Loan Processing Solutions

Peak Performance Coaching for Mortgage Professionals

Making Loan Processing Easy

Complete
MORTGAGE PROCESSING

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Why We Do What We Do

We believe that 95% of mortgage loan processing problems are completely unnecessary and can be totally eliminated. It's what drives us to share our knowledge and resources. We know from experience that delays caused by errors, missing information and a mountain of underwriting conditions can quickly become a thing of the past.

We believe in an intuitive approach to loan processing training. This belief inspired us to design a user-friendly, online course that makes complex mortgage loan processing principles easy to understand. It is a flexible yet effective approach that factors in the job, the time available and the unique needs of each participant. Whether you are a loan officer, processor or support team member, we can help you improve your productivity.

There's no need to experience daily struggles that leave you:

- Unclear about what documents are really necessary for your loan file to be approved.
- Having a tough time finding the information you need to validate your file or clear conditions.
- Facing unexpected problems while working with borrowers, realtors and vendors.
- Tired of missing out on good times with friends because you're dealing with problem files.

What Makes Us Different

What Makes Us Different?

Rather than teaching loan processing *theory*, we use real-world examples. In our training materials, we share the challenges and resolutions experienced by our staff and students over the years. Our homework assignments give participants the hands-on experience that will help them become more confident on the job. Having the opportunity to ask questions and receive customized support before actively processing loans reduces the learning curve significantly.

> *"Thanks so very much! Your course was instrumental in my success as a processor at USAA." —Kelly*

What That Means for You

Our training methods are designed to eliminate the chaos and confusion that is often associated with mortgage loan processing. We make sure our students know the importance of paying attention to details. We teach them why common documents are placed in the file and how to validate documents quickly and efficiently. Here are a few features of the course that participants find invaluable:

- We provide resources for locating important details that are commonly omitted from the application

- We cover key check points for credit, file processing and clearing underwriting conditions to minimize file delays

- Our "If/Then" scenarios and charts empower participants to make sound decisions quickly

- Written and verbal feedback from the instructor helps participants stay on track

Having confident and competent team members enables you to deliver quality loans to your borrowers and your investors.

What Makes Us Different

We consider ourselves as industry experts when it comes to mortgage loan processing training. We know exactly what it takes to go from application to closing without the typical problems and delays that many mortgage professionals experience daily.

Our expertise did not come easy. We began as a nationwide contract loan processing company in 1997. Since that time, we have processed thousands of loan files for mortgage brokers across the country. We spent years studying loan processing tools and resources. We tested our best-practices with hundreds of underwriters to see what really made a difference. The end result was the development of a clear, efficient loan processing framework. Our pipeline management system enabled us to submit a fully documented loan to underwriting and receive it back "clear-to-close" with ZERO conditions. When this began to happen consistently, we knew we were on to something big!

Our Loan Processing Solutions class has been taught at College of Southern Nevada as well as at title companies and in private offices around the country. Now it is available for you online.

Want to learn how you can leverage our expertise and take your business to the next level? Read on.

What You Will Learn

MODULE 1: <u>**COMPLIANCE**</u> **- Rules You Need to Know to Stay Out of Trouble**

It's one thing to know the name of the regulations you are told to follow and yet another to be clear on what actions you need to take to be in compliance with those regulations. In our Compliance Module, we will cover the important aspects of compliance from licensing, to documentation, to communication with borrowers. By the end of Module I, you will know:

- Important compliance terms, acronyms and action steps required to be in sync
- Industry resources that help you stay current with compliance changes
- TRID and other regulations that impact the way industry professionals do business
- How compliance regulations impact your interaction with the borrower
- Compliance violations that your peers have been sanctioned for
- And more...

MODULE 2: <u>**CREDIT QUALITY**</u> **- Understanding the Relationship Between a Borrower's Credit Profile and Loan Approval**

When it comes to loan approval, it is important for the borrower's credit profile to be in alignment with the loan program requirements. Knowing how to document a borrower's history to demonstrate that they are credit-worthy is an invaluable loan processing skill. By the end of Module 2, you will know:

- How to read ANY credit report
- How to analyze your borrower's credit profile
- How to document the resolution of credit issues in a loan file
- How to identify credit red flags that indicate fraud or potential problems
- How credit scores are derived and what increases or lowers a score
- Standard home loan credit requirements
- And more...

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What You Will Learn

MODULE 3: <u>LOAN PROCESSING RESOURCES</u> - Tools for Speed, Accuracy & Efficiency

There is always more than one way to get the job done. When it comes to loan processing, getting things done quickly and efficiently is second to none! In this module, we will discuss a variety of resources that help you keep things flowing in the right direction. **By the end of Module 3, you will know:**

- Several research tools you can use to verify the 1003 data quickly
- How to find missing information with or without the borrower's help.
- The basic resources that every great processor has in their toolkit
- How to get the most out of your existing resources
- How to easily obtain data and get cooperation quickly
- Multiple options for verifying the borrower's employment

MODULE 4: <u>EFFICIENT FILE PROCESSING</u> - The Secret to Getting It Right the First Time

More often than not, a file that experiences a significant delay (or even a denial) in underwriting should have been scrapped or repackaged before it ever crossed the underwriter's desk. Having the skill to thoroughly evaluate a file and address potential issues early-on is a must for quick turn-around time. In this section, we will discuss what can be done during processing to eliminate pipeline chaos. **By the end of Module 4 you will know**:

- How to use processing checkpoints to quickly identify and address potential file problems
- Easy ways to get what you need for your file
- How to prioritize and calendar your activities to ensure that your file closes and funds on time
- How to design an efficient loan flow system
- How to conduct a final review before submission to underwriting

What You Will Learn

MODULE 5: <u>UNDERWRITING CHECKPOINTS</u> - What You Need to Know for Faster Approval

Tired of getting clobbered with mountains of underwriting conditions? Still avoiding phone calls and emails from anxious borrowers? If your gut tells you "there's got to be a better way!" you are right! In this module, you will learn exactly what you need to know to shave days (maybe even weeks) off of your underwriting time. **By the end of Module 5, you will know:**

- The red flags that underwriters are trained to look for (and how to avoid them)
- How to expedite your file underwriting with any lender
- Important points about DU and LP approvals
- Common title and appraisal issues
- What to do when you encounter underwriting problems
- How to make sure your loan is approved and funded on time

MODULE 6: <u>ADVANCED LOAN PROCESSING</u> - Working with Self-employed Borrowers, Jumbo Loans and Investment Property Files

Even if you have processed loans for years, you may not have experienced enough variety to become proficient with self-employed borrowers, jumbo loans and rental income property deals. In Module 6, you will learn some of the important points to remember for these types of files. **By the end of Module 6, you will know:**

- Common characteristics of the self-employed borrower profile
- How to validate self-employment history for underwriting
- How to read and analyze self-employment income documents
- Characteristics of jumbo loan files
- Situations to be mindful of for jumbo loans
- Documentation and underwriting requirements for rental income properties and more...

What You Will Learn

MODULE 7: <u>STRATEGIES FOR SUCCESS</u> - How to Eliminate Overwhelm and Achieve Your Career Goals

We know that being presented with so much loan processing information can be overwhelming. To help you on your way, we gathered the essential elements from all of the modules and put them together in handy manuals that you can review online or print out and use as a desk reference. **In Module 7, you find lots of helpful resources including:**

- Time management strategies
- Desk reference manuals
- Ask-the-Mortgage Trainer Q & A
- Tip sheets and resource links
- More video tips
- Test your knowledge quizzes
- Final Quiz Study Sheet
- And more...

Just Imagine...

- Being so fast and efficient at processing that your loans close in half the time they used to
- Getting a new file and feeling clear about what to do even if you never had this situation before
- Returning to work as a processor after a long hiatus and easily stepping into the flow of things
- Getting a file from underwriting marked "clear-to-close" on the first go round
- Being on top of your pipeline without sacrificing lunches/breaks, off-days and family time
- Being resourceful enough to manage unexpected issues quickly and still close on time
- Hiring new processors and getting them up to speed in weeks rather than months or years
- Having reliable go-to resources at your fingertips to help you process efficiently

Recent Case Studies

Easy Solutions for Loan Processing Dilemmas

A recent surge in new home buying gave Brandon a huge processing problem. To avoid a lengthy hiring and training process, he decided to use staff from other departments as loan processors. We worked with Brandon's veteran staff to bridge the gap and get them ready. The ability of each student to grasp loan processing concepts varied greatly. Having a self-paced course where each could receive the individual attention needed ensured that no one was left behind.

Jessica, a regional training manager, had a few loan processors come on board at the same time in different states. Rather than choosing which one to devote time to, she registered them for our Loan Processing Solutions class. This made it easier for her to work with them on internal systems and policies while they learned core loan processing concepts at a pace that worked for everyone involved.

How It Works

We make loan processing training easy! Our course is great for those who are new to the industry as well as professionals who desire a loan processing refresher class. Here are a few details on how the course works.

Train Anywhere or Anytime

The Loan Processing Solutions course is available in an on-demand format. That means participants can begin training on the same day their registration is processed. The course includes 20+ hours of web-based presentations, homework and supplemental training aids. Participants engage directly with the instructor and the Complete Mortgage Processing staff via email and by phone. Participants who dedicate time to studying the materials weekly may complete the course within as little as 2-4 weeks.

Participants may register independently or may be registered by a manager. Once registered, students are empowered to complete the training modules and homework assignments on their own. Successful completion of a comprehensive quiz is required to receive a certificate of achievement for the course. Course content is available for *6-9 months after the start date. Corporate registrations also include an advance-pay option that features pre-registration for current and future team members who will be trained within 12 months of the registration date.

What Students Are Saying…

"I want to thank you for the amount of information provided. I am extremely thankful for the ability to look back on the content over the coming months as I grow and progress within my career as a processor." – D. Taylor

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* **Standard registration** = 6 months of access. **Corporate registration** = 9 months of access.

Registration Options

Standard – *for 1-2 Participants*

$647 per student

Standard registration is great for companies that hire infrequently. The student can be registered online and will engage directly with the instructor to complete the training modules and homework assignments. Both a full-pay option and a 3-pay option is available for registration of a single individual. This option includes 6-months of access to the course content.

Corporate Plan A – *for 3-10 Participants*

$570 per student

When processing is handled on a regional level, small group registrations are beneficial. It allows the registration of participants in different states to be handled by a single training manager. This plan provides **a 12% savings** discount. It also includes 9-months of access to the course content.

Corporate Plan B – *for 10 or More Participants*

$550 per student

Larger organizations that hire all year may require more flexibility. We offer an advance-pay program which reserves training seats for current and future team members. This plan provides **a 15% savings** discount. It also includes 9-months of access to the course content. Training seats must be activated within 12 months.

Making Loan Processing Easy

Ready to Get Started? Register Online or Contact Us.

We are located in Las Vegas, Nevada just a short distance away from Red Rock Canyon and Mount Charleston.

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