

JUNIOR PROCESSOR

Roles, Description, Expectations

Job Description:

- **Manage Active pipeline** – (All purchase deals with a purchase contract and any refinance deal with a verbal intent to proceed)
- Copy Ops Manager on ALL emails regarding active pipeline loans.
- New files are to be handed off from the SDR to AE to Junior Processor than Tagteamops@prmg.net 1 business day after notification of the executed purchase contract for a purchase file or of the receipt of the verbal intent to proceed on a refinance.

ex. **Monday** - verbal NOI or PC is received, this counts as **day 0**,
Tuesday business **day 1**,
Wednesday is business **day 2**; then SDR hands off the loan to the Lead processor with an email update copying operations manager and the warm transfer with the borrower occurs {warm transfer is only needed if AE has been speaking to borrower prior to this but is required is that is the case})

- SDR will send the an email to Tagteamnation@prmg.net and then the AE will send an email to Tagteaminfo@prmg.net who in return will send an email to Tagteamops@prmg.net so that the Junior Processor will order services or submit for a TBD.

▪ Expectations:

- **NO TEXTING TO THE CLIENT AT THIS POINT**
- **SLACK:** Ping Buyers agent on slack @janesmith to introduce yourself CC the AE on this DM.
"Hello, my name is Jane Smith, I am going to have my AE walk you through this loan process. Anything you need do not hesitate to slack, us back or call me at 305-503-8655. Let's TAG TEAM this Deal!"
- A one-time ☎Phone call is to be made to the client introducing yourself. Please make sure the AE sets this expectation up prior to this call. We are discussing our operations and flow.



- A one-time 📞Phone call is to be made to the Buyer's Agent introducing yourself. If this is a current TAG TEAM Realtor, then call the agent and say THANK YOU for the continued business!
- A one-time 📞Phone call is to be made to the Seller's Agent introducing yourself and its line to order an appraisal. (Please welcome them to our TEAM and that you are rendering services and then passing the puck to your processor)
- One-time ✉email sent to ALL parties (Junior Processor Introduction Email Template) (Please understand TAG TEAM has emails going out, but the client and third parties need to put a face/name with their processor)
 - WHAT DO YOU SAY...?
 - Who do you work for?
 - Who is TAG?
 - Who is PRMG?
 - What is your position?
 - What is your purpose of the call?
 - How can you service the client and their needs?
 - Talk about our process? (Understand our process and workflows via HubSpot Diagram and Flow Chart)
- Make sure all of HubSpot Deal Section is filled in. If anything is missing, then **DO NOT MOVE** forward until the property field is completed and **DO NOT** move backwards, just ask for the information in a polite way and do not stall the process. We are a TEAM so we must ensure we move forward and help each other out.
- You will see most information filled out.
 - About this Deal
 - TAG TEAM Contact Information
 - Loan Information
 - Buyer's Agents, Buyers Trans Coord
 - Seller's Agent, Seller's Trans Cord Info
 - Title Agent, Attorney, Insurance Info



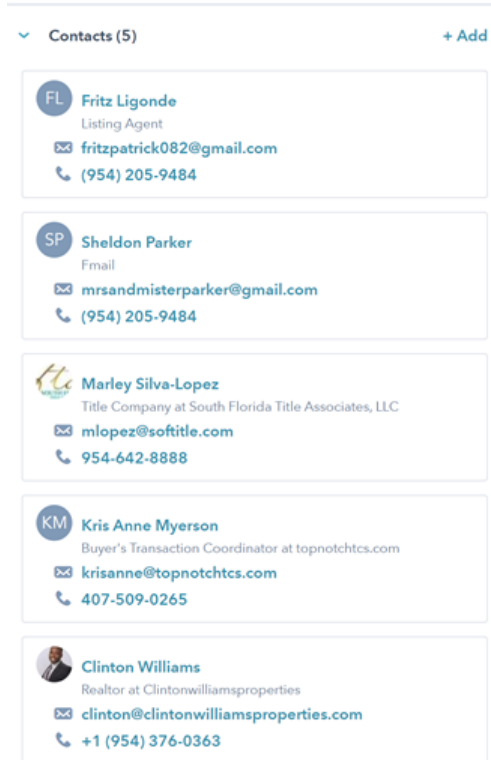
- IF THIS INFORMATION IS NOT IN HUBSPOT THEN WE NEED THIS INFORMATION TO MOVE FORWARD, BUT WE DO NOT STOP □ THE PROCESS, WE CALL THE LOAN OFFICER.
- WE DO NOT YELL, WE DO NOT SLACK, WE DO NOT, EMAIL, WE SIMPLY CALL AND ASK FOR HELP. 3 TIMES OF INCORRECT PRESENTATION/DELIVERY WILL RESULT IN TERMINATION.
- NO NEGATIVITY IN THIS BRANCH!
- SEE TAG TEAM PLAYBOOK AND DIAGRAM IN HUBSPOT

The screenshot shows a HubSpot form titled "TAG TEAM" with a light blue header bar. Below the header, there are six circular icons representing different actions: Note, Email, Call, Log, Task, and Meet. The form body consists of several sections, each with a blue arrow icon and a title:

- About this deal
- TAG TEAM Contact Information
- Loan Information
- Credit Information
- Buyers Agent, Buyer Trans Cord Info.
- Sellers Agent, Seller Trans Cord Info.
- Title Agent, Attorney, Insurance Info.
- Appraisal Information

- Remember to make sure all contacts are linked. If the contact is not in HubSpot you will need to create one, but chances are the SDR, AE have already completed this task.
- See Reference Below:





(Business DAY 1) Encompass file prep (task begins once LOA hand off is completed) – **SLA 1 business day**

- Order Flood Cert
- Update file contacts with title, agents, internal, etc. in encompass. All information will be available in HubSpot for you
- Get PUD info from Listing Agent to order Master Policy up front and order (if applicable)
- If FHA loan create case / initiate transfer (if applicable)
- Ensure all prior FHA cases for the borrower are cancelled per the FHA cancellation process.
- Ensure eConsent is completed for all borrower(s)
- DO NOT PUSH BACK TO LOAN OFFICER CALL THE BORROWER TO GET IT DONE YOURSELF. IF THIS HAPPENS OFTEN THEN REPORT THIS TO YOUR OPERATIONS MANAGER.



- Order Title (+ escrow receipt/copy of EMD check/wire)
- Send out Title Template (Title Template) out to borrower, ccing the buyer's agent
- Send out EOI Template (EOI Template) out to borrower, using the buyer's agent. Make sure you add the inspection reports and Drivers ID to the email.
- If the borrower needs a phone call explaining the policy set this up with the insurance provider to answer any questions or concerns. Otherwise, try to address them as best as possible.
- Review all docs in-depth (i.e. purchase contract, bank statements for 50% income/1% Purchase Price for large deposits, all pages, name matches on W-2/paystubs, the authenticity of documentation, etc.) This should be 100% completed by Sales Assistant prior to you receiving the loan. Do not look for an excuse to push back.
- Upload any plantation scenario efforts and a processor cert painting the picture for the UW based on the loan setup.

(Business DAY 2) Contact Borrower by phone immediately after sending welcome/conditions email (task begins at the time of AE hand off) – **SLA 2 business days**

- Complete and speak about eConsent if not completed for all borrowers. Explain Consumer Connect account
- Ask for anything missing from minimum submission checklist
- Include the following in email to borrower:
 - 4506-T to be signed.
 - Run Loan Beam
 - Data Verify
 - Fraud Alert (Might be completed by Sales Assistant Prior to Submission to check dropbox file)



- WVOE (Might be completed by Sales Assistant Prior to Submission to check dropbox file)
 - CAIVERS (Might be completed by Sales Assistant Prior to Submission to check dropbox file)
 - COE VA Loan's Only (Might be completed by Sales Assistant Prior to Submission to check dropbox file)
 - SSA-89 to be signed.
 - FHA, VA forms needed to be signed (such as FHA amendatory Clause)
 - Counseling Programs needed to be started (MCC) – this begun once the appraisal is ordered
 - Get Haz/flood contact if needed and order quotes
 - Divorce decree/child support, if applicable (1003 will have status/dependents)
 - LOX's needed (access letters, the relationship of the donor, inquiries, etc.)
 - Borrowers Auth (if not in the file)
 - Anything missing from the LOA checklist
 - Scrub the file and ask for anything else required that you can identify at this time
- DISCLOSURE DESK will send Initial Disclosures this day.
 - PASS TO OPERATIONS MANAGER AFTER DISCLOSURES, AND SERVICES HAVE BEEN RENDERED SEE BELOW....

(Business Day 3) Submit for Conditional Approval

(task begins at the time of LOA handoff) – **SLA 3 business days**

- Create income calc and save in Dropbox (if the income differs from MLO/LOA) speak with the Production Manager to figure out what income to submit the file with. Make sure to not involve the Loan Officer if you do not have to, but make sure to also read the notes.
- Ensure DU is approved/eligible.)
- Update all conditions and label docs correctly in DV for UW to clear efficiently.



Appraisal Ordered:

- Order appraisal regardless of the situation, add a rush fee if you need to. I want Appraisals ordered and rush it IF we need to. Branch will pay for the \$150.00 since we did away with PE's but use your judgment.

- **Moving HubSpot Milestone To Appraisal Ordered:**

- Makes ure to edit everything in HubSpot before you **MOVE** the milestone
- **Expectations:**
 - Make sure to call ☎ the borrower, buyer's agent, and seller's agent to tell them the appraisal is ordered. If there is a Buyer/Sellers Coordinator involved, then please call them as well.***SERVICE***

- **Moving Milestone Appraisal In, Value Good, Value Short, Value Good Subject To, Value Short Subject To**

- **Expectations:**
 - Leave file in Appraisal Ordered Milestone, until you move the next milestone Closing conditions.
 - Make sure to call ☎ the borrower, buyer's agent, seller's agent, Buyer/Sellers Coordinator, to tell them the appraisal is in. (Make sure to copy only the buyer's agent and Borrower with a copy of the appraisal. **Use the Appraisal Template**

PLEASE NOTE:

- **Value Good** = Call in this order. Buyer's agent, Borrower, seller's agent, buyer/seller's coordinator
- **Value Good Subject to Repairs** = Call in this order. Buyer's agent, asking them if they want you to all the seller's agent or if they want to talk to them. Borrower, seller's agent, buyer/seller's coordinator.
- **Value Short** = Call in this order. Buyer's agent, asking them if they want you to call the seller's agent or if they want to talk to them. Borrower, seller's agent, buyer/seller' coordinator
- **Value Short Subject to Repairs** = Call in this order. Buyer's agent, asking them if they want you to call the seller's agent



or if they want to talk to them. Borrower, seller's agent, buyer/seller's coordinator

- THE DELIVERY ON THIS MUST BE DELICATE AND TREATED WITH RESPECT. PLEASE REMAIN UPBEAT AND POSITIVE DURING THIS CONVERSATION! WE MUST SHOW THEM THIS DEAL HAS COME THUS FAR NOT FOR US TO TURN BACK!

- **HUBSPOT LIST**

- **LIVE OPERATIONS LIST:**

- **Brandy:**

<https://app.hubspot.com/contacts/2683382/deals/list/view/4525904/>

- **REVIEW ALL DAILY TASKS IN HUBSPOT AND COMPLETE THEM!**

- **Expectations:**

- **Service:** Always set up expectations on every task you do. Think about the next task and pretend you are the client. Would you like to receive it this way?
 - **Delivery:** Make sure to call ☎ the borrower, buyer's agent, seller's agent, Buyer/Sellers Coordinator, to tell them who you are. This is your chance to brag about who we are and ask for more business! Yes, this is how we ALL grow you asking for business on behalf of the AE, which trickles downward to the SDR!
 - **Second Voicing:** LSA Team when running into any problems must ease the clients mind, but also make sure to get others involved if need be. DO NOT try and solve the problem yourself IF it's a problem that needs a SECOND VOICE. What I mean by this is if the client asks about rates, programs, or closing costs. This loan must be PUSHED FORWARD, so tell them you will get back to them and find out the answer!
 - **Emails:** All emails must be templates that we use in Sales. I do not want random emails going out. (Please note if it is an email that is



effective then ask Management if you can add it to the TAG TEAM Arsenal)

- **Phones:** Always sound excited to deliver news to the borrower, agents, or any third parties. Empathy, tonality, and creating emotion over the phone is key.
- **Video:** Always create videos with emotional and body language. Empathy, tonality, and relatability should be delivered in a manner that you are captivating the person.
- **Text Messages:** Always send a text message out through HubSpot during “working hours” Sending text messages through your cell phone creates mayhem when trying to keep organized. If it’s the weekends then this is allowed, but only to engage with the client and then follow-up with a phone call.
- **Communication:** Anytime you need to deliver news you should communicate effectively. The TAG TEAM sets themselves apart from their competitors because we service the client, realtor, third party agent, but most importantly we PICK UP THE PHONE to communicate. Your calls will be linked to your cell phone made from HubSpot so we can track Sales/Operations. (If your cell is not linked on HubSpot contact your Marketing Team)

Minimum Submission List

1. Photo ID & Social Security card (front and back)
2. Most recent (consecutive) 2 month’s statements (all pages) for all assets being used for qualifying:
 - Bank statement(s)
 - 401K – quarterly statement



- Brokerage (stock) account –quarterly statement
- Gift – add notes to HubSpot stating the gift amount and the relationship between the parties in detail

3. Save **notes in HubSpot** for the following:

- All jobs in the last 2 years / 24 months each job with a length of employment, company name, job title, industry. Any gaps of employment to be identified between jobs including length of time and detailed reason. If a gap of employment interferes with collecting 2 years history, then take more history (all on the job time needs to add to 24 months minimum).

4. If borrower has not been at the same job for the last 2 years or we are using income outside regular base pay to qualify order WVOE for all employers. Collect borrower's authorization

- Otherwise, get the most recent (consecutive) pay stubs covering 30 days.

5. W-2'S for last 2 years for all employers.

6. Personal tax returns 2 years page 1 and page 2 at minimum (signed) accompanying all schedules utilized on each filling year if possible (this is required regardless of type of income qualifying so our 4506-T submissions are accurate every time).

- If utilizing MCC - 3 years required.

7. If business income is identified or is being used (outside of a schedule C for K-1 pass through income on personal returns) & the borrower(s) owns more than 25% of the business (if a co-borrower exists on the loan and they each hold interest in the company, then the total equity between both people equal to or greater than 25%) then gather the following:

- Business tax returns (i.e. 1120, 1120S, 1065 etc.)
 - Less than 25% ownership:
 - K-1's for the business for the last 2 years
- If schedule E of the above tax return shows rental income (other property owned) get the most recent mortgage statement, hazard declarations page, and HOA dues (if there is no HOA dues place notes in HubSpot) and pull tax bill online for each property owned.

