



FLANAGAN *State Bank*



Important Announcement

12/13/2016

This announcement includes notices regarding updates for Flanagan State Bank's Correspondent and Wholesale Accounts.

This will reference:

Condition Numbering

Welcome Pete Bullock, CSR

Holiday Schedule

Cut off Time for CD Ordering

Underwriting Notes

Condition Numbering

FSB introduced numbered conditions in October. Since implementing the number system, we have found this to streamline the review process as the document submitted to satisfy the condition is easily identified. For those files that are utilizing this system, the conditions are cleared faster and with less questions that may come up. **We are making a request that all files follow this procedure.**

The easiest way to upload is not in individual scans but as one large scan that is then split. To learn the easiest way to split, please see the included attachment. Splitting, rather than individual uploads, will save time.

Welcome Pete Bullock, CSR

FSB would like to introduce you to Pete Bullock our new Customer Service Team member. Pete will be joining Pam Clement and Toni Pierce in providing the best customer service in the industry. To help our team provide the best service, we ask that all questions be directed to our joint email address of mtgsupportcenter@flanaganstatabank.com. This will allow any of the team members to respond and keep our response times as fast as possible, depending on the question asked. They are available for system technical questions, underwriting questions, conditions questions, program questions and any other question that comes up you need assistance with.

Scenarios for TBD Prequalification, 600-619 review or any other review needed should continue to be sent to scenarios@flanaganstatabank.com. If you would like a full prequalification with preliminary conditions, please include 1003, credit and any supporting documentation for review.

Holiday Schedule

Please note that Flanagan State Bank will be closed the following dates:

December 26, 2016

January 2, 2017

These dates will not count for rescission or TRID. We suggest checking lock expiration dates as the lock desk will be closed for extensions on these days, as well.

Cut Off Time for CD's

Our cutoff time for accepting these requests is 2:00PM CST for next day CD delivery. We will not be able to accept any requests after this time for the next day preparation of the Closing Disclosure. Please plan accordingly.

Reminder: FSB's policy is to deliver the CD directly to the Loan Officer/Originator. We require a wet signature at this time. We are working on E-sign delivery, but have not worked out all the kinks at this time to begin offering this option. As soon as the CD is signed and delivered back to FSB, the closing instructions and package will be delivered to the Title Company. We do not work off the premise that the Initial CD will be prepared perfectly as we are working off the preliminary CD prepared by title and the invoices in the file. The CD will be close, but can be signed by the LO in this manner. If there are major discrepancies, please work with your closer to resolve. Minor differences will be corrected on the Final CD. Any questions on this, please contact mtgsupportcenter@flanagansstatebank.com

Underwriting Notes

We have a few notes and reminders from our Underwriting Department to share that will help with file submissions.

VA Water Test – this will always be required on any private well as noted by the appraiser.

Appraisal Conditions – In order to assist in communicating what is needed by the underwriter, you will start seeing detailed appraisal condition requirements. If the appraisal is ordered through our appraisal department, the underwriter will have communicated what is needed to this department for ordering. If the appraisal was not ordered by FSB, the Loan Officer is responsible for obtaining the items needed from the appraiser.

Documents – this is a reminder that we cannot accept screenshots, pictures of documents, or phone screen shots as documentation. We must have actual documents.

Cash to Close – FSB offers an Itemization of Credit form to help us easily identify what should be a credit per the 1003. Our Mortgagebot system does not offer a clear way to identify the credits to verify if they are allowed per underwriting guidelines. By including the Itemization of Credits form, the UW can confirm and include in the figures and effectively reduce cash to close as applicable. *It is important to be aware of this as without this form, we must remove any unidentified credits from our 1003 which in turn raises the cash to close.*

If you have any questions regarding this information, please feel free to contact mtgsupportcenter@flanagansatebank.com.

Sincerely,

Flanagan State Bank TPO Division Management