


## Announcements

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Mon 7/8/2024 11:22 AM

To: Sales <sales@flanaganstatebank.com>; Underwriting <underwriting@flanaganstatebank.com>; Processing <processing@flanaganstatebank.com>; Closings <Closings@flanaganstatebank.com>; Mortgage Support Center <mtgsupportcenter@flanaganstatebank.com>  
Cc: Mortgage Management <mortgagemanagement@flanaganstatebank.com>

 2 attachments (207 KB)

Mbot Survey-Fillable.pdf; Adobe Survey- Fillable.pdf;

### Announcements:

#### **Two Feedback Survey's - VERY IMPORTANT**

To all Mortgage Division personnel, please note that we are looking for quick and direct feedback from all our staff on two topics, Adobe and MortgageBot.

To that end, we would like feedback from everyone by filling out these required surveys.

These two surveys will be sent back to randerson@fsbfamily.com for future management discussion. The Adobe survey is due by the end of this week (07/12/2024) due to the importance of our contract discussions with them. The MortgageBot survey is due by the end of next week (07/19/2024).

#### **Understanding CreditXpert:**

As many of you know, through our current credit reporting companies (either Partners or Advantage Plus Credit) we have the ability to utilize a "What-if" simulation to see how credit scores may be positively adjusted. What many mortgage lenders do not know is that this service has always been through a direct pass of information to a company called CreditXpert. Due to technological advancements, CreditXpert decided to promote their simulation product directly and forego being an in between with credit reporting companies at the beginning of 2024. In order to continue to utilize their products, all mortgage lenders are now required to partner directly with them by October 1st, 2024.

To that end, FSB has entered into a contract directly with CreditXpert. We are not charged by account, but by use on a monthly basis. We are not sure quite when all originators will receive logins to their service, but we will advise when those are sent out and training will be set up. The good news is that this login will NOT require double entry of data as CreditExpert is still allowed to share all information directly from our credit reporting companies. Therefore, when you pull credit with either Partners or Advantage Credit, the information will automatically show up within the CreditXpert site. This announcement is solely designed as a notice that this change is coming and will be implemented shortly.

#### **Sometimes the change is not negative to everyone:**

Chris

I am sure glad to see this on the next day closing rule, as seems to slow closers down on those who do not try this, as really not fair to closers and other LO's.

Great job you do for all of us!