

The “World Class Service” Program

Below is a list of the “World Class Service” items we will be offering.

Loan Vortex Booklet:	<i>Quick answers to commonly asked questions.</i>
Tuesday Update Calls:	<i>Best number to call_____. Best time_____.</i>
Extra Lock Time:	<i>Your rate lock will extend past the expected closing date.</i>
Sample Closing Documents:	<i>The advanced opportunity to understand your legal documents.</i>
Weekly Written Updates:	<i>Loan processing status mailed to you weekly.</i>
Weekly Agent Updates:	<i>Loan processing status faxed to your real estate agent weekly.</i>
Appraisal Delivery:	<i>Full appraisal report mailed to you upon our receipt.</i>
Pre-closing call:	<i>An early review of the final loan details.</i>
Mid-Process Survey:	<i>This gives us an opportunity to ensure World Class Service.</i>
Annual Review Call:	<i>We will call annually to address any “servicing” issues you may have with your loan and to see if you need other financial services.</i>
Closing Cost Guaranty:	<i>If the total of actual closing costs as compared to our most recent quote exceeds \$250 we will, at closing, credit you with \$250 or the difference which ever is less. Closing costs are defined as items other than prepaid expenses, inspections and personal items or items considered voluntarily.</i>

We believe that if we take care of our clients, our clients will take care of us. The referral of your family, friends and co-workers is considered the greatest compliment of all. This is very important as we are a referral only company.

Upon our failure to deliver these items we will credit you \$250 at the close of escrow. This is our commitment to you and our “World Class Service” program.

The above listed “World Class Service” items have been presented and thoroughly explained to us by our loan officer. Additionally, if we are provided the above listed items and our experience is considered “World Class” we agree to provide our support (to the best of our abilities) to help you grow your business with at least one referral during the process and one there after.

Acceptance of “World Class Service” offer:

By: _____

By: _____

Do you have life insurance? Have you thought about how your mortgage will be covered in the event you or your spouse dies?



Turbulence Issues

The following is very important to steer clear of while in the loan process:

1) Avoid quitting or changing jobs; Avoid changing hours of employment.

If you are in the process of getting a promotion, we need to know about it immediately. Any positive changes to your employment could adversely affect your loan approval. The lender will verify your employment one final time prior to your loan closing, and we want to ensure that your transaction will close smoothly.

2) Avoid applying for new debt or making any Major Purchases.

Your current debt level is a key factor in determining your qualification for **EVERY LOAN PROGRAM** we offer. Please do not apply for any new credit cards or make any major purchases like furniture, appliances or vehicle(s). We know this is an exciting time; however we want to get your house first.

3) Avoid Paying off any debt. (Credit Cards, Loans, Collection or Judgments)

Your credit score is very important at this point. By making a payment or paying off one of these accounts, you will reactivate the delinquency date and cause your score to possibly drop. This could change your current loan option and even damage your chances for loan approval. Having cash in the bank is typically more important than your debt load.

4) Avoid moving your money around.

The lender(s) verify that the money used in your transaction is indeed yours; the more time it spends in the same account makes it easier for us and the lender to track it.

In the Case of a Refinance

5) Continue to make your mortgage payments on time.

It is very important that all payments are made on time. Mortgage lates can affect your credit score as well as your ability to qualify for certain loan programs. If for any reason your closing conflicts with your current mortgage payment please consult us first. If for any reason you make a payment and your loan funds in the same month, your original lender will credited the remaining funds once your original loan is paid in full.

Borrower Signature: _____

Date: _____

Co-Borrower Signature: _____

Date: _____



NON-REFUNDABLE FEE AGREEMENT

Borrower:

Subject property: To be determined

I understand that in order to proceed with my application for a real estate loan, Lender requires a non-refundable fee to be paid in advance. This fee will be used to cover the cost of the appraisal and credit reports needed for your loan request. A copy of the appraisal report will be provided to you at the closing of your loan with Lender. In the event you do not close your loan with Lender you do have a right to the appraisal report. You can get a copy of the appraisal by writing to us at the above address. We must hear from you no later than 90 days after you are notified about the action taken on your loan application. (If you withdraw your application, you must make your request for the appraisal report within 90 of the withdrawal.) You may telephone us, instead of writing, but by doing so you are not assured of preserving your rights.

I hereby acknowledge that without payment of this fee, \$_____, my application is incomplete and the Lender will not process my application until the fee is paid. A \$25 fee will be charged for any returned checks.

It is hereby understood and agreed that all applicants to this loan transaction must acknowledge this disclosure by signing and dating below.

_____ Date

Please make checks payable to Western Mortgage Broke _____ Date

ESCROW / IMPOUND WAIVER
(To be completed at time of application)

The Lender, in granting a mortgage loan secured by the property referenced above, has waived its requirement that an escrow/impound account be established and administered by the Lender for the payment of real estate and/ or hazard insurance premiums for said property.

Please indicate below which option you are requesting:

- () I request to set up an escrow/ impound account(s) with Lender for both my tax(es) and insurance(s). I acknowledge this option is available only at time of application and cannot be changed during the processing of the loan or after closing. I also understand that all FHA and VA loans are required to have impound accounts as well as all FNMA & FNMLC conventional loans with loan amounts greater than 80 percent.

OR

- () I request that both my tax(es) and insurance(s) escrow/impound account(s) be waived.

I will assume full responsibility for all the timely payment of real estate taxes and/or hazard insurance premiums for the property referenced herein, and agree to provide proof of such payment upon Lenders request. My failure to make such payments within 30 days of its due date will result in revocation of this agreement, and the mandatory establishment of an escrow/impound account to be administered by the lender.

Date

Date

HOMEOWNERS/HAZARD INSURANCE INFORMATION

Prior to closing your loan, we will need a paid binder and receipt for your home insurance policy. Please provide the information listed below upon or prior to loan approval.

INSURANCE COMPANY _____

NAME OF INSURANCE AGENT _____

AGENTS PHONE NUMBER _____

NOTE: ONLY IF CURRENTLY RENTING OR CURRENT HOME IS OWNED LESS THAN 2 YEARS

Rental History

Rental Address - _____

Land Lord's Name - _____

Phone Number - _____

Lived at from - _____ to _____

Paid with (circle one) **Cash** or **Check**

Rental Address - _____

Land Lord's Name - _____

Phone Number - _____

Lived at from - _____ to _____

Paid with (circle one) **Cash** or **Check**

Rental Address - _____

Land Lord's Name - _____

Phone Number - _____

Lived at from - _____ to _____

Paid with (circle one) **Cash** or **Check**

Signature of Borrower - _____

Signature of Co-Borrower - _____

*******Please be accurate with addresses and dates, we will be contacting these people to verify your information. Thank you for your attention to this matter.**