> In Closing	
<input type="radio"/> Figures Sent	
<input type="radio"/> Docs Sent	
<input type="radio"/> Closed Loan Package Received	
<input type="radio"/> Pre-Purchase Review	
<input type="radio"/> Pre-Purchase Suspense	
<input type="radio"/> Pre-Purchase Conditions in Review	
<input type="radio"/> Approved for Purchase	
<input type="radio"/> Pending Purchase	
<input type="radio"/> Funded	
<input type="radio"/> In Post Closing	
<input type="radio"/> Purchased	

Status tab – status log of when loan passed through the different stages of the loan.

Lock Information

Lock Days	45	Fill Lock Info
Extensions	Ext 1	Ext 2
Date Locked	10/19/2016 11:44 AM	
Lock Exp. Date	12/02/2016	Floating
Date Canceled		

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BYTE WEB PORTAL<https://msfbyteweb.msfhome.com/ByteWebPortalSite/>

- Log in with the same id/pw as Byte Enterprise.



User Name	<input type="text"/>
Password	<input type="password"/>

Log inForgot your password? Click [here](#) to reset your password.

Pipeline New File

Locked Not Submitted TPO Corr. Note Purchased TPO Corr. Note Received TPO Locks Expiring within 3 Days Active Loan Pipeline 3
Locks TPO Expiring Locks TPO Registered Not Submitted **Standard**

File Name	First Name	Last Name	Search	FileName	Borrower	Status	Lock Exp	Sched Close
				117408W298	SILVESTRI, LIVIA	In Closing	11/30/2016	11/25/2016
				118748W521	FORD BOOKER, CHIMERE	Approved		
				117448W497	RODRIGUEZ, ROY	Condition		
				120327W301	GHAZARIAN, MAIS	Submitted		
				116642N306	BALL, JOHN	Pending		
				117920W606	LAMB, ESTHER	Condition		
						Approved w/ Conditions	12/20/2016	12/10/2016
						Approved w/ Conditions		11/28/2016

Click on same reports as broker see.

Search for loan with file name (loan number), first, or last name.

View pipeline and select loan to view loan specific information.

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Pipeline New File **118748W521 - FORD BOOKER**

[Home](#)
[Status](#)
[Conditions](#)
[1003 Page 1](#)
[1003 Page 2](#)
[1003 Page 3](#)
[Stored Documents](#)
[Pricing and Lock](#)
[Credit](#)
[Desktop Underwriter](#)
[Loan Prospector](#)
[Lock History](#)

Home
Save **Change Status**

Loan Summary

Loan Type	FHA, Purchase	Occupancy	Primary Residence
Loan Program	FHA30	0% / 96.50% / 96	
Interest Rate	4.250%	0% / 47.43%	
Term	360 months	80.03 / \$2,143.11	
Loan Amount	\$255,725 / \$260,200	Cash to Close	\$13,381.73

Status

Loan Status	Approved w/ Conditions 11/15/2016
Follow Up Flag	
Agency Case No	5130953660703
Case No. Assigned	10/28/2016

Critical Dates

Application Date	10/27/2016
Sched Approval Date	
Sched Closing Date	12/07/2016
Signing Date and Time	

Borrowers

View loan information to similar to what the broker would view.

For detailed information related to the Byte Web Portal, view the following guides:

- [How to Guide](#)
- [Broker P&P Book](#)

KNOWING OPERATIONS

MINIMUM SUBMISSION REQUIREMENTS

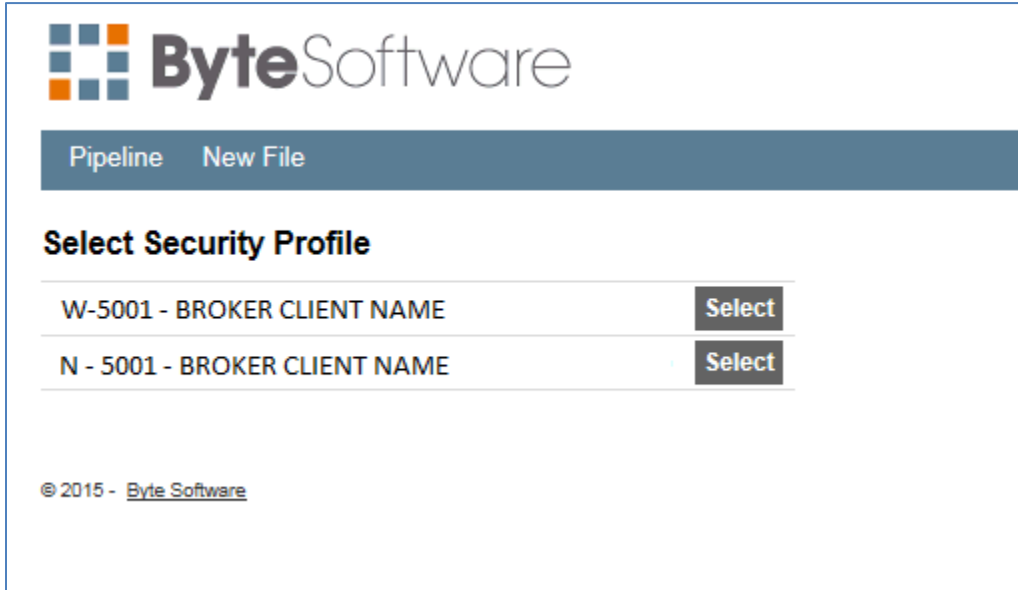
All documents required for processing and underwriting are listed in the Minimum Submission Requirements. The most current version can be found in the [document library](#).

[MSF WEBSITE](#) -

MSF Website provides information that is helpful for both the Account Executive as well as brokers. Familiarize yourself with our website as well as the system your broker will be using (Byte).

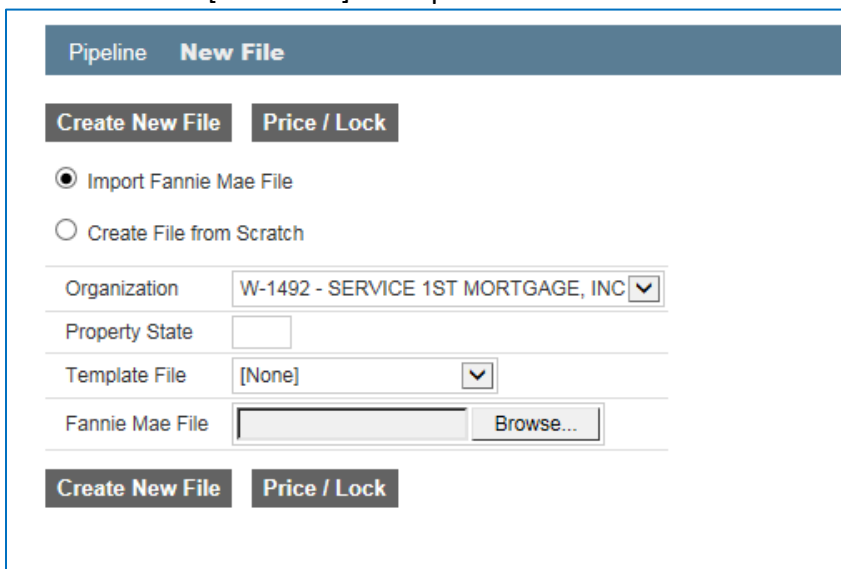
ASSISTING BROKERS IN SUBMITTING A LOAN**Receiving a new loan number:**

- Log onto Byte Web Portal: <https://msfbyteweb.msfhome.com/ByteWebPortalSite/>



The screenshot shows the Byte Software web portal interface. At the top, there is a logo for Byte Software and a navigation bar with 'Pipeline' and 'New File' tabs. Below the navigation bar, the heading 'Select Security Profile' is displayed. There are two rows of security profiles, each with a text field and a 'Select' button. The first row is 'W-5001 - BROKER CLIENT NAME' and the second row is 'N - 5001 - BROKER CLIENT NAME'. At the bottom left, there is a copyright notice: '© 2015 - Byte Software'.

- Broker/Client will be provided with one ID.
 - If they have multiple channels (wholesale, correspondent), they will be provided with multiple security profiles at time of login.
- Once security profile is selected, PIPELINE will be reflected.
 - Different views provided to allow brokers to view loans in different statuses.
 - Letter and Number at the end of each loan number reflects what channel and customer ID number.
- Click on [NEW FILE] and upload 3.2 fnma file to create loan number.



The screenshot shows the 'Create New File' screen in the Byte Software web portal. The 'New File' tab is selected in the navigation bar. Below the navigation bar, there are two buttons: 'Create New File' and 'Price / Lock'. There are two radio buttons: 'Import Fannie Mae File' (selected) and 'Create File from Scratch'. Below the radio buttons, there are several input fields: 'Organization' (with a dropdown menu showing 'W-1492 - SERVICE 1ST MORTGAGE, INC'), 'Property State' (empty), 'Template File' (with a dropdown menu showing '[None]'), and 'Fannie Mae File' (with a text input field and a 'Browse...' button). At the bottom, there are two buttons: 'Create New File' and 'Price / Lock'.

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- Review loan information, select loan program.
- To submit loan for review, click on Stored Documents, Upload Documents.
 - Use the TYPE to determine what is being uploaded.
 - Ex: submissions/credit
 - Ex: submissions/income



Pipeline New File **400211W205 - BANDOCK**

[Home](#)
[Status](#)
[Conditions](#)
[1003 Page 1](#)
[1003 Page 2](#)
[1003 Page 3](#)
[Stored Documents](#)
[Pricing and Lock](#)
[Credit](#)
[Desktop Underwriter](#)
[Loan Prospector](#)
[Lock History](#)

Document Images

Upload Document

Status	Category	Type	Description	Created
Not Reviewed	MISC			

Upload Document

File

Type

- 01 - LE Issue Request
- 02 - Initial Submission Package
- 02-Submissions/Credit
- 02-Submissions/Income
- 02-Submissions/Assets
- 02-Submissions/Property
- 02-SubmissionsGOV Documents
- 02-Submissions/Disclosures
- 03 - Condition Submission
- 04 - Non-Delegated Corr Closing Package
- 05 - Delegated Corr Credit and Closing Package
- 06 - Delegated Corr Suspense Package
- 07 - Non-Delegated Corr Suspense Conditions
- 08 - Non-Delegated PC Suspense Notice
- 1008 Transmittal Summary

- Once package is uploaded, broker will be able to view documents uploaded and current status [reviewed/not reviewed/etc].

Submission Process

- Broker: Register loan in BYTE Web Portal –loan created
- Broker: Select loan program on main screen. Upload PDF document.
- MSF: LC Team review file, push back if anything missing
 - Broker: upload missing documents to web portal
- MSF: Internal Reports pulled: Mers, NMLS, Property Profile, AVM, CAIVRS, FHA case number, etc.
- MSF: Submit to Underwriting queue (status to reflect Underwriting Received).
- MSF: Notification sent to Broker and AE

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REVIEWING A LOAN ESTIMATE

Save this Loan Estimate to compare with your Closing Disclosure.

Loan Estimate	
DATE ISSUED APPLICANTS	LOAN TERM PURPOSE PRODUCT
PROPERTY SALE PRICE	LOAN TYPE <input type="checkbox"/> Conventional <input type="checkbox"/> FHA <input type="checkbox"/> VA <input type="checkbox"/> _____ LOAN ID # _____ RATE LOCK <input type="checkbox"/> NO <input type="checkbox"/> YES, until _____ <i>Before closing, your interest rate, points, and lender credits can change unless you lock the interest rate. All other estimated closing costs expire on _____.</i>

Loan Term: term of loan in years**Purpose:** Purchase, Refinance, Construction, Home Equity Loan**Product:** 2 pieces of information needed

- payment feature that may change periodic payment
- duration of the relevant payment feature

Date Issued: Date when LE was mailed/delivered to consumer should be within 3 days of application

Applicants: Borrowers Name and Mailing Address

Property: Address of transaction – must include zip code

Sale Price: Sale Price or Appraised Value or Estimated Value

Loan Type: type of loan Conv/FHA/VA/Other

Loan ID #: Loan Number

Rate Lock: state whether the loan is currently locked.

- if locked, must reflect date, time, and time zone of when lock period ends.
- List Closing Cost Expiration date, at least 10 business days out from the application (Sundays and Holidays excluded) date with time and time zone.

Loan Terms	Can this amount increase after closing?
Loan Amount	
Interest Rate	
Monthly Principal & Interest <i>See Projected Payments below for your Estimated Total Monthly Payment</i>	
	Does the loan have these features?
Prepayment Penalty	
Balloon Payment	

Loan Terms Table of the Loan Estimate

Loan Amount: If cents are entered, LE will automatically round

Initial **Interest Rate**, Initial **Monthly Principal & Interest** amount,

Any adjustments to these amounts after consummation,

Whether the loan includes a **Prepayment Penalty**, and

Whether the loan includes a **Balloon Payment**

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Projected Payments

Payment Calculation									
Principal & Interest	Shown as a table – shows estimates of the periodic payments that the consumer will make over the life of the loan.								
Mortgage Insurance	Must disclose: Principle & Interest, Mortgage Insurance, Estimated Escrow, Estimated Total Monthly Payment, and Estimated Taxes, Insurance, & Assessments (even if NOT paid with escrow funds)								
Estimated Escrow <i>Amount can increase over time</i>									
Estimated Total Monthly Payment	Maximum number of columns is 4								
Estimated Taxes, Insurance & Assessments <i>Amount can increase over time</i>	<table> <tr> <th>This estimate includes</th><th>In escrow?</th></tr> <tr> <td><input type="checkbox"/> Property Taxes</td><td></td></tr> <tr> <td><input type="checkbox"/> Homeowner's Insurance</td><td></td></tr> <tr> <td><input type="checkbox"/> Other:</td><td></td></tr> </table> <p><i>See Section G on page 2 for escrowed property costs. You must pay for other property costs separately.</i></p>	This estimate includes	In escrow?	<input type="checkbox"/> Property Taxes		<input type="checkbox"/> Homeowner's Insurance		<input type="checkbox"/> Other:	
This estimate includes	In escrow?								
<input type="checkbox"/> Property Taxes									
<input type="checkbox"/> Homeowner's Insurance									
<input type="checkbox"/> Other:									

****For FHA and any other loan with MI – MI needs to be disclosed in this section.**
If the LTV is > 80% and < 90% then MI is disclosed for years 1-11; if LTV > 90%, then MI will be disclosed for years 1-30. *see next page*

Costs at Closing

Estimated Closing Costs	Includes in Loan Costs+ in Other Costs – in Lender Credits. <i>See page 2 for details.</i>
Estimated Cash to Close	Includes Closing Costs. <i>See Calculating Cash to Close on page 2 for details.</i>

Summary of costs reflected on page 2 of LE.

Visit www.consumerfinance.gov/mortgage-estimate for general information and tools.

Closing Cost Details**Loan Costs****A. Origination Charges**

% of Loan Amount (Points)

- Borrower Paid Compensation WITH Discount
 - Borrower Paid Comp is disclosed in full as Originator compensation in Section A of the LE. Discount is disclosed in full (to include LLPAs) in Section A of the LE.
- Borrower Paid Compensation WITHOUT Discount
 - Borrower Paid Comp will be disclosed in full as Originator compensation in Section A of the LE (as well as on the CD). If there is any credit from pricing, it needs to be disclosed in Section J of the LE.
- Lender Paid Compensation WITH Discount
 - Lender Paid Comp is not disclosed as Originator compensation in Section A of the LE. Discount is disclosed in full in Section A of the LE. The Lender Paid Comp is subtracted from the rate price.
- Lender Paid Compensation WITHOUT Discount
 - Lender Paid Comp is not disclosed as Originator Compensation on Section A of the LE. The Lender Paid Comp is subtracted from the rate price. If there is any credit from pricing, it needs to be disclosed in Section J of the LE.

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B. Services You Cannot Shop For	Items provided by persons other than creditor or mortgage broker that the consumer cannot shop for and will pay for at settlement. *Disclose in alphabetical order - ex: appraisal fee, credit report fee, gov't funding fee, etc
C. Services You Can Shop For	- ex: pest inspection fee, survey fee, title – closing agent fee, title – closing protection letter fee
D. TOTAL LOAN COSTS (A + B + C)	- Sum of the subtotals of Origination Charges, Services You Cannot Shop For, and Services You Can Shop For.

LE REJECTION

Should LE be rejected at time of submission, broker will be notified.

Broker will need to reupload entire submission package to the current loan number and loan will be reviewed as a brand new file.

NMLS LICENSING

LC's will check to ensure the Loan Officer on the file is licensed in the state the loan is being originated in. They must also be sponsored by the company they are doing the loan under. If the Loan Officer is not approved or sponsored by a company, loan will be rejected at time of submissions (licensed according to state specific rules).

LOAN SUBMISSION REJECTION

File comes into submissions, LC reviews.

- a. Submission is accepted, sent to UW no changes to process
- b. Submission is ultimately rejected, notice to be sent out to broker
 - a. LC leaves all documents as "not reviewed" status
 - b. LC sends out Statement of Credit Denial, Termination or Change"
 - i. For missing/incorrect disclosures, LC is to pick Other-Credit Application Incomplete. LC then needs to fill "other specify" box with the appropriate template for missing items. LC chooses Method used to deliver Notice as "Delivered" if emailed, "Mailed" if sent via USPS.

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ii. LC saves notice to the file.

Items marked with a blue icon  are specific to the selected borrower (TEST HAKOBYAN)

Description of Account

Description of Action Taken

Part I: Principal reason(s) for credit denial, termination or other action taken concerning credit.

Credit

☐ No Credit File

☐ Insufficient Number of Credit References Provided

☐ Insufficient Credit Files

☐ Limited Credit Experience

☐ Unable To Verify Credit References

☐ Garnishment, Attachment, Foreclosure, etc.

☐ Judgment Repossession or Suit

☐ Excessive Obligations in Relation to Income

☐ Unacceptable Payment Record on Previous Mortgage

☐ Lack of Cash Reserves

☐ Delinquent Past or Present Credit Obligations with Others

☐ Bankruptcy Past or Present

☐ Number of Recent Inquiries on Credit Bureau Report

☐ Unacceptable Type of Credit References Provided

☐ Poor Credit Performance with Us

Insurance, Guaranty or Purchase Denied by:

☐ Department of Housing and Urban Development

☐ Department of Veterans Affairs

☐ Federal National Mortgage Association

☐ Federal Home Loan Mortgage Corporation

☐ Other

Other

☐ Insufficient Funds to Close the Loan

☒ Credit Application Incomplete

☐ Value or Type of Collateral not Sufficient

☐ Unacceptable Property

☐ Insufficient Data - Property

☐ Unacceptable Appraisal

☐ Unacceptable Leasehold Estate

☐ We do not grant credit to any applicant on the terms and conditions you have requested.

Other, specify (used for all borrower notices):

Incomplete Loan Estimate; Credit Disclosure notices. Please furnish this information to us within 30 days of the date of this Notice or we will be unable to give further consideration to your request

Other reasons (specific to this borrower)



iii. LC completes HMDA screen. "Action Type" is "file Closed for Incompleteness", unless we are notified that the file is explicitly being withdrawn by the borrower through the broker, in which case "Application Withdrawn by Applicant" is appropriate.

Status 1003 Page 2 1003 Page 3 Credit Denial

General Subject Property Loan

☐ Exclude from HMDA Reporting

Action Date 02/29/2016

Action Type File Closed For Incomplete

Date Application Received 11/10/2015  N/A

Gross Annual Income 80,000  N/A

Applicant Sex: Female

Applicant Ethnicity: Not Hispanic Or Latino

Applicant Race: White

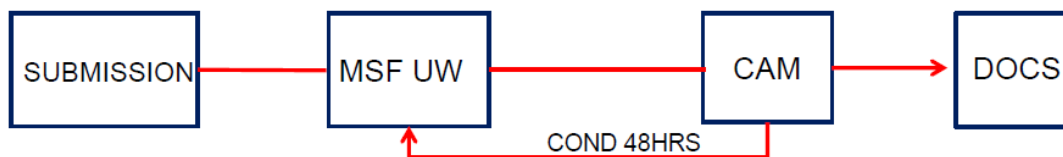
Co-Applicant Sex: No Co-Applicant

Co-Applicant Ethnicity: No Co-Applicant

Co-Applicant Race: No Co-Applicant

- iv. No further action is taken on file if no further communications are received from Broker.
- c. Broker submits submission package for same transaction within 30 days of the date on the Notice of Incomplete. (Must include entire submission package, even if already provided.)
 - i. LC marks every document in stored docs as “Unacceptable” prior to uploading new documents, including Notice of Incomplete
 - ii. LC clears Statement of Credit Denial and HMDA screens
 - iii. LC reviews submission and restarts process anew
- d. Broker submits entire new submission package for same transaction more than 30 days after the date on the Notice of Incomplete
 - i. LC assigns new loan number to the submission. No lock transfer occurs.

FILE IN UNDERWRITING



- Submissions package reviewed by LC's, then sent to underwriting for review [according to current turn times].
- UW Decision sent to CAM for review
- CAM sends out approval to Broker and AE
 - o **Suspense/Denials all reviewed by UW Manager prior to decision
 - o Denials – UW will call the broker to review

Transferring AUS Findings to MSF

- Brokers must pull their own AUS Findings and release the findings over to MSF.
- LP – on the wholesale mortgage lenders list, there's 2 different Mortgage Solutions listed. Make sure brokers select the correct MSF.
 - o When brokers sign up for LP
 - Direct Access – broker run LP directly and transfer findings to MSF
 - **THERE'S 2 MORTGAGE SOLUTIONS. ** **BROKER TO SELECT MORTGAGE SOLUTIONS OF COLORADO DBA MORTGAGE SOLUTIONS FINANCIAL** **
 - Sponsored Access – broker will be sponsored through MSF and can utilize Byte to run LP on their MSF files.

Work with the Broker

- Follow up with broker and answer any questions/concerns brokers may have regarding the conditions
- Work with brokers to retrieve all conditions at one time and upload conditions in web portal – stored documents, upload documents [condition submission]
- Documents uploaded by 2:00 PM will be reviewed same day by the CAM

Conditions Received

- Broker uploads condition package to the web portal.
- CAMs review and matches documents to each condition, and submits back into underwriting. **ALL PTD conditions to be provided prior to conditions review queue for underwriters.
 - o Exceptions to submitting incomplete conditions are: with appraisal, suspense conditions, or upon request if concerned condition could make or break the deal
- UW signs off on conditions
- UW preps file for CTC once all PTD conditions have been met

Close-to-Close

- Not all loans with only one or two conditions remaining will qualify.
 - o Any conditions that involve income, assets or collateral value are INELIGIBLE for Close to Close
- Eligible conditions will be marked as eligible for C2C.
 - o If only C2C conditions are left – the UW will complete the CTC Checklist and send to the UA.
 - o The UA will send the CTC Audit immediately – even before the conditions are in.
- There will be a transition period
 - o Loans currently in the pipeline prior to the C2C process will not have conditions marked, nor will they have been sent for CTC audit.

CTC Process

- Once all PTD conditions are signed off, loan is Clear to Close.

DOCs

- CAM sends out DOC request to the Broker
- Broker sends doc request to conditions@mortgagesolutions.net
- CAM to call broker to confirm all information on DOC request is accurate prior to submitting to DOCs department.
- DOCs turn time is 24hrs upon receipt of doc request
- DOCs are sent to Title/Escrow, Broker, and AE

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Funding

- Funding conditions that come in with the closing package to be reviewed by the Funder within 24hrs of receipt.
- Additional conditions not provided to be sent directly to the funder.
- Once all PTF conditions are signed off, the file will fund.

ESCALATION PROCESS:

- AEs and BPs to check Byte for status every morning and before they email their CAMs to reduce the number of status updates.
- Broker to CAM - if not resolved after 1 try, Broker can request to speak to U/W via CAM for Gov't loans only. CAM can set up phone call.
- AE to Team Lead – if not resolved after 1 try,
- RSM to Heidi.

FHA CASE NUMBER TRANSFER:

The AE & RSM will be notified of an FHA Transfer Request. We will allow 24 hours to reply. If there is no reply, then the loan will be canceled, an adverse action sent (withdrawn by borrower) and the case # will be transferred.

There will be no exceptions to this policy.

LOCKS AND LOCK EXTENSIONS

Account Executives are not allowed to either lock loans or extend locks on behalf of brokers. The lock desk will not accept any lock or extension requests from an AE without express email approval from their regional manager. Such approval should be only in the event of urgent circumstances.

AGED LOANS

Any loan that has either been underwriter approved or suspended and has had no activity for 60 days shall be canceled and an adverse action issued. In order to be re-considered, such loans must be resubmitted with updated, current loan documentation. The new submission will be subject to applicable turn times at the time of the new submission.

NON-ARMS LENGTH TRANSACTION

MSF will no longer allow loan officers to originate loans for a member of their family or other closely related parties.

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WHOLESALE PROTOCOL

Standard Turn Times

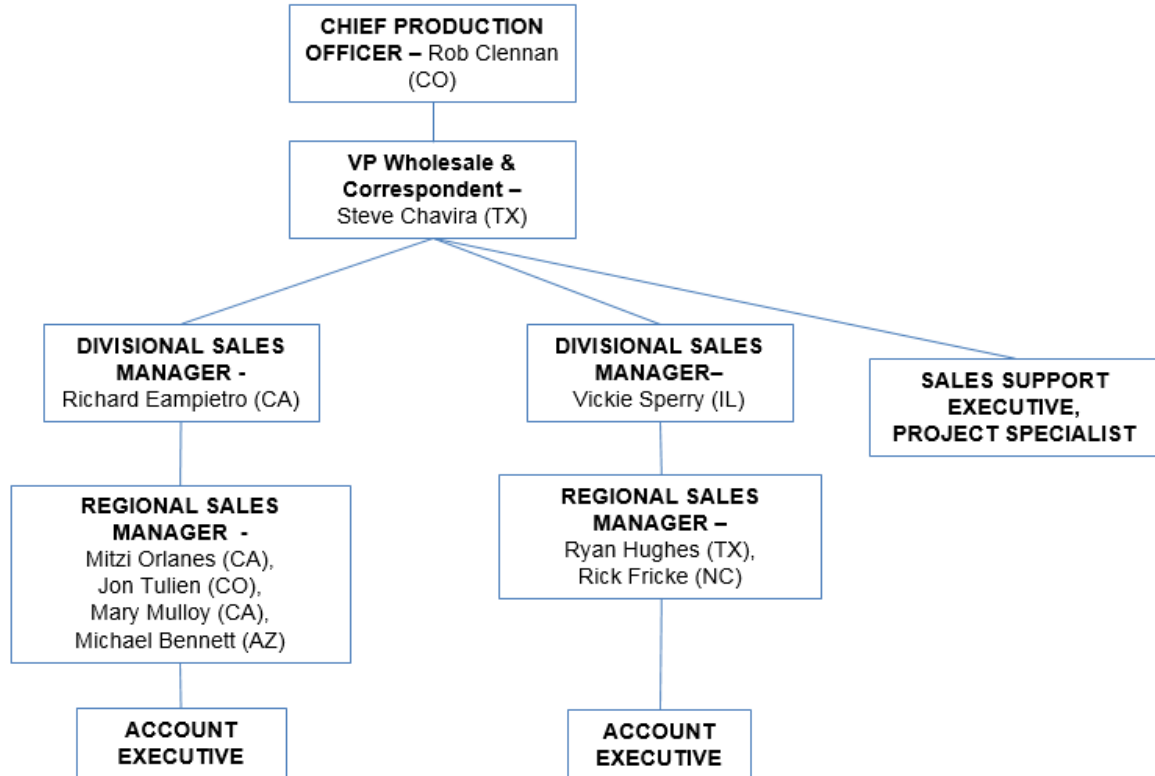
Submissions	Wholesale/Non-del	As published daily
Initial UW & Conditions	Wholesale/Non-del	As published daily
3P	Initial U/W Conditions	48 hours
Closed loan package review	Non-Delegated	72 hours
Closed loan review	Delegated	72 hours
Lock Confirmations	ALL	24 hours
Docs Drawn	Doc/Funders	24 hours
Email Replies	UW's	3 hours
Email Replies	CAM	ASAP

- No status calls are to be sent unless outside of turn times.
 - o CAM's only should contact UW's for status
 - o No brokers should contact UW's for status
- Submissions
 - o If missing documentation for MSF to disclose or push to UW
 - Customer to receive email
 - AE/RSM to be cc'd
 - AE to handle all inquiries/emails from customer
 - If items for disclosure needed – 3 day maximum before must-cancel
 - If items for push to UW Rec'd – 3 days, extra day can be requested
 - o If file must be rejected:
 - AE/RSM to be notified prior to cancellation
 - AE/RSM must authorize cancellation
 - Turn times: 4 business hours
- CAM's are responsible to review all approvals.
 - o Appropriate conditions
 - o Conditions that should be internal / PTF
 - o Added conditions – necessary or justified? Should they have been added on prior approvals?
- CAM's/AE's can inquire regarding specific conditions.
 - o If no reply within turn times – escalate to RSM or Ops Services Mgr.

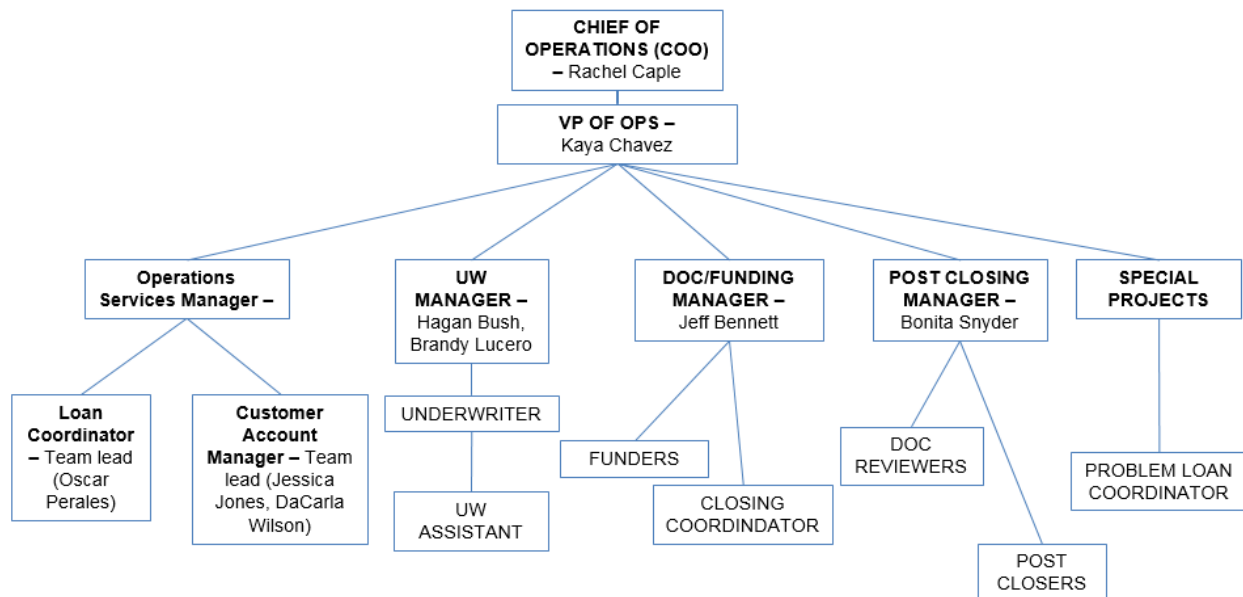
- No more than 3 back and forth emails with the UW to dispute conditions or guidelines.
 - o If continued disagreement, escalate to TPO UW Manager.
 - o If continued disagreement, escalate to VP, Wholesale/Corr.
- Condition Submission
 - o Appraisal only, when received – first submission only
 - o All conditions complete – except appraisal
 - o Deal-breakers – with okay from UW. No UW approval necessary for 3P.
 - o No conditions should ever be piecemealed to UW or to 3P
- Rush Process
 - o All rush requests must be approved by VP, Wholesale/Corr – unless MSF has dropped the ball.
 - o Rush requests must come through RSM.
 - o If MSF or 3P has erred, then TPO UW Manager and/or TPO Ops Services Mgr can authorize a rush on a file.
 - o ALL rushes must be ultimately approved by TPO UW Manager for capacity.
- Lock Extensions (see Lock Policy in Wholesale Resources)
 - o The originator is responsible for all lock expirations and extensions to locks.
 - o Once expired – no locks will be extended.
 - o Any requests for free lock extensions must be approved by MSF management as follows:
 - Courtesy locks of up to 3 days – Divisional Sales Manager or above
 - Extensions due to ops errors – VP, Wholesale/Corr
 - Lock Extensions outside of policy (example: 3rd extension or extension beyond 30 days) – VP, Wholesale/Corr
- Marketing (see Marketing Policy in Wholesale Resources)
 - o Requests for new material – emails, flyers, etc – go through RSM for approval by marketing department and compliance.
 - o No self-prepared material is acceptable or allowed.

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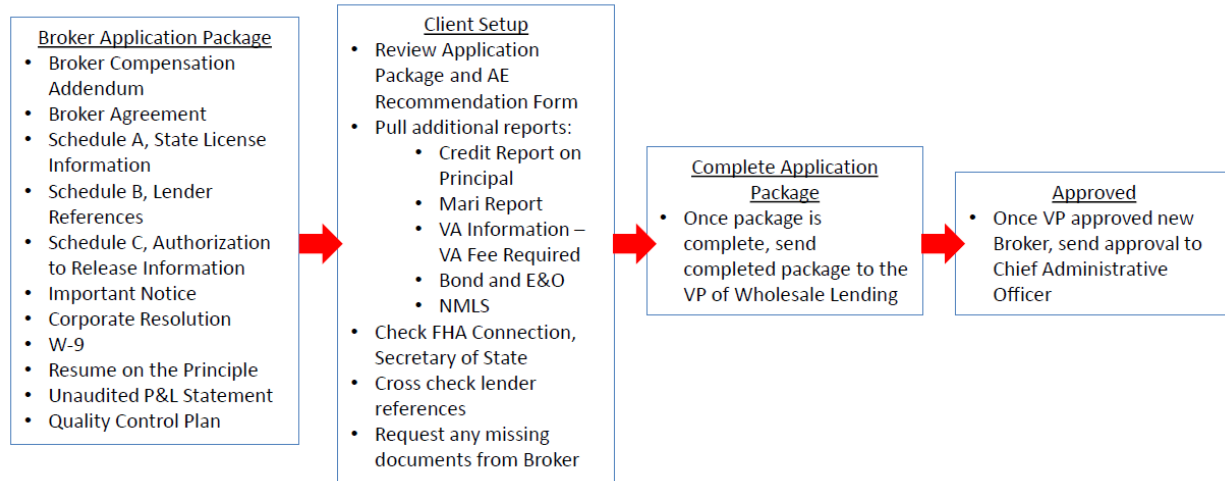
SALES ORGANIZATIONAL CHART



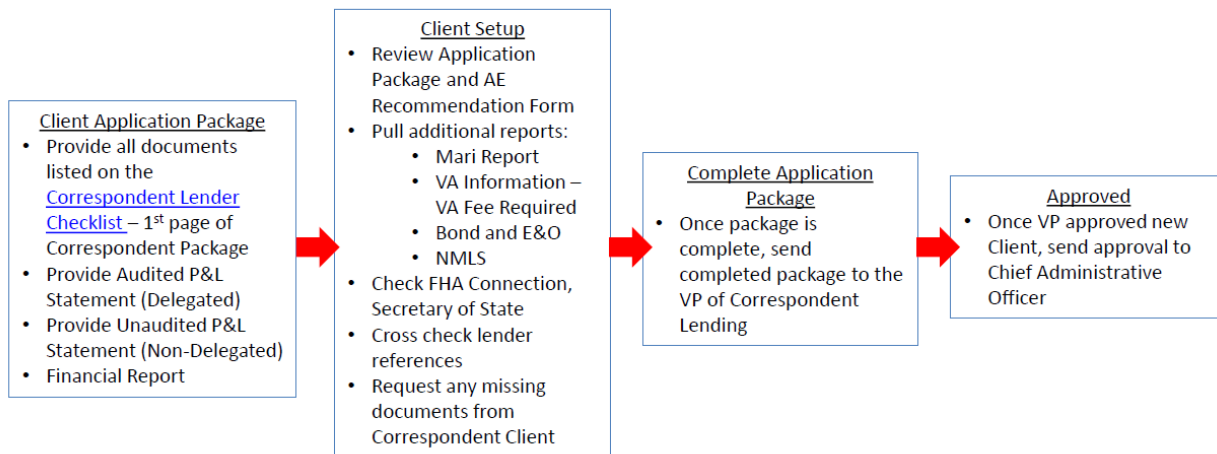
OPERATIONS ORGANIZATIONAL CHART



BROKER APPROVAL PROCESS FLOW



CORRESPONDENT APPROVAL PROCESS FLOW



QUALITY CONTROL (QC) POLICY

NEW BROKERS

- All new brokers will receive a full QC review. Upon a loan being approved in our system, our QC department will audit the file. [\[sample checklist\]](#)
- Once a broker has funded 5 loans, they may be removed from Full QC Review status. To do so, AE must contact compliance – compliance@mortgagesolutions.net
- Information regarding number of loans funded by broker can be ran through Byte Enterprise.

WEBSITES

MSF WEBSITE

- Become a broker – application for new brokers can be found here.
- Broker Resources – document library, announcements, underwriting guidelines, appraisal ordering

MACH3

- Marketing tool used to email updates and flyers to your brokers.
- Make sure to use MACH3 rather than mass emailing through your outlook account! ****DO NOT SEND MASS EMAILS THROUGH YOUR OUTLOOK ACCOUNT****

Agency Guidelines

- [FHA](#)
- [Fannie Mae](#)
- [Freddie Mac](#)
- [VA](#)
- [USDA](#)
- [AllRegs Online](#) – For all agency guidelines.
 - Select register now



- Completed **NEW USER REGISTRATION** with your email and MSF
Registration key: 61060-39

- ****if you sign up for AllRegs Academy, use subscription code: 23ADB97E-3 and MSF NMLS#: 61602**

WHOLESALE RESOURCES - FOLDER

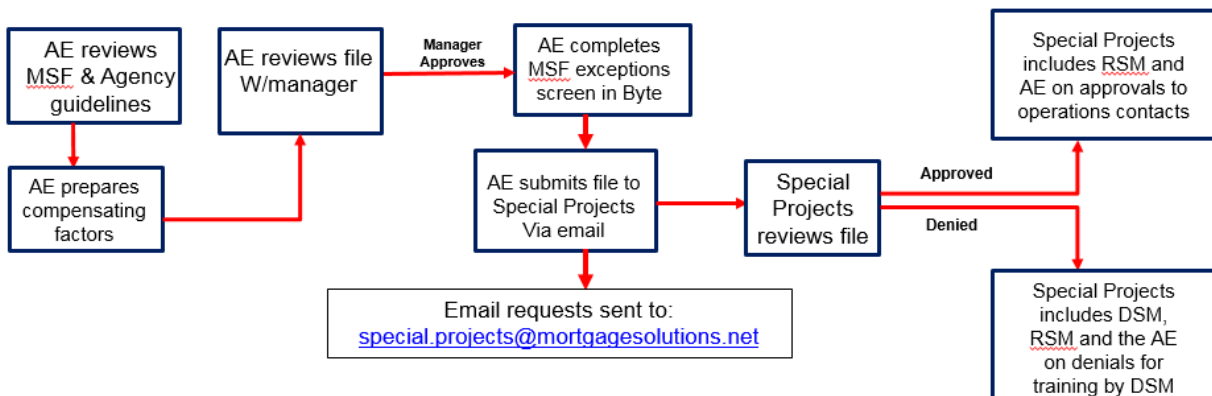
- All training guides and marketing material can be found here.
- For internal use only
- Folder found on your Citrix Desktop [labeled RESOURCES]

LOAN HOT SHEET LIST

- Submit an Excel sheet to your CAM at the beginning of the week with the loans that are expected to close that week – HOT SHEET.
- Be attentive to your pipeline and work to drive the business through the system. Work WITH the ops team to get the loans closed on time.
- When requesting a rush, know your file, timeline scenario, etc. Shouldn't be on files where the broker took a month to provide conditions.

EXCEPTION REQUESTS

- MSF will occasionally consider exceptions to its internal loan policies, provided the loan has significant compensating factors.
- Process flow for exception request:



- Provide the following to your manager for review prior to exceptions:
 - o Correct policy being excepted
 - o Compensation factors
 - o Appropriate loan documents
- Once approved, AE to complete the exception screen in Byte and Email Special Projects.
- Special Projects to review agency guides to ensure it meets agency guides and approve/deny exception.
- Exceptions to the following WILL NOT be considered:

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- Agency, HUD or VA requirements
- Minimum AUS Findings

BytePro Enterprise - [104095W315: MSF Exceptions]

File Edit Goto Interfaces Tools Customize Window Help

Pipeline Dashboard Tasks Reports Cardex 104095W315: SCHUMAN

Find a Screen or Document

Favorites

- General
- Origination
- Processing
- Underwriting
- Closing / Funding
- Lock Desk / Secondary
- Post Closing
- Compliance
- Accounting
- All Screens

1003 Page 1

1003 Page 2

1003 Page 3

1003 Page 4

1008 Transmittal

Alerts

Application Summary

Appraisal

Appraisal Info

ARM Disclosure

Audit Log

Cash Flow Analysis

Closing Disc Page 1

Closing Disc Page 2

Closing Disc Page 3

Closing Disc Pages 4 and 5

Conditions

Conversation Log

Credit

Disclosure History

Fannie Mae

Fee History

FHA / VA Addendum S208

FHA 203K Worksheet

FHA S2900LT

FHA Analysis of Appraisal

FHA Conditional Commit

Field Notes

Freddie Mac

Home

Income and Debt Worksheet

KPI Errors

Loan Estimate Page 1

Loan Estimate Page 2

Loan Estimate Page 3

Lock History

MSF Exceptions

Parties

Print Log

Purchase Advice

Quality Control

Rush Tracking

Special Projects

Special Servicing Inform

Statement of Credit Denial

Status

Stored Documents

Tasks

Exception Request

Date Requested: []

Exception Requested By: []

Exception Request Detail:

Exception Decision

Date of Decision: []

Exception Category: []

Exception Decision: []

Decision By: []

Exception Decision Detail:

Service Invoice Exception

Lender Credit: []

Exception Decision: []

Decision By: []

Exception (1): [] Amt: [] Decision: [] Decision By: []

Exception (2): [] Amt: [] Decision: [] Decision By: []

Exception (3): [] Amt: [] Decision: [] Decision By: []

Exception Decision Detail:

Total: 0.000

Overview - [104095W315]

App [] LE [] CD [] Fees [] Cure []

QM [] SH [] HCM [] HPML []

There are no alerts on this file.

General

Status [] Conditions in Review

Sched Closing Date [] Details

Lock Expiration []

Credit Score(s) 654 (662, 654)

LESUE R SCHUMAN

RACHAEL M SCHUMAN

Loan

Occupancy Primary Residence

Loan Type VA, Purchase

Loan Program VA30 - VA 30 Yr Fixed

Interest Rate 3.625%

Term 360 months

Loan Amount \$170,000 / \$175,610

Price / Value \$170,000 / \$170,000

LTV 100.00% / 100.00% / 100.00%

DTI Ratios 13.25% / 30.25%

P & I / PITI \$800.87 / \$1,157.87

Cash to Close \$24.40

Prop Type Detached

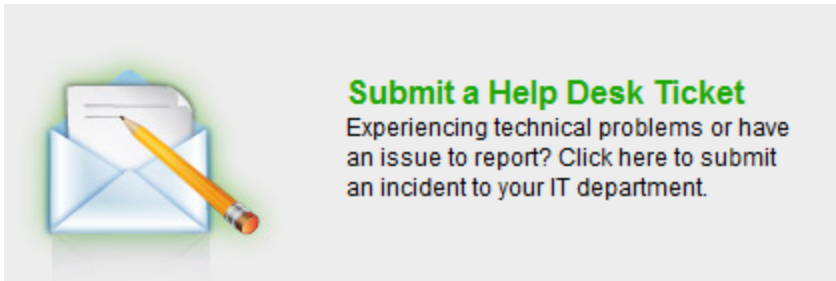
Prop Address TBD

TBD, WI 54868

HELP DESK



- Use the Help Desk button to contact the Support team for assistance with issues revolving Mortgage Cadence, DataTrac, DataTrac Reporter, IDS, ThinkingPhones-VOIP, SendInc-Secure email service, etc.
- Log in with your Citrix ID/PW



- Click on [Submit a Help Desk Ticket]
- Complete information regarding the issue and submit.

Third Party Support Desk

- Send all minor items or Tier 1 issues to support@3tsystems.com or 303-991-8460
- Examples: you can't print, you can't log on to your computer, you can't scan, etc.

GETTING SET UP

Please review the company's e-mail signature policy to ensure your e-mail signature is in compliance. You can contact compliance@mortgagesolutions.net with any questions.

Email Signature Format

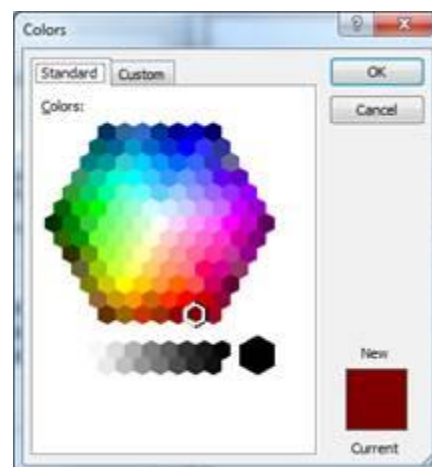
All email signatures will be clean and concise. Everything will be set in Vedana. Type colors are MSF Blue (51R 109G 182B) or #336db6 and Black.

The email signatures will only contain the Name, Title, the company listing, the office information (phone, fax, address and email address) and the Confidentiality Note.

DO NOT ADD ANY ADDITIONAL INFORMATION TO YOUR SIGNATURE. This includes: Famous quotes or inspirational sayings, emoticons, etc.

To change font color to specific RGB code:

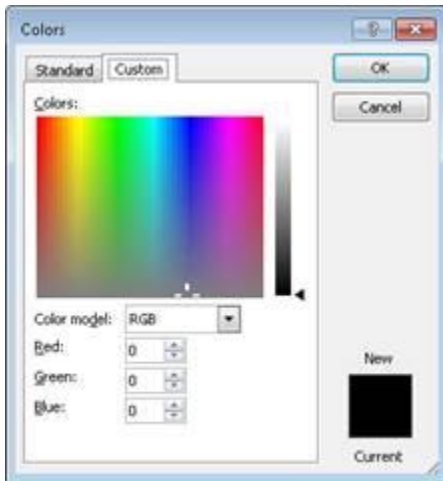
- Select the font color drop down box from the formatting tool bar:



the

Click on "More Colors"

- Click "Custom" tab
- Enter in code colors (51R 109G 182B)



Email Signature Example:

John Smith

Account Executive

Mortgage Solutions of Colorado, LLC DBA

Mortgage Solutions Financial and Ag-America

Cell: (xxx) xxx-xxxx

email@mortgagesolutions.net

Amy Jane

Customer Account Manager

Mortgage Solutions of Colorado, LLC DBA

Mortgage Solutions Financial and Ag-America

Direct: (xxx) xxx-xxxx

email@mortgagesolutions.net

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FHA Lender ID: 1693600008

VA Lender ID: 8252600000

ADDING EMAIL TO YOUR PHONE

ANDROID (instructions may vary based on phone)

Create a 4 digit passcode setup as a screen lock
Settings → Accounts and Sync → Add Account → Microsoft
Exchange Active Sync
The first mail set up screen presents you with the following entries:

Email : Your email address
(firstname.lastname@mortgagesolutions.net)
Password: Your Citrix Password

Click [NEXT]

Username : Your Citrix Login (firstname.lastname)
Domain : ms
Password : Your Citrix Password
Exchange Server : mymail.msfhome.com

Check [USE SECURE CONNECTIONS (SSL)]
Check [ACCEPT ALL SSL CERTIFICATES] (may not be available)
Check [USE CLIENT CERTIFICATES] (may not be available)



IPHONE

Create a 4 digit passcode setup as a screen lock
Settings → Mail, Contacts, Calendars → Add Account → Microsoft
Exchange

The first mail set up screen presents you with the following entries:

Email : Your email address
(firstname.lastname@mortgagesolutions.net)
Domain : ms
Username : Your Citrix Login (firstname.lastname)
Password : Your Citrix Password
Exchange Server : mymail.msfofco.com

After entering the information, hit NEXT in the upper right corner and the iphone will attempt to verify the account. After an unsuccessful verification, an entry fro server will appear. Enter the following (no need for https://):

Server : mymail.msfofco.com

Hit NEXT and the account will verify. It defaults to SSL on. Slide left to go to Calendar and Contact Syncs. They are set on sync by default.



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PROMOTIONAL ITEMS

Initial marketing box with samples of our promotional items will be sent during the first weeks of being hired. For additional promotional items, email salesupport@mortgagesolutions.net.

Marketing Flyers – When personalized Marketing Flyers are needed, copy desired form to your desktop (found in wholesale resources folder – marketing), complete information on the pdf flyer and submit request to Sales Support: salesupport@mortgagesolutions.net

- Feel free to complete the pdf flyers with your info for individual prints
- For digital flyers, send through **MACH 3**
- General order (max of 3 flyers per order), 50 copies of each. RSM approval required when ordering a mass amount (ex: needed for a convention).
- Please allow 5-8 business days for copies to be delivered to you.

Business Cards – complete business card request form and email Audrey.Min@mortgagesolutions.net. Please allow 5-8 business days for process and delivery upon proof approval.

CONSUMER COMPLAINT MANAGEMENT

- This Consumer Complaint Management Program is established to provide a method for consumer complaint management and establish channels through which MSC receives, handles and tracks consumer complaints; proper and timely resolution of complaints; record, categorization and analysis of complaints; and review complaints for violations of consumer lending laws.
- MSC will accept consumer complaints via any written or oral communication channel. Any written complaints received by MSF through any channel should be forwarded to the Compliance Manager via the Compliance inbox. The Compliance Manager will assist in the resolution of the complaint with the branch manager (if appropriate) for minor complaints and for more serious complaints or where there is an allegation of a violation of any consumer lending laws, such complaints will be escalated to the Chief Compliance Officer for review and resolution.
- For Complaints which are communicated to MSC via a telephone call, a complaint call form should be requested and completed by the employee/branch manager receiving the complaint. The Complaint Call Form should be completed within one hour of the complaint and submitted to the Compliance Manager via the Compliance inbox. Such form should be completed for tracking and record purposes even if the complaint is adequately resolved during the telephone conversation.
- The Compliance Manager will maintain a database for recording, categorizing and documenting timely resolution of complaints. The Compliance Manager will review the database on a weekly basis to identify any patterns or trends in the complaint

management and communicate such status or findings to the Chief Compliance Officer for analysis as part of regularly scheduled weekly compliance meetings.

EFFECTIVE COMMUNICATION

- Respond to Ops requests AS SOON AS POSSIBLE
- Be clear and concise in email communications
- Let your CAM handle the file flow and operation process
- When your voice is needed:
 - o Don't get excited – be even keeled
 - o Don't exaggerate – state the facts
 - o Don't emote – keep it business
 - o Follow the protocol – work through your CAM and RSM
- As the AE/RSM work with your LC/CAM/Funder **FIRST** to resolve any issues or concerns on live files.
- If LC/QC/UW/CAM/Funder are unable to assist, they will reach out to the Team Lead.

MSF “Differentiate yourself”

- Know and adopt MSF Values
 - o Integrity – Honesty, uprightness, doing the right thing for the right reasons every time
 - o Quality – Excellence and pride in our work every time
 - o Reliability – Our customers need to be able to count on us to deliver for them each and every time. In other words, they must know they can trust us with their business
 - o Consistency – Doing things the same way every time leads to being dependable
 - o Respect – for our customer and each other
- Production Commitment
 - o At least 1 new submission per day after
 - o Treat all customers and fellow employees with respect at all times
- Commitment to Quality Work
 - o Complete training of new brokers within 1 week of approval – either in person or online
 - o Maintain ongoing communication and training with customer processors and loan originators
 - o Follow up with customer at least weekly on all loans in the pipeline – registered, locked, approved and suspended

- Communication
 - Phone calls and/or emails to be returned within 2 hours of receipt
 - Set proper expectations with customers
 - If you have a question on a condition – ask the underwriter to clarify
 - No status emails when within turn times
- Operations
 - At least 1 call per week to review pipeline with CAM
 - On-going communication with CAM on loan-level basis
 - Review pipeline at least weekly
 - Contact brokers to encourage submission of locked or registered loans
 - Contact brokers with approved loans for submission of conditions

DIFFERENTIATE YOURSELF

Brokers get calls from one AE per day wanting their time and business.

Does your message differentiate you – or simply make you one of the crowd?

If you're one of the crowd – you're average. And you can expect average results.

What differentiates you?

- Analyze what you say
 - In message you leave;
 - In your voice message on your phone;
 - In what you say in conversation.
 - Do you sound like everyone else?
 - “We have a great product offering at competitive pricing..”
 - “You have the benefit of my service and my experience...”
 - “We can help you...”
 - Keep a notepad – what works and what doesn't.
- What are some differentiators?
 - We are currently accepting a limited number of new wholesale and correspondent relationships, and I wanted to spend a few minutes to see if XYZ Mortgage would be a good fit for our Certified Loan Program.
 - I wanted to discuss whether XYZ Mortgage would be interested in expanding your current revenue channels. We may be able to help, and I would need 10 minutes of your time.
 - In recent months, Mortgage Solutions has helped our customers expand their revenue opportunities as well as their referral base. I'd like to take 10 minutes of your time to explain how.

- What are some differentiators?
 - o Mortgage Solutions is currently offering a comprehensive loan originator sales training that I'm confident you'd find beneficial to your team. I'd like to take 10 minutes of your time to see.
 - o We just closed a \$1.5 million loan for one of our wholesale customers on two orchards in central California. I'd like to take 10 minutes of your time to explain how that customer has used that product to replace lost revenues.
 - o I would like to take 10 minutes of your time to briefly explain how we can help you replace lost revenues with the end of the refi boom.
- Did you give up after one call?
 - o All the rest do. Do persistent – but stop short of being annoying.
 - o Change it up:
 - "I have left several messages – and I'll continue to try to reach you – what we have is that valuable."
 - "After this call I won't bother you again. But I will call your competition and give them this unique opportunity."
 - Be a VALUED RESOURCE
 - o Know your crap.
 - o 90% of the AE's out there don't know jack.
- Be willing to say, "NO, we can't do that."
 - o Resist the temptation to say "yea, I think we can do that" to a crappy deal – especially if it's their first.
 - o Make the first loan a GREAT experience.
 - o "If I take that loan – you are going to hate me by the end of the process. I really would rather that our first couple of deals together not be torture."
 - Don't overpromise EVER!!
 - o Don't make promises you cannot personally keep.

A.G.R.O.W.T.H.

IF YOU'RE ONLY WILLING TO DO TODAY WHAT YOU DID YESTERDAY, THEN WHY SHOULD YOU EXPECT GROWTH OR CHANGE?

- Actionability
 - o A combination of action and ability.
 - o Represents both the actions that will drive success as well as the proficiency and aptitude.
 - o **Without Action – nothing happens!**
And without ability, action is an exercise in futility.
- Gap
 - o The space between where you are now and where you want to be.
 - o **What are you willing to do to close the gap?**
- Responsibility & Ownership

November 22, 2016

- Are you willing to take responsibility for your life, career, and the outcomes you produce?
 - **Are you creating an environment of excuses?**
- Willingness
 - Are you willing to go above and beyond what your peers are doing to achieve your goals?
 - **Determination and drive are the fuel that propel your business – not being pushed and prodded by management.**
- Trust
 - Trust and respect are earned.
 - **What have you done to earn the trust and respect of your customers?**
- Honesty
 - Are you willing to be honest with yourself about what's going on, what's getting in your way, and what you need to do to achieve results?
 - **A defensive attitude creates roadblocks to success.**

Acronyms

LC – Loan Coordinator

CAM – Customer Account Manager

AE – Account Executive

RSM – Regional Sales Manager

DSM – Divisional Sales Manager

UA – Underwriting Assistant

UW – Underwriter

CTC – Clear To Close

3P – Third Party Underwriter