

Client Contact Points



Cunningham & Company

M O R T G A G E B A N K E R S

Initial Contact

- Face to Face Application: Loan documents are reviewed and signed. Processor is introduced.
- Telephone/Email Application: Loan documents are securely sent, reviewed by phone and processor information is given

Processing

- Confirmation of Application letter is emailed to all parties
- Once file is received, processor calls to introduce herself and address any initial questions.

Weekly Emails

- Borrower, Selling and Listing Agent receive an email update each Friday summarizing what occurred that week and what will happen next week ensuring clear communication and our accountability to all involved parties.

Conditional Approval

- Processor E-mails Borrower and Selling agent and follows up with a phone call.

Receipt of Appraisal

- Processor calls the Borrower and forwards a copy by e-mail

Final Approval

- Mortgage Consultant communicates closing contingencies to Borrower and Agents.
- Processing provides follow up e-mail to Borrower, Selling and Listing Agent.

Closing Package Delivery

- Closer E-mails Borrower, Mortgage Consultant, Processor, Selling and Listing Agent when package is sent to attorney.
- Mortgage Consultant obtains closing statement and reviews with Borrower.

Closing

- Mortgage Consultant attends the Closing.



Rebecca Madej
Mortgage Consultant