

Toni Pierce

From: Wayne Pierce
Sent: Monday, July 20, 2020 3:40 PM
To: Sales; Mortgage Support
Cc: Joshua Heinrich; Toni Pierce; Robert Anderson; Rebecca Moorehead; Dawn Brimer; Danielle Lemmons
Subject: Closings

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Good afternoon everyone. We need your help with some closing issues that seem to be happening more and more as of lately. Your assistance with these matters would be greatly appreciated.

1. Title company e-mail addresses are not correct on the closing request form. This is happening on 1 out of 5 files. We are averaging over 200 closings a month so that is over 40 files a month. Which is at least 2 files day. This causes issues because no body notices it until the closer follows up the day before closing to make sure we are still closing and then someone advises that the initial CD went to the wrong e-mail address.
2. Rush closings not being scheduled with all parties. We are seeing several files that we rush to closing, but not everyone is aware and then the file is pushed back at the last minute. This causes extra work for the closers and creates delays on other files that they were not able to get to that are still closing on the scheduled time.
3. Last minute changes. We are averaging 3 files a day that something is changing the day before closing. Be it a lender credit, seller credit or an additional invoice that we did not get until the last minute. These things slow the closers down as they have to redo the closing package and get it sent back out. And in some cases they have to get with underwriting to make sure they are good with the changes.
4. PTF conditions- We are having an issue again that the PTF Conditions are not being reviewed until the closing and then we are getting push back or being asked to make a trailing document or waive. Please make sure you are reviewing your PTF conditions and making sure you are good before the closing.

Thank you in advance for your assistance with these matters. Please feel free to call me with any questions or concerns.

Thanks,

Wayne Pierce
Operations Manager
NMLS #1487019
www.fsbtpo.com
815-676-0987 Direct Office
815-676-0990 Office
815-901-7148 Cell

