
From: Toni Pierce
Sent: Wednesday, May 13, 2020 4:37 PM
To: Sales; Mortgage Support
Cc: Dave Weber; Joshua Heinrich; Justin Yahnig; Rebecca Moorehead; Robert Anderson; Toni Pierce; Wayne Pierce
Subject: Mortgage Support Updates - Week of 5/13/2020

Good afternoon! We have updates to share with you! 😊 Please read through to the end to make sure you do not miss out on information that will help you be great at what you do!

Let's start with...

REG B Updates

You all will know this by the informal name – Adverse Action Notice (street name – Denial/Withdrawal files! 😊) We are working on aligning our practices closer to the regulations to make sure we do not have problems down the road with audits or consumer complaints. Here is what you need to know:

- This topic is only discussing Refinance Loans, at this time –
 - you must make a decision on the file within 3 days of the create date. When the 6 items that define an applications per Respa, Reg B, etc...are present on a loan, the file must be Disclosed, Denied or Withdrawn within 3 days. The 6 items that define an application are: Name, Monthly Income, SSN, Property Address, Value of Property and Loan Amount.
 - Please note – credit is not part of this definition.
 - When the application shows the residence and lists it as own – leaving the address off is not going to work for auditors to be convinced the loan did not have what was needed
 - Same with income & value – in order to advise the borrower of what you can offer, this information is part of the conversation. We cannot disregard this.
 - Advise your borrower what they qualify for and then if they are not ready to proceed...provide guidance on the next steps for withdrawal and the form that will be mailed to them or prepare disclosures.
 - PR may only be used for purchase loans!
 - If the borrower's do not wish for their credit to be pulled at time of application, Loan Officer's can enter the loan into Mortgagebot, but must follow through with a decision within 3 days of the entry date
- Files that are 120 days old will be automatically archived. Archived files can still be viewed and copied to start a new file. Simply go to Pipeline Search and use 2 search criteria's to find the file. Like this:

The screenshot shows a web interface for searching loan pipelines. At the top is a blue header with a magnifying glass icon and the word "Search". Below this is a light blue section with the label "Pipeline Type:" followed by a dropdown menu currently set to "Loan Pipeline". Underneath are two rows of search filters. The first row has a dropdown for "Borrower Last Name" set to "Smith", a dropdown for "Contains", and a text input field. The second row has a dropdown for "Archived" and a dropdown for "Include Archived Loans". Below these filters is a large, empty white rectangular area, likely for displaying search results.

Property Inspection Waivers

We all knew this was going to be temporary. 😞 As states begin to open back up for business you will see a change back to full appraisals. READ your AUS findings and make sure to re-run older findings that may have been around for a bit. Changes in the terms of the loan will require underwriting to re-run findings and things could change. If it changes and the appraisal waiver is no longer an option, you will have no choice but to order an appraisal. For a more detailed synopsis, please review the email from Wayne Pierce dated 5/12/2020 with the subject Property Waiver Inspections. This is also located on www.myfsbretail.com under the Memo's section

Disclosures

Need a copy of the link to send to your borrowers? Email disclosures@flanagansstatebank.com. DO NOT EMAIL INDIVIDUALS for this. The best and fastest way to get a response is to email the Disclosure Email.

Homebuyer Education

Surprise! FNMA & FHLMC are updating! If you checked out the 97% matrix I sent out a few weeks ago, you will be able to see that homebuyer education is required on all programs. There are a few (very few) exceptions to this rule and if you are doing a 97% conventional...you should read the fine print and check out the matrix. 😊 And...don't forget to read your AUS. For more details, see email sent from Wayne Pierce dated 5/11/2020 with the subject: Disclosures and Homebuyer Education Course. This is also located on www.myfsbretail.com under the Memo's section.

Microsoft Teams

Ready to cut down on emails? All our computers and users have the Microsoft Teams as part of the Office 365. Using this as a tool for interoffice communication will save your Outlook Inbox from growing and running out of space. 😊 If you would like a how to demo on using this for internal communication, please let me know. I can set up a training for next week.

Thank you for reading to the end.



Happy Hump Day!

The opinions contained herein are based on a proposed loan scenario presented to us by you. They are non-binding, intended to be informational only, and under no circumstances are to be construed as a commitment to purchase the loan. The Seller/Loan Officer is responsible for the information provided to Mortgage Support/Assisted Correspondent or Scenarios to insure we have the most/best information to provide an accurate response for the situation being discussed. Delegated customers are responsible for making their own credit decision with respect to the loan. All loans submitted to Flanagan State Bank are subject to the terms and conditions of the matrix's published on our website and the Agency guidelines that apply to the loan type.

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Are you a consumer wishing to apply for a loan? Please scan my QR code and use our new App for an easy application process!

