

# CHRISTINE TERRY

## Handling Your New Home Purchase With Care

Written by H. K. Wilson

**D**ue to the increasing complexity of real estate transactions, the process of buying or selling a home involves literally dozens of professionals. Some estimates put the number of people

importance of working with conscientious and well-trained professionals who care about the results they are creating for the people they serve.

One such professional is Christine Terry at loanDepot. Christine is a loan processor who works diligently behind the scenes to ensure that every transaction in her charge is handled with the care and urgency it deserves. Christine knows that behind each file, there is a person or family whose whole life will change based upon the outcome of her work.

Christine began her career more than a decade ago, and she has excelled in numerous support roles in the mortgage industry. Her work ethic, attention to detail and friendly engagement with clients and other professionals made loan processing an ideal role for her. Today she works almost exclusively with new build transactions in support of Branch Manager Richard Hedrick and his team of builder specialists.

While every loan transaction is complicated, builder loans present a set of unique challenges, and it takes a seasoned expert to keep the transaction on track. Christine explains, "We initially submit the loan for initial approval. During the transaction we continuously work with the builder on an estimated closing date, which could be 20 days away or six months out. It's important to put our workload in order of closing dates so we can make sure all the documentation is updated at the right time. Typically, when we are 60 days from our estimated closing date, we need to do things like source deposits and get updated pay stubs, bank statements and W2s. Once I

feel I have everything, I send it back to underwriting for an updated approval."



who will touch a single transaction by the close of escrow at more than 100. This fact underscores the



By comparison, an average resale transaction takes about 30 days. That means that the process described above takes place only once. Christine often has to work with borrowers and loan officers to obtain and verify information multiple times. She also has to maintain communication with the parties over a long period of time, making sure that everyone is informed and has the same expectations. These tasks require proactive planning and saint-like patience. Fortunately for everyone who relies upon her, Christine has both.

Christine makes a point of reaching out to new borrowers to establish rapport and give them a sense of security. "Personally, I like to call the borrower and let them hear my voice. If I get a new application, I'll call the borrower to let them know I'll be sending them a list of items I need. Then I send the email. Sometimes they may not feel comfortable sending sensitive information electronically before they know who the person is who will be receiving it. I think when they hear my voice it makes me a real person, and I've found I get better responses when I make that personal connection with them."

loanDepot's well-honed systems provide the framework for tracking and prioritizing each file, while its culture of teamwork makes the process seamless. "Our loan officers are amazing. Everyone is working toward the same goal, and we help each other out. Even if something goes wrong on a file, everyone works together to find a solution."

That same sense of teamwork generates a spirit of gratitude for everyone who contributes to a successful close of escrow. As someone who is working behind the scenes, Christine says she never feels her contribution is forgotten. "What I love about this team is the fact that they are so appreciative. Even though I work from a remote office, they include me in meetings, send me thank you cards, and if the branch is having an appreciation lunch, they have lunch delivered to me. It's touching and means a lot."

Christine lives in Bermuda Dunes with her husband,



Mike, and their two boys, Michael and Mason. Mike is a grower for a local farm, and the whole family loves participating in agricultural activities with Future Farmers of America and 4-H. Christine also enjoys working out regularly, a pursuit that helps her destress from the demands of work.

Christine's love for her work and desire to help people experience the joys of home ownership fuels her ongoing commitment to excellence. "It's exciting to know that people are making their biggest investment ever, and you helped make it happen. I enjoy what I do each day, and I love working in an environment where people appreciate what I do."

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