
From: Toni Pierce
Sent: Friday, March 27, 2020 12:14 PM
To: Sales; Mortgage Support
Cc: Dave Weber; Joshua Heinrich; Justin Yahnig; Rebecca Moorehead; Robert Anderson; Toni Pierce; Wayne Pierce
Subject: Update #1 - 3.27.2020

Hello! I hope everyone is doing well. Remember – we will get through this! 😊 Our industry has seen A LOT of changes in its long history and we will weather this one, too.

This update is a very simple one.

Processing Update

For all branches that are using the Operations Team Processing (Central Processing), effective as of today and until further notice, all processors will “go dark” from 2PM – 5PM CST each day. This will allow them the opportunity to catch up on all new files and orders that are working. All emails sent during this time will be answered the next business day. If there is an emergency that must be addressed, please email Chris Langel, Processing Manager.

Additional Updates

We know many of you received the email regarding the IRS notification about tax transcripts. Please know we are going to address this once we get enough information from our investors and agencies to determine how this will be handled moving forward. More info to follow as we receive it!

Thank you!!!

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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