

LOAN OFFICER

Roles, Description, Expectations

- New files are to be handed off from HubSpot to Processor 1 business days of receipt of the executed purchase contract or receipt of verbal NOI for a refinance.
 - The handoff timeline begins on the day the executed contract is received unless the contract is received on a weekend/Holiday then this starts on the 1st business day following.
 - ex. 1: Monday PC is received, this counts as day 0,
Tuesday business day 1,
Wednesday is business day 2;
 - ex. 2: Saturday PC is received,
Monday counts as business day 0,
Tuesday business day 1,
Wednesday is business day 2)
 - MLOs are encouraged to send files as soon as they are ready if all the checklist below is followed/completed. The processor will prep, disclose, render services, and TBD or Submit the contract a file handed off once the email (see page 2) is sent to the borrower copying/introducing the processor
- **Expectations:**
 - **NO TEXTING TO THE CLIENT AT THIS POINT**
 - **SLACK:** Ping Buyers agent on slack @janesmith to introduce yourself CC All partis.
"Hello, my name is Jane Smith, I am going to have my MLO walk you through this loan process. Anything you need do not hesitate to slack, us back or call me at (305) 503-8655.
 - 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(WCP affiliate) 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 (Introduction Email Template)" out to him/her separately.
- One-time email sent to ALL parties (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...?

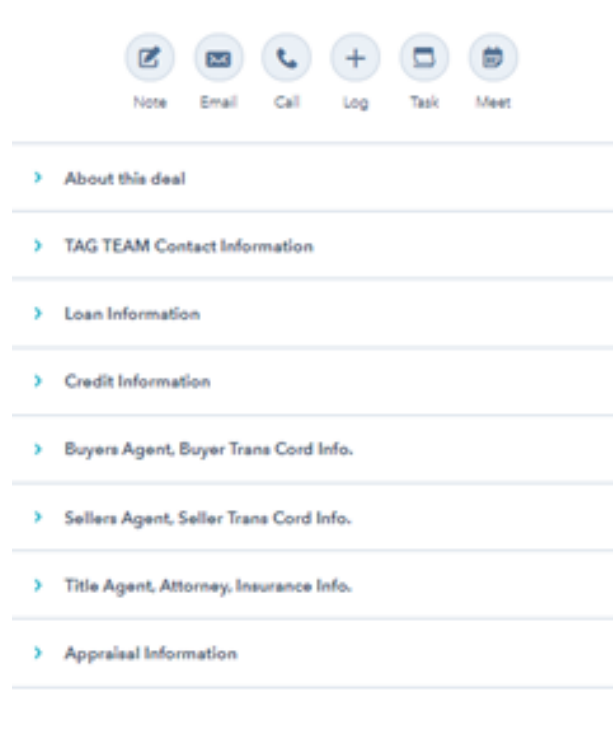
- Whom do you work for?
- Who is TAG?
- Who is TLG?
- What is your position?
- What is the purpose of the call?
- How can you service the client and their needs?
- Talk about our process? (Understand our process and workflows via HubSpot Diagram and Flow Chart)

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 backward, 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

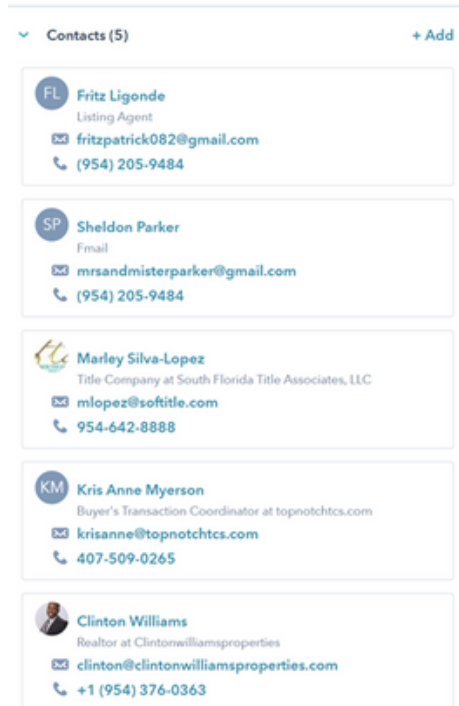


- IF THIS INFORMATION IS NOT IN HUBSPOT THEN WE NEED THIS INFORMATION TO MOVE FORWARD, BUT WE DO NOT STOP THE PROCESS, WE CALL THE SDR/AE.
-
- Setting up a consultation on contacts for someone just press the co-employee you would like to set up the consultation with for the client.
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- 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 MLO, already completed this task.
- See Reference Below:





(Business day 0) Purchase contract received - If TBD is submitted prior and approval is not back leave the file submitted.

◦ **Hot Prospect or Contract:**

- Please ensure HubSpot is filled out
- For ALL Co-Org Deals please make sure to take a full encompass loan application, run, smart fees, run pricing and run DU.
- E-Consent is completed **FIRST THING** Completes, but if the MLO completes this, they we are working as a **TEAM** bleeding into each other's roles. (The portal completes this hence why I always use it)
- If you are on the line and you want them to take a loan application over the phone please send them any of our "SALES TEMPLATES" pertaining the right category.



- Checklist New Client

- App In - Pending Docs (See video for templates)

- **Open Houses:**
 - If you are at an open house or event, please hand the consumer a “Rack Card” which directs them to the Road Map to Homeownership URL link. The Free appraisal is giving part of the workflow process
 - We will only entertain open houses to agents we have closed 3 or more deals with. TAG TEAM NATION is a Marketing eCommerce company that converts leads by using tech and automation. We do not charge, but we will not pay for an open house to generate deals if the agent is not already vested with us
 - Please put all contact info in HubSpot including realtor information
 - Please put all Detailed loan “notes” in Hubspot about client
 - Send a “Lead Status” notification based on the scenario at hand. (This is your Trigger to generate a deal)
 - The deal will be created and all of the content “PRIOR” originating the deal will be transferred “IF” you have filled out everything needed in the “CONTACT” section. DO NOT TRIGGER THE LEAD STATUS UNTIL DATA IS COMPLETED.



- SDR's will not create deals only AE's/Sales Assistants (This is to avoid a cluster of actual deals vs prospects)

- **Hot Prospector Contract Pricing/Closing:**
 - Please put all contact info in HubSpot including realtor information
 - Please put all Detailed loan "notes" in Hubspot about the client
 - Trigger a "Lead Status" notification based on the scenario at hand
 - Set up expectations with the client before Hot Transferring to a Manager

- **TAG TEAM Portal**
 - Please ensure HubSpot is filled out and push the consumer to our website. <https://www.theangelillogroup.com/>
 - Please direct them to upload documents into the portal
 - Send a "Lead Status" notification based on the scenario at hand.
 - All parties will receive notification documents are in, once the consumer presses the "submit button"
 - If the contract is executed already prior to documents being received, based on the conversation you had with the client/Realtor. Use Your judgment and email the client the template Checklist Portal Link either in English/Spanish. These are case by case exceptions with management.
 - Please put all Detailed loan "notes" in HubSpot about client @info@TagLendingGroup.com



- **Drop Box:**

- Put purchase contract in Dropbox and DV and move the milestone in HubSpot after the following is completed:
- Purchase contract reviewed for all signatures/initials/dates to be complete by both buyer(s) and seller(s). If anything is missing send it to the agent(s) to correct
- Loan Commitment is not to be less than 10 business days from the date of an executed contract

- **HubSpot:**

- **CONTACT SIDE:**

- Please ensure HubSpot is filled out and complete contact side leave "Deal Side" For Lead Sales Assistant's if contract is in.
- Update loan amount (this field shows on the very top HubSpot and is the total loan amount not the purchase price)
- About this contact* (MLO)
- Tag Team Contact Info* Leave processors blank* (MLO)
- Loan information* (MLO)
- Buyer's Agent Information* (MLO)

- **DEAL SIDE:**

- About this deal* (MLO)
- Tag Team Contact Information* (MLO)
- Loan Information* (Processing)
- Credit Information* (MLO)
- Buyer's Agent, Buyer Trans Cord Info* (MLO)
- Sellers Agent, Seller Trans Cord Info* (MLO)
- Title Agent, Attorney, Insurance Info* (Processing)
- Appraisal (Processing)
- Leave for Lead (Processing)
- Please put all Detailed loan "notes" in Hubspot or Lending Pad which converts to HubSpot.



- Move the milestone to the purchase contract received.
- **HubSpot/DropBox**
- **Docs**
 - Please place all docs in a file folder in Dropbox
 - Label all docs and organize them into some resemblance of a file folder set (ex. Income, assets, etc)
 - Move file folder to Active pipeline in Dropbox
 - IncomeWorksheet completed and put in DropBox
 - Ensure an encompass file is created and all major info input **(minus the property address, see below)**
 - Please progress the stage/milestone of the loan in encompassing to setup

Once Checklist is Complete:

- Reminder: Do not handoff without a minimum submission list complete
- Call borrower and warm transfer the file from you to the MLOS Team at Ops@Winnerschoiceprocessing.net a very brief call and slack.
- MLOS will send their introduction email ccing Sales@TagLendingGroup.com thanking them and handing off the file officially with this email.

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Final Item - Enter an address in encompass to trigger TRID disclosure timeline

Client is interested in a loan.

A. Anthony hands-off lead via Short Form App:

Client has an option via Short form to fill out their own app or wait for an MLO to assist them. You will see this in our slack channel short form. If they choose either or you are to call the client to make sure service levels are high. "Cross your T's dot your I's"

- i. Monday– Saturday if you accept the client handoff from Anthony see below. (If you decline Anthony will hand off to someone else)
 - a. You have 15 mins to call, text, email, &/or video that client. You will follow up 2x daily by all 4 means of communication if necessary until they are reached.



iii. Request to help you with anything you may need. (from here you do not touch encompass again)

- I. Send email letting Management and Lead Sales Assistant know of the client. Production will review the file (1 calendar day excluding Sunday's & Holiday's turn time for this; submissions accepted M-F 9 AM-9 PM) and they will provide a pre-approval to you to send to the client and agent.
- II. If this is a straight W2's slam dunk deal then we do not need the management to review it and MLO will scrub it and send it to the Junior Processor in order to then submit it to our Underwriter for a TBD.
 - a. If Management or MLOS cannot issue a pre-approval, they will let you know via email with shortcomings. (Please note this is ONLY on complexed files)
 - b. The MLO will be the liaison by ccing the Processing ops@winnerschoiceprocessing.net, and MLO when sending any scenarios to our Underwriter.
 - i. MLO to collect all required items per Underwriter direction.
 - ii. If you are unable; due to industry/product knowledge, please set up a conference call with the client, yourself, and Production manager ONLY if necessary. It's all about knowing how to CLOSE!
 - iii. To be a confirmed time/day in advance not an impromptu call unless all parties are willing. (We do not do same-day deliveries and we have a ticketing order so you need to make sure everyone set's the expectations) If the client thinks we are too slow, then you can suggest the facts that our reputation is not to go fast but to ensure we do not lose any EMD, inspection, appraisal money.



- d. Price the loan (via Lending Pad) with MLO to understand it, but this is the MLO's job.
- e. The MLOs are responsible for WVOE's if needed (see Income Help Guide to determine if you need one) The Processor will NOT order this service. Unless you are slammed!
- f. Income training to follow do your best for now – Complete income calculator for all W-2 borrowers (see Dropbox – Operations folder) to best of your ability and save in client's Dropbox file identifying it is your calculator with your name in the title of the document and update encompass page 2 of the 1003 with results. Not req. for self-employed borrower.
 - i. click "save as" always as to not corrupt the template please
- g. Update agent daily of progress to achieve the successful application & doc collection.

III. FOLLOWUP until 1 & 2 fully complete.

IV. Ensure HubSpot Contact is fully updated & a HubSpot deal is created pulling all info over.



- **Phones:** Always sound excited to deliver news to the borrower, agents, or any third parties. Empathy, tonality, and creating emotion over the phone is key. (Though HubSpot)
- **Video:** Always create videos with emotional and body language. Empathy, tonality, and relatability should be delivered in a manner that you are captivating the person. (Though Vidyard in HubSpot Emails)
- **Text Messages:** Always send a text message out through HubSpot during “working hours” Sending text messages through your cell phone creates mayhem when trying to keep organized. If it’s the weekends then this is allowed, but ONLY to engage with the client and then follow-up with a phone call.
- **Communication:** Anytime you need to deliver news you should communicate effectively. The TAG TEAM sets themselves apart from their competitors because we service the client, realtor, third party agent, but most importantly we PICK UP THE PHONE to communicate. Your calls will be linked to your cell phone made from HubSpot so we can track Sales/Operations. (If your cell is not linked on HubSpot contact your Marketing Team)

Minimum Hubspot 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. (Junior Processor can help with services)
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
8. 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.

