

Important Updates for this week

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Good morning, everyone!

There are only a few announcements for this week, and we apologize for the delay.

FHA Anti Flip and FHA Identity of Interest Emails

Moving forward, at the time of case number ordering you may see one or two different emails in order to help you prevent potential issues with both the FHA Anti Flip and Identity of Interest guidelines. Please watch for those emails in the future as they may help you avoid potential issues on your FHA submissions.

In addition, our appraisal desk will also be checking for the FHA Anti Flip situation at time of appraisal receipt. If the LO/branch does not follow up with the listing agent or seller as we are reminding them, this would at least allow us to get ahead of the issue sooner.

We cannot emphasize enough that we believe the best course of action moving forward is that all branches assign one LO/LOA/Branch Manager/Sales Manager to follow up on the reminder email that you will receive moving forward on your FHA loans. Help us eradicate these two issues upfront.

ICD Training

We have set up ICD training for each processing team over the next two weeks. After each processing team has been trained you will see your ICD be sent to your Pro emails like you have in the past, but instead directly from your processor. Over the next couple weeks Nikki Michaels will assist reviewing each ICD before they are sent.

New Marketing Process Training / GUS Training

Everyone, please note we will have a marketing training next Wednesday at 2 PM CST. Though we would like everyone to attend, we know sometimes sales schedules can vary. However, if you are a branch manager and cannot make it at this time, please get with your sales manager to go over the new process before submitting any new marketing requests. We will be sending out a Teams invite for this training, and you will need access to the FSB Marketing portal moving forward. All LO's were assigned a log in prior to this site. If you no longer know that PW you can simply click on the link below and request a PW reset.

[Login – FSB Marketing](#)

For those of you that require GUS training, please note we will do this training next Wednesday at 3 PM CST directly after the marketing process discussion/training. This training will be by invite only, so please email mortgage support by Friday this week and then we will send out a team invitation as well for this

event. If you need a GUS login, also advise Mortgage Support as we are setup to pick up new users and ready to go.

Clarifying PTF Procedures

We are listing the steps to clear PTF Conditions in an effort to let everyone know what LO's, processors, underwriters, closers and funding team staff members should do to try and make this a smoother process.

Processors:

- Once a CTC is sent out for every loan, each processor should review all the PTF conditions.
- Processor will then email the LO Pro email to advise who will be responsible for each condition.
- Processors will advise one of two responsible party choices for all PTF Conditions - Processor, or LO.
- Processors will upload all PTF conditions in an effort to help LO's when working in the field.
- Processor will send all PTF Underwriting conditions via an email to the underwriter on the file AND CC the underwriting email.
- Any PTF Underwriting Condition should be sent at least 24 hours prior to closing for review.

LO's:

1. LO's should not upload any PTF conditions.
2. If the condition is an LO Condition PRIOR to closing the LO will procure the condition and email it to their pro email.
3. If the condition is an item that the LO needs completed at time of Closing condition, please make sure to email this to your title company closer if you will not attend closing.

Underwriting Team:

1. Will review the conditions and clear from the mortgage bot screen and upload a new Final approval
2. Will email the LO Pro that the conditions have been cleared & include the updated approval OR will detail why the conditions are not clear.

Closing Team:

1. Sends to title company with all closing packages, any item that is a "sign at closing" document that is in the file at time package is sent.

Funding Team:

1. Clears all non-underwriting PTF's, when uploaded.
2. Reviews MBOT for all closings for the next day at 4 PM CST to clear any PTF conditions in the file at that time.
3. Reviews MBOT for all closings the same day at 9 AM CST to clear any PTF conditions in the file at that time.
4. Reviews MBOT PRIOR to emailing all title companies at time of funding authorization.

NOTE - Please remember that if you do not receive any PTF condition until the day of closing, you will email it to fundings or your title company, or both to get it cleared.

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