



Important Announcement

May 2, 2018

This announcement contains important information from Flanagan State Bank that is relative to your business relationship with us. Please read through the included information and if you have further questions, please contact your Account Executive or Sales Manager.

Topics In This Announcement

Underwriter Changes

Turn Times

Scenarios, Income Review and Questions

Underwriter Changes

We would like to advise that Brandy Schnur, Underwriter, is no longer with our company. We wish her well in her next position. We would like to announce a new Underwriter to our team. Tonia Galloway will be joining us. She is FHA DE approved and a VA SAR underwriter. She has many years of experience to add to our team and she will begin with us on May 7th.

Turn Times

We are doing everything we can to maintain our turn times for underwriting at 36 -48 hours. New files may see a 72 hour turn time, but we hope to keep this very minimal. While we are working through acclimating our new underwriter to our system, please note that Rush Requests should be kept to a minimum and only for emergency situations. Please email Mortgage Support with any requests you may have. mtgsupportcenter@flanaganstatebank.com.

Scenarios, Income Review & Questions

Our Mortgage Support Team (or Assisted Corr Team, if you are using this channel) is always happy to assist. Please be sure we have the proper information to accommodate your request. If you have a scenario, make sure we have the 1003, Credit Report, and findings at a minimum.

LOX and income is nice to have, but not a necessity. We will return a written evaluation to you within 24 hours or less. We can complete these on TBD addresses!

If income is what you need assistance with, please insure we have all schedules of tax returns, including business returns (if applicable) or all W-2's, paystubs and VOE's (if there is OT, Commission or other income). We will return to you a written assessment of the income that is suitable for underwriting submission.

Any and all questions regarding your loan from program questions to condition questions are very welcome. We will respond as soon as we can and in the order of the email receipt. Please note Mortgage Support is your advocate to underwriting as we do not allow contact with our underwriters to keep the turn times strong.

If you have any questions regarding this information, please contact mtgsupportcenter@flanagansstatebank.com

Sincerely,

Flanagan State Bank

TPO Division Management