

Senior Freedom Inc.

Conference Call June 2, 2015 at 10am

Call in number 712-832-8310 SAME Code 122150

- 1) Expect increased underwriting times
 - a) Articles in Reverse Mortgage Daily recently have interviewed both underwriters and bank executives who say that they are unsure what HUD will accept in regard to LESAs, so the underwriting times have slowed
 - b) I would suggest telling clients that 4-8 weeks is now typical to process the loan, and that only begins when the client completes their counseling and gets us a signed certificate
 - c) It is vital to be conservative in your turn time estimates, and let your clients know that this is a new process for everyone, so slower turn times are to be expected for the intermediate

- 2) AARP does survey nationally regarding reverse mortgages. Each year those who report dissatisfaction with a RM is 1%-2%. Usually 92%-94% report satisfaction, with the remainder answering neutral in their assessment.
 - a) We need to emphasize this to potential clients
 - b) Jim and I did a radio show two weeks ago, and we received a call from someone who said he and his wife were very impressed by the high satisfaction rate we mentioned

- 3) Remember to ask about reasons for a client making late payments. Banks are accepting some extenuating circumstances

- 4) Familiarize yourself with what you will need to put together to get a preliminary approval from the lender allowing SFI to proceed with processing the loan for submission. The pre-qualification will tell you if you need to gather additional information, or if there will be a LESA required and how much. So far, most loan apps are coming in way short of the information you will need to get a pre-qualification. While you can use the forms provided by the lender, you can also learn to load all the information into RV. We will be set up this week with Core Logic and will be able to order credit reports thru RV and have them populate in RV.
 - a) The FA Financial Pre-Qualification fillable form. Lets you check off the documents you need to assemble and the order you need to assemble them in. We will pull credit for you. We will go over where you find the other information you need to gather. Once everything is assembled in order, it can be scanned and uploaded to the notes section of RV and the completed pre-qualification form is emailed to Uwscenarios@ufareverse.com alerting them that it is there.
 - b) The FA Income Cheat Sheet. Tells you what income information you will need to gather. Some of this is a judgment call. Remember that you only need to document enough income to meet the FA needs of your borrower (taxes, HOI, POA dues, monthly living expense, and monthly recurring payment obligations).

Getting thru the pre-qualification process will then move your loan into processing once your client agrees to proceed based on the results given to you by the lender.