

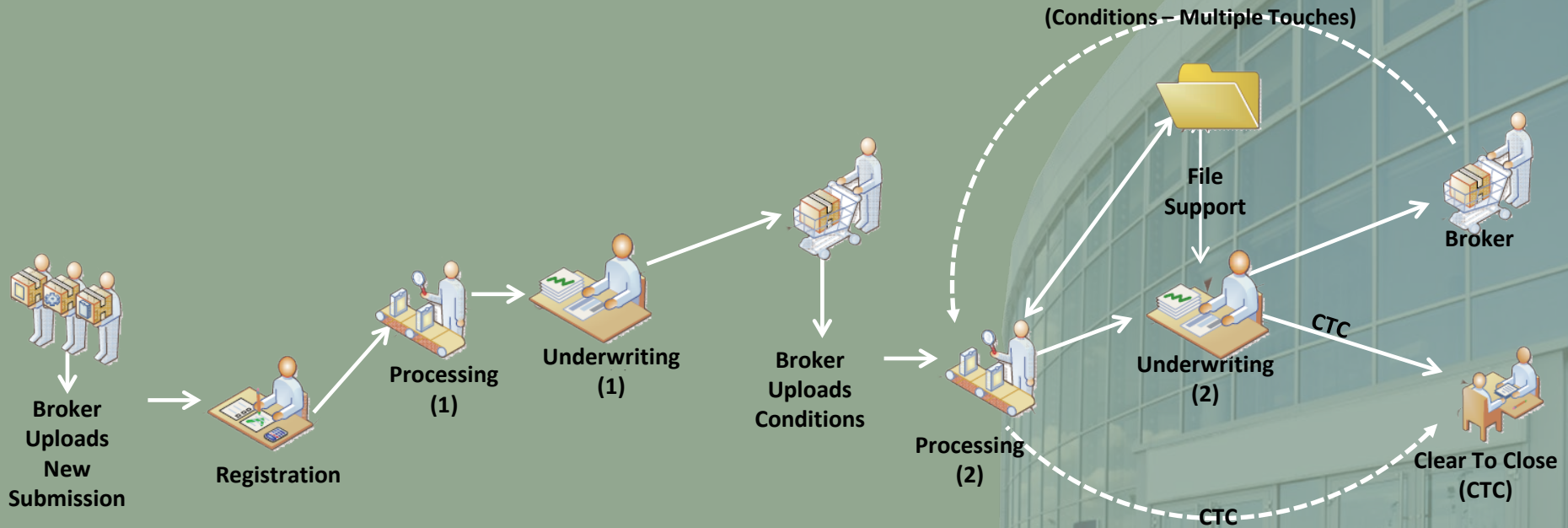
Creating A Successful *Partnership* with Michigan Mutual Inc.

"Your Home Loan Partner"





Process Flow



Turn Time = 48 Hours

Condition Turn Time
End of next business day

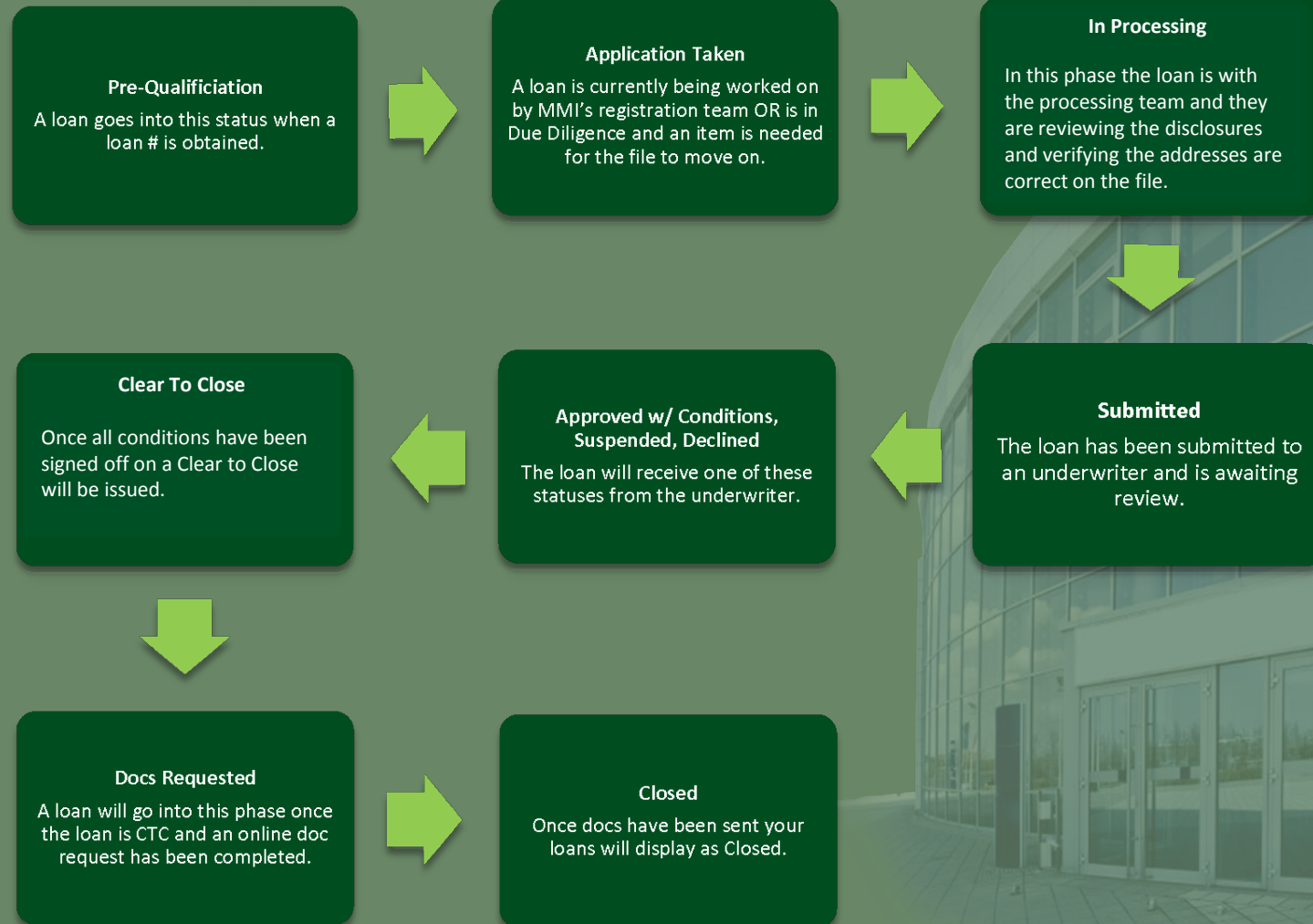


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PIPELINE STATUS & FLOW



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Client Relations

- *Partner* Setup & Maintenance
- Web Access Requests
 - Branch Changes
 - MMI Web access Issues
 - Staff Revisions
- *Partner* Recertification
- FHA/VA Approvals
- Comp Plan Changes
- AMC Assignments



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Account Managers – “Eyes & Ears”

- Communication HUB
- Inside Support for our *Partners*
- New *Partner* Orientation
- Help Manage Pipeline
 - Loan Status Questions
 - Lock Expiration Dates
 - Loan Program Changes
 - Withdraw a Loan
- Support & Understanding of MMI Process
- Questions/Clarification of Underwriting Conditions
- Release of DU Findings
- Appraisal Transfers



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Registration

- Upload Loan to System
- Review file for Minimum Document Requirements
- Verify that DU & Credit Report Match Borrower's name EXACTLY
- Send Initial TIL Disclosure

Minimum Submission Requirements:

- Initial Typed 1003 (must have date next to LO's name)
- Credit Report
- DU Findings (Released and in MMI's name)
- Income Documents
- GFE (must correspond with initial 1003)
- Purchase Agreement (USDA only)
- Certificate of Eligibility (VA only)
- Fees Detail Worksheet



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Uploading Tips

- ALWAYS Upload the Appraisal as **Appraisal**
- Scan Package in **Black** and **White**, NOT Color or Gray Scale. (Except Appraisal)
- Upload Confirmation – **ALWAYS** wait for a **Successful Upload Message** and Verify Upload is listed in the **Current Images Section**.
- **The Fewer the Better** – Send New Submissions in 1 or 2 Uploads; Please Try and Upload Conditions **ONLY ONCE A DAY**
- Uploads Received by **6 p.m. EST** are Considered Received Same Day.
- **PDF & TIFF** Formats Accepted. Do not include special characters in naming PDF/TIFF (i.e. %, \$, #, &)
- Max Size of an Upload is **20 MB**



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Do Not Fall Into *Due Diligence*

(Missing Items at Registration)

Top Reasons Loans go into Due Diligence: Will Affect Turn Time

- DU/DO Findings not in our name
- Credit Report Not Attached to Findings
- Box 1 on the GFE is too low
- Box 11 on the GFE is blank on a Purchase
- GFE does not match rate lock
- Borrower(s) name spelled incorrectly
- SSN number is inaccurate
- Fees Worksheet Missing



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GFE – Helpful Reminders

- MMI Requires New GFE at Time of Lock
- Loans Locked Prior to New Submission, will Require Lock Event GFE when Submitted
- Know Your Comp Plan % and if Additional Comp is Built into Plan
- Box 11 is required to be filled in on Original GFE for all Purchases
- Contact Assigned MMI Processor on any GFE Questions
- Link to [*GFE Compensation Scenarios*](#)



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Processing

- One Processor will be Assigned to the File Throughout the Loan Process.
- Processors Contact Info is Listed on Top of Approval

Processors Can Sign Off On:

- CPL
- Wiring Instructions
- GFE & Change of Circumstance
- Disclosures
- HOI/Flood
- Address Verifications



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Underwriting

- FHA, Conv, USDA, VA, 203K Streamline, Jumbo, HomePath, DU Refi Plus
- 24 Hour Escalation Process
- Open Communication – You Can Talk/Email with Your Underwriter
- Scenario Desk
- Consistent Underwriter – Underwriter Signs off on Own Conditions
- Underwriters Average 10 years Experience
- Underwriter Contact Info Listed on Top of Approval



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File Support

- FHA Case Number Processing & Transfers
- Performs Verbal VOE's-(Must be Completed within 10 Days of Closing)
- Processes 4506t Results
- Sends & Tracks Loans to USDA
- Orders & Tracks MI Certs
- Orders & Tracks Appraisal Reviews
- Re-Discloses TIL



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Closing & Funding

Online Closing Doc Requests

- Same Day Closing Packages with CTC by 2 p.m. EST
- Wire Deadline is 2 p.m. EST with Approved HUD by MMI Closer
- One on One Communication with Closers



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Lock Desk

- Online Locking
- Locks Accepted until Midnight EST through Website
- Loans must Disburse by Lock Expiration
- 1 Hour Turn Time on New Locks, Relocks, & Extensions (Lock Desk Hours 8:30 a.m.-6:00 p.m. EST)
- Pricing Available on:
 - LoanSifter
 - NYLEX
 - MoreTech/Marksman



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Problem Resolution Points of Contact

Account Managers - First point of contact on loan level issues. Your Account Manager will be assigned when your account is activated.

Client Relations – clientrelations@michiganmutual.com Ext. 22020

Deb VanMensel – dvanmensel@michiganmutual.com Ext. 12150

Sandra Cross – scross@michiganmutual.com Ext. 12020

Registration – registration@michiganmutual.com

Maria Wohlers – mwohlers@michiganmutual.com Ext. 12530

File Support – filesupport@michiganmutual.com

Maria Wohlers – mwohlers@michiganmutual.com Ext. 12530

Processing - Assigned Processor and their email is listed at top of Approval

Michelleane Markham – mmarkham@michiganmutual.com

Underwriting: - Assigned Underwriter and their email is listed at top of Approval

Scenario Questions – scenarios@michiganmutual.com

Kelly Mucci – kmucci@michiganmutual.com Ext. 12140

Annette Peace – apeace@michiganmutual.com Ext. 12160

Closing/Funding:

General Questions – closing@michiganmutual.com

Jeff Sugar – jsugar@michiganmutual.com Ext. 12410

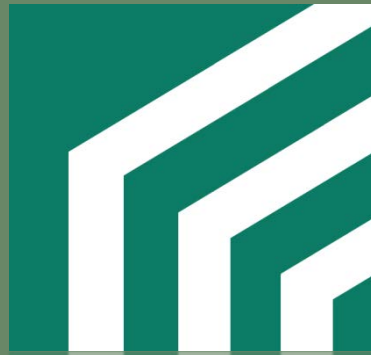
Vanessa Burch – vburch@michiganmutual.com Ext. 12460

Lock Desk

Greg Drury – secondary@michiganmutual.com Ext. 22005



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THANK YOU!



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