

LEAD/PROCESSOR

ROLES, DESCRIPTION, EXPECTATIONS

Job Description:

- **Manage Active pipeline** – (All purchase deals with a purchase contract and any refinance deal with a verbal intent to proceed)
- Copy Ops Manager on ALL emails regarding active pipeline loans.
- New files are to be handed off from the SDR to the AE the same business day after notification of the executed purchase contract for a purchase file or of the receipt of the verbal intent to proceed on a refinance.

ex. **Monday** - verbal NOI or PC is received, this counts as **day 0**,
Tuesday business **day 1**,

Wednesday is business **day 2**; then AE hands off the loan to the Operations with an email update copying operations manager and the warm transfer with the borrower occurs {warm transfer is only needed if SDR has been speaking to borrower prior to this but is required is that is the case})

- SDR will send an email to saratagteamnation@gmail.com and then the LO will send an email to ops@winnerschoiceprocessing.net so that the Junior Processor will order services or submit for a TBD.

▪ Expectations:

- **NO TEXTING TO THE CLIENT AT THIS POINT**
- **SLACK:** Ping Buyers agent on slack @janesmith to introduce yourself CC the AE on this DM.
"Hello, my name is Jane Smith, I am going to have my AE walk you through this loan process. Anything you need do not hesitate to slack, us back or call me at 203-850-3617.
- A one-time ☎Phone call is to be made to the client introducing yourself.



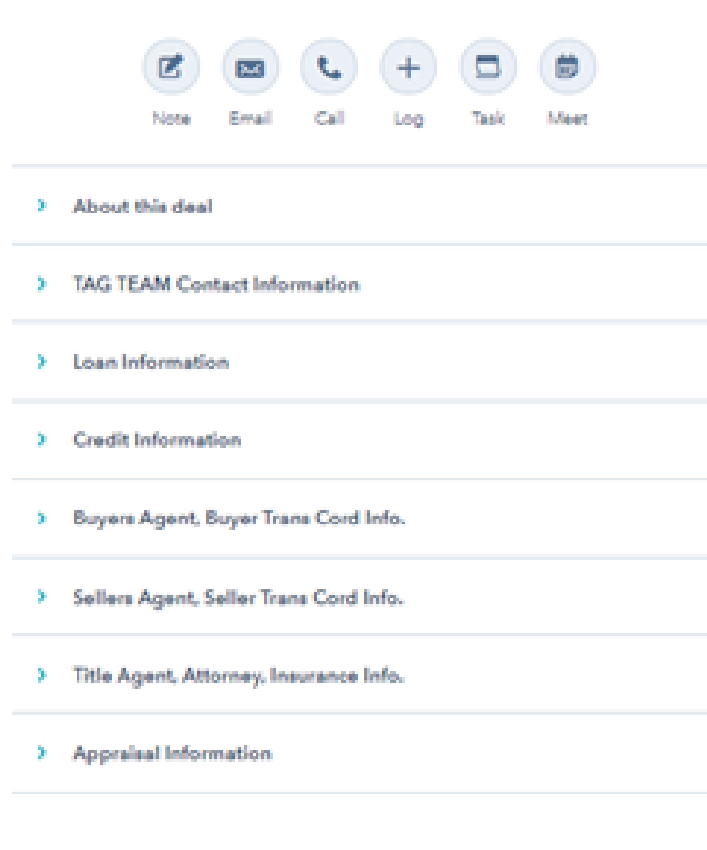
- A one-time 📞 Phone call is to be made to the Buyer's Agent to introduce yourself. If this is a current TAG TEAM (Affiliate of WCp) Realtor, then call the agent and say THANK YOU for the continued business!
- A one-time 📞 Phone call is to be made to the Seller's Agent introducing yourself.
- One-time email sent to the Sellers Agent (Lead Processor Sellers Agent Introduction Email Template)" out to him/her separately.
- One-time email sent to ALL parties (Lead Processor Introduction Email Template) (Please understand TAG TEAM has emails going out, but the client and third parties need to put a face/name with their processor)
 - WHAT DO YOU SAY...?
 - Whom do you work for?
 - Who is WCP?
 - Who is PRMG?
 - What is your position?
 - What is the purpose of the call?
 - How can you service the client and their needs?
 - Talk about our process? (Understand our process and workflows via HubSpot Diagram and Flow Chart)

Make sure all of the HubSpot Deal Section is filled in. If anything is missing, then **DO NOT MOVE** forward until the property field is completed and **DO NOT** move backwards, just ask for the information in a polite way and do not stall the process. We are a TEAM so we must ensure we move forward and help each other out.

- You will see most information filled out.
 - About this Deal
 - TAG TEAM Contact Information
 - Loan Information
 - Buyer's Agents, Buyers Trans Coord
 - Seller's Agent, Seller's Trans Cord Info
 - Title Agent, Attorney, Insurance Info

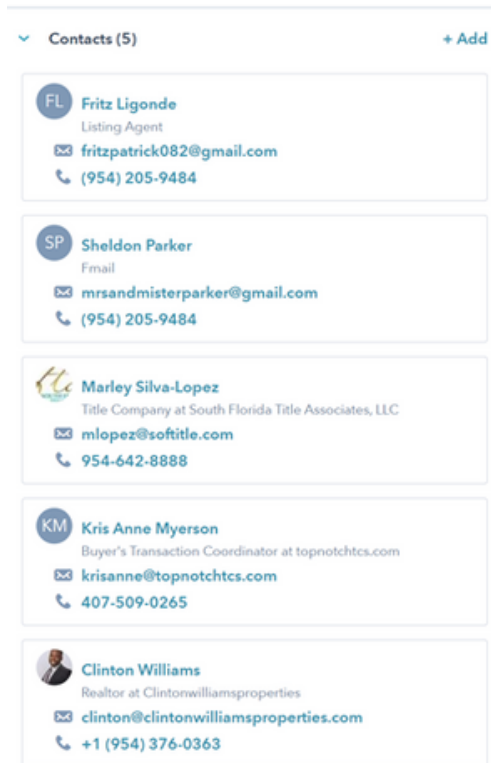


- IF THIS INFORMATION IS NOT IN HUBSPOT THEN WE NEED THIS INFORMATION TO MOVE FORWARD, BUT WE DO NOT STOP THE PROCESS, WE CALL THE AE
- WE DO NOT YELL, WE DO NOT SLACK, WE DO NOT, EMAIL, WE SIMPLY CALL AND ASK FOR HELP.
- NO NEGATIVITY IN THIS BRANCH!
- SEE TAG TEAM PLAYBOOK AND DIAGRAM IN HUBSPOT



- Remember to make sure all contacts are linked. If the contact is not in HubSpot you will need to create one, but chances are the SDR, AE have already completed this task.
- See Reference Below:





(Business DAY 1) Encompass file prep (task begins once AE hand off is completed) – **SLA 1 business day**

- Order Flood Cert
- Order HOA Condominium documents. Start this process.
- Get PUD info from Listing Agent to order Master Policy up front and order (if applicable)
- If FHA loan create case / initiate transfer (if applicable)
- Ensure all prior FHA cases for the borrower are cancelled per the FHA cancellation process.
- Ensure eConsent is completed for all borrower(s)
- DO NOT PUSH BACK TO AE CALL THE BORROWER TO GET IT DONE YOURSELF. IF THIS HAPPENS OFTEN THEN REPORT THIS TO YOUR OPERATIONS MANAGER.



- Order Title (+ escrow receipt/copy of EMD check/wire)
- Send out Title Template (Title Template) out to borrower, ccing the buyer's agent
- Send out EOI Template (EOI Template) out to borrower, using the buyer's agent. Make sure you add the inspection reports and Drivers ID to the email.
- If the borrower needs a phone call explaining policy set this up with the insurance provider to answer any questions or concerns. Otherwise try to address them as best as possible.
- Review all docs in depth (i.e. purchase contract, bank statements for 50% income/1% Purchase Price for large deposits, all pages, name matches on W-2/paystubs, authenticity of documentation, etc.) This should be 100% completed by Sales Assistant prior to you receiving the loan. Do not look for an excuse to push back.
- Upload any plantation scenarios efforts and a processor cert painting the picture for the UW based on the loan setup.

(Business DAY 2) Contact Borrower by phone immediately after sending welcome/conditions email (task begins at time of AE hand off) – SLA 2 business days

- Complete and speak about eConsent if not completed for all borrowers. Explain Consumer Connect account
- Ask for anything missing from minimum submission checklist (see attached)
- Include the following in email to borrower:
 - 4506-T to be signed.
 - Data Verify
 - Fraud Alert (Might be completed by Sales Assistant Prior to Submission to check drop box file)



- WVOE (Might be completed by Sales Assistant Prior to Submission to check dropbox file)
- CAIVERS (Might be completed by Sales Assistant Prior to Submission to check drop box file)
- COE VA Loan's Only (Might be completed by Sales Assistant Prior to Submission to check drop box file)
- SSA-89 to be signed.
- FHA, VA forms needed to be signed (such as FHA amendatory Clause)
- Counseling Programs needed to be started (MCC) – this begun once the appraisal is ordered
- Get Haz/flood contact if needed and order quotes
- Divorce decree / child support, if applicable (1003 will have status/dependents)
- LOX's needed (access letters, relationship of donor, inquiries, etc.)
- Borrowers Auth (if not in the file)
- Anything missing from AE checklist
- Scrub the file and ask for anything else required that you can identify at this time

- DISCLOSURE DESK will send Initial Disclosures this day.

(Business Day 3) Submit for Conditional Approval (task begins at time of LOA hand off) – **SLA 3 business days**

- Create income calc and save in Dropbox (if the income differs from SDR/AE) speak with Production Manager to figure out what income to submit the file with. Make sure to not involve the Loan Officer if you do not have to, but make sure to also read the notes.
- Ensure DU is approved/eligible.)
- Update all conditions and label docs correctly in DV for UW to clear efficiently.



Appraisal Ordered:

- Order appraisal regardless of the situation, add a rush fee if you need to. I want Appraisals ordered and rush it IF we need to. Branch will pay for the \$150.00 since we did away with PE's but use your judgment.
 - Moving HubSpot Milestone To Appraisal Ordered:
 - Makes ure to edit everything in HubSpot before you MOVE the milestone
 - Expectations:
 - Make sure to call ☎ the borrower, buyer's agent, and seller's agent to tell them the appraisal is ordered. If there is a Buyer/Sellers Coordinator involved, then please call them as well. ***SERVICE***
 - Moving Milestone to MCC If Applicable or Processing/UW Submission:
 - Leave file in Appraisal Ordered Milestone, until you move the next milestone to MCC if applicable or Processing/UW Submission.
 - If this is an MCC or 3% conventional loan I would like the First Time Home Buyer Course Completed on this day. Start prepping the borrower for this. The order of how you work is important so please understand this is what I developed, and I want followed
 - Moving Milestone Appraisal In, Value Good, ValueS hort, Value Good Subject To, Value Short Subject To
 - Expectations:
 - Leave file in Appraisal Ordered Milestone, until you move the next milestone Closing conditions.
 - Make sure to call ☎ the borrower, buyer's agent, seller's agent, Buyer/Sellers Coordinator, to tell them the appraisal is in.
- PLEASE NOTE:
- **Value Good** = Call in this order. Buyer's agent, Borrower, seller's agent, buyer/seller's coordinator
 - **Value Good Subject to Repairs** = Call in this order. Buyer's agent, asking them if they want you to all the seller's agent or if they want to talk to them. Borrower, seller's agent, buyer/seller's coordinator



- **Value Short** = Call in this order. Buyer's agent, asking them if they want you to call the seller's agent or if they want to talk to them. Borrower, seller's agent, buyer/seller's coordinator
- **Value Short Subject to Repairs** = Call in this order. Buyer's agent, asking them if they want you to call the seller's agent or if they want to talk to them. Borrower, seller's agent, buyer/seller's coordinator
- THE DELIVERY ON THIS MUST BE DELICATE AND TREATED WITH RESPECT. PLEASE REMAIN UPBEAT AND POSITIVE DURING THIS CONVERSATION! WE MUST SHOW THEM THIS DEAL HAS COME THUS FAR NOT FOR US TO TURN BACK!

Business Day 6) File Conditionally Approved by UW

- Moving HubSpot Milestone To Closing Conditions Ordered:
 - **Expectations:**
 - Makesure to call ☎ the borrower, buyer's agent, and seller's agent to tell them we have a conditional approval. If there is a
 - Buyer/Sellers Coordinator involved, then please call them as well.***SERVICE***
 - At this point they should have set up a consultation with you to review the conditions.
 - I DO NOT WANT CONDITIONS BEING EMAILS WITHOUT A CALL TO SET UP AN APPOINTMENT FIRST TO REVIEW THEM OVER THE PHONE.
 - Take the time to go over a zoom meeting, or telephone conversation with all parties to ensure they truly understand they need for conditions.
 - Follow up with One-time email sent to the Borrower, Realtor, Sales Assistant (Lead Processor Conditional Approval Template)"
- **Moving HubSpot Milestone To Fast Track CD:**
 - **Expectations:**
 - Make sure to call ☎ in this order buyer's agent, borrower and seller's agent to tell themwe have released the Fast-Track CD,



which is TRID so now the 3 days starts counting. If there is a Buyer/Sellers Coordinator involved, then please call them as well. ***SERVICE***

- Fast Track CD = Buyer's agent Let them know the numbers are preliminary until it goes to title it will be balanced then, and a final number will be adjusted.
- Fast Track CD Borrower Let them know the numbers are preliminary until it goes to title it will be balanced then, and a final number will be adjusted.
- Fast Track CD = Seller/Buyer/Seller Transaction Coordinator Let them know the numbers are preliminary until it goes to title it will be balanced then, and a final number will be adjusted.

(Business Day 6) Follow up with borrower(s) with all conditions required for CTC / give a full loan update (task begins from date file was conditionally approved by the underwriter) – SLA 5 business days.

- Full file scrub prior to call/email with borrower
- Follow up on all services not yet obtained

(Business Day 11) Submit for CTC (task begins the day the final required conditions list was sent, and call was made to borrower) – **SLA 2 business days**

- Full file scrub prior to call/email with borrower
- Send HubSpot generalized Clear to Close Template email allowing borrower to schedule time for this call. Call at the time they select. To Review any numbers to review with Processor, or Operations Manager
- Follow up on all services not yet obtained.



Moving HubSpot Milestone To Fast Track CD:

- **Expectations:**

- Make sure to call ☎ in this order buyer's agent, borrower and seller's agent to tell them we have a clear to close and we would like for them to fill our social survey a 5.0 review is needed. To also, send us any potential buyers and how they liked out service? Would they use us in the future?
- **Operations Manager** is to follow up with a call asking the same thing, service, communication, speed to contact, expectations.
- Processor to call the Title company to make sure they have a slot available for closing and to ensure they know we need to still balance and then send a package. Please allow 24 hours.

(Business Day 12) Send to closing (task begins from date file was CTC) –
SLA 0 business days

(Business Day 13) Closing matches with title

- **Expectations:**

- **Operations Manager** is to follow up with a call ALL parties to make sure we balance and everyone's happy. Simple 10 second call.

(Business Day 14+) File Closes

- **SLA- Daily / Specific Timeframes**

- Move Milestones in HubSpot as we hit them on the day they are achieved. (Daily asneeded)
- Rate locked within 15 calendar days of closing (check pipeline provided daily)
- File Submitted for CTC 7 calendar days before closing date. Fully updated anager with all outstanding docs/tasks if not submitted and needs to stay on the ETC



- Update calendar with dates title, appraisal, disclosures and milestones are hit/ordered. (Daily)
- All tasks incomplete for the day are to be emailed to the Ops Manager

- **HUBSPOT LIST**

- **LIVE OPERATIONS LIST:**



Yeannette:

<https://app.hubspot.com/contacts/2683382/deals/list/view/4525902/>



Sara:

<https://app.hubspot.com/contacts/2683382/deals/list/view/4525901/>

REVIEW ALL DAILY TASKS IN HUBSPOT AND COMPLETE THEM!

Minimum Submission List

1. Photo ID & Social Security card (front and back)
2. Most recent (consecutive) 2 month's statements (all pages) for all assets being used for qualifying:
 - Bank statement(s)
 - 401K – quarterly statement
 - Brokerage (stock) account –quarterly statement
 - Gift – add notes to HubSpot stating the gift amount and the relationship between the parties in detail
3. Save **notes in HubSpot** for the following:
 - All jobs in the last 2 years / 24 months each job with a length of employment, company name, job title, industry. Any gaps of employment to be identified between jobs including length of time and detailed reason. If a gap of employment interferes with collecting 2 years history, then take more history (all on the job time needs to add to 24 months minimum).



4. If borrower has not been at the same job for the last 2 years or we are using income outside regular base pay to qualify order WVOE for all employers. Collect borrower's authorization

- Otherwise, get the most recent (consecutive) pay stubs covering 30 days.

5. W-2'S for last 2 years for all employers.

6. Personal tax returns 2 years page 1 and page 2 at minimum (signed) accompanying all schedules utilized on each filling year if possible (this is required regardless of type of income qualifying so our 4506-T submissions are accurate every time).

- If utilizing MCC - 3 years required.

7. If business income is identified or is being used (outside of a schedule C for K-1 pass through income on personal returns) & the borrower(s) owns more than 25% of the business (if a co-borrower exists on the loan and they each hold interest in the company, then the total equity between both people equal to or greater than 25%) then gather the following:

- Business tax returns (i.e. 1120, 1120S, 1065 etc.)
 - Less than 25% ownership:
 - K-1's for the business for the last 2 years
- If schedule E of the above tax return shows rental income (other property owned) get the most recent mortgage statement, hazard declarations page, and HOA dues (if there is no HOA dues place notes in HubSpot) and pull tax bill online for each property owned.

