



LILY VU

Lily Vu was only 11 months old when her parents embarked upon a harrowing escape from Vietnam. Their boat of 30 people was lost at sea for six days, and as food and water ran out, they were uncertain of whether they would ever reach a foreign shore. Rain brought lifesaving water, until they were

finally rescued by Filipino sailors who were searching for survivors. After spending time in a refugee camp in Palawan, Lily and her family were relocated to the U.S. to begin a new life. With no money and no English, her parents forged ahead, successfully raising and educating their four children.

EMPOWERING PEOPLE TO BECOME HOMEOWNERS

Lily took a job as a teller at Wells Fargo while she was still in high school. She worked her way up in the company, and before long, her job became a career. After 10 years, Lily asked to be transferred from office management to the mortgage department. "I knew I wanted to be in a customer service role because I loved building rapport and getting to know our customers. I didn't know anything about mortgages, but I knew it was a great opportunity to grow professionally. I started out as an assistant to a loan officer who trusted me to be totally hands-on with his clients. I learned from the first transaction that communication is key."

When Lily later switched to the builder team, she knew she had found her passion. "I love it because I still get to have that customer base and also a close relationship with the sales agents of home developers."

Recently, Lily brought her expertise to loanDepot in San Juan Capistrano. "This is a great company that treasures its team members," she says. "A traditional A-paper loan is just not a reality for many, and loanDepot has a huge menu of programs I can work with to help all kinds of borrowers. And our technology is so convenient for consumers and agents. There are no more paper files. They can go right to our website and have a full loan application in minutes. Our company is so tech-driven. It makes everyone's life so much easier."

Among loanDepot's innovative programs is its jumbo loan product. "Borrowers can come in with only 5 percent down with no mortgage insurance. We also offer low reserves and a higher DTI of 43 percent up to \$1.5 million. It's a phenomenal program."

Clients appreciate working with Lily for her honesty and efficiency during the loan process. "I don't make empty promises. When I meet with my borrowers, I lay out the timeline of the loan and what will happen next so they always know what to expect. I believe in always being there when they have questions, and I tell them they can call, text or email me even if it's late at night. I don't want anyone to lose sleep over a question. Buying a home is a

big deal, and there is a reason they're asking something that late. I care about all my clients like that, but it's especially important for first-time homebuyers who are not sure of the process. I do this every day, and I want to give them peace of mind and assurance that they are on the right track."

As an immigrant, Lily has a special appreciation for the American Dream. For her, helping others achieve it is an especially rewarding career. "One of the things our parents taught us is how to save money. When I started working, instead of paying rent, my mom had me give her \$400 a month to save for me. By the time I went to college, I was able to buy my first new car. I was able to buy my first home around the time I started doing mortgages. Savings is key to being prepared for home ownership, and I am grateful to my parents for teaching me that."

Lily is excited about working with loanDepot, a company dedicated to providing real solutions that empower people to become homeowners. "I'm here to fulfill people's financial needs in any way I can help. loanDepot really enables me to reach out to my clients to do so because we have so many programs that will put them into their home."

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