

Announcements

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Announcements:

Closing with a POA or Trust:

REMINDER: If you have a loan closing with a POA for one of the borrowers or a TRUST on either side, these must be reviewed by underwriting prior to final approval.

Fill the Bucket:

I'd like to express my gratitude to both Lisa and Eileen for taking care of my files over the past several weeks. Before Lisa took off for vacation she worked diligently to ensure files were completed and moved along as much as possible. She made it her priority to leave files as clean as possible and with detailed as possible for Eileen to cover. Lisa thank you for making these files "your babies" too. I truly feel like a team and you do great with our borrowers in explaining what is needed. This takes a lot off my plate to be able to work on new business. Thank you.

Eileen stepped in and covered for Lisa with great teamwork attitude and although I saw her plate was full, she put in the time and effort to make it all happen for everyone. Eileen is so very patient with my borrowers and does a fantastic job of communicating well with them. Evenezer Garcia, for example, sent me a very emotional text last week thanking me and the agent in a group text. However, she didn't just say us two, she said "you, RJ and EILEEN" for everything we have done to help her. A borrower taking on the idea of leaning on someone else in the lending side other than lo or loa is rare, so this shows me that her rapport with my borrowers is genuine, and they feel it. Thank you. – Patty Marquez

Naja was under super pressure from a very productive realtor, to bring this file to a close quickly. The file had previously fallen through in the hands of one of our major competitors, after two extensions. This complex file was opened and cleared to close in just 8 days! (title and appraisal were in place).

A huge amount of hard work went into getting this done, not the least of which was the effort, guidance, and help from Kyle Schmuck, our underwriter. He responded, guided, and picked up the phone, when verbal communication was the most expedient, and we feel that without this help the file would have been weeks in closing, if at all.

We are grateful for all the help we received getting this one done. Thanks to all ~ Steve DePalantino

Operations out of Office:

Kristen Snethen - Thursday and Friday

Karen Leon - Friday afternoon

Jamie Bencher off 7/29-8/2. Lisa Merry covering.

Thanks,