

Lender Training School
1 Research Court, Suite 450
Rockville, MD 20850
www.quick-start.net
www.lendertraining.com
877-91 TRAIN



Dear Mortgage Production Manager:

Today's mortgage origination business is evolving. Gone are the days when the branch manager's duties were based around the recruiting of talented, seasoned originators and the supervision of branch operations. Increasingly seasoned originators are leaving the business as margins shrink, competition from captive business sources stiffens and commission rates drop. It is harder to recruit seasoned loan officers - because good loan officers don't leave easily, and one who is anxious to move probably has hidden problems. Centralization and automation mean branch managers aren't needed to supervise operations.

As a production manager there are two strategies for increasing production in a time like this:

<u>Strategy 1:</u> Bring new loan officers into the business.	<u>Problem:</u> No Time to Train	<u>Solution:</u> Loan Officer Boot Camp or Self Paced Training with the Loan Officer's Practical Guide
<u>Strategy 2:</u> Increase Origination Staff Productivity	<u>Problem:</u> What Increases Productivity?	<u>Solution:</u> Sales Management and Automation Training to help staff manage prospects and time

QuickStart is a leading provider of mortgage training. We are not a seminar company. We provide practical, job-based training with measurable results. We want to know how we can help you.

Give us a call.

Sincerely,

Thomas Morgan

What some of our clients have said

"Thank you and your "Quick Start Program" for giving me the tools and knowledge to get started in the mortgage business."

*Henry Baynes
Global Financial*

"An outstanding Manual... The Loan Officer's Practical Guide to Residential Finance is highly recommended... adds significantly to your understanding of mortgages... very reasonable for the quality of information presented.

*Ross Broadbent
Special Mortgage Solutions*

"The Custom Manuals are very impressive. There is no other place to get this kind of product. It must have taken years to assemble this material..."

*Mike Douglas
Southwest Funding*

Lender Training School Initiation and Product Knowledge Training

**LOAN OFFICER
BOOT CAMP**

Course Objective

To teach new and relatively new initiates or recruits the fundamental concepts and information they need to form a foundation for understanding the home mortgage product and process.

Course Methodology

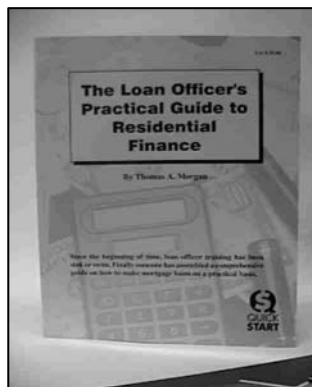
Through classroom instruction teach fundamental math skills, products and programs, asset, debt and income qualification. Teach the physical loan application process through drills, case studies and role-playing. Students receive written tests to verify progress. Upon conclusion of the course and completion of all assignments the student receives a certificate. Management receives a complete written evaluation based on student's aptitude for numbers, product knowledge and marketing.

Mortgage Math & Loan Program Comparisons	FHA/VA and Conventional Loans	Qualifying Income/Asset and Credit	Taking a Complete Application EZ Method	Self Employment Property Types Refinancing
For the new loan officer and processor. Understand ratios, LTVs, qualifying and how to use a financial calculator, taxable equivalency and leverage concepts. Major Loan Types: Fixed, ARM and others	For all loan officers and processors. Understand guidelines and specifications by comparing Government and conventional loans. Includes Maximum Loan Amount Computations, MIP/PMI, Ratios, Guidelines, Closing Costs	SUPERQUAL! All facets of income analysis, asset sufficiency and credit history and scoring are reviewed. Context is that of basic sufficiency and how to maximize various components to anticipate problems or help borrowers qualify for more!	Pre-Application screening, applicant preparation, step-by step completion of required forms and disclosures, loan file set up, status process and emergency processing procedures	Simple and detailed treatment of self employment - forms of ownership and income analysis. Construction-Permanent, 2-4 Families, Condos and PUDs. Refinancing issues, methods and concepts
Day One	Day Two	Day Three	Day Four	Day Five

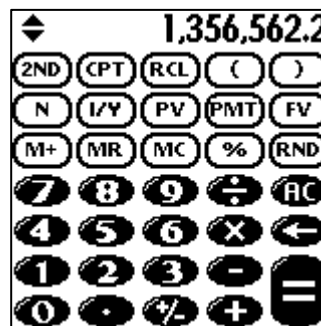
Materials Provided

Text

Loan Officer's Practical Guide to Residential Finance- Published since 1992, and updated annually, this 160 page textbook was written as an answer to the "sink-or-swim" training methods of many mortgage firms. The format is designed to give the newly initiated loan officer/agent, lender, processor, or other initiates the practical information they need to do the loan officer's job.



Palm OS Based Financial Calculator



Loan Officers learn to compute all financial calculations on a Palm Based financial calculator

Lender Training School Developing a Marketing Plan



Objective

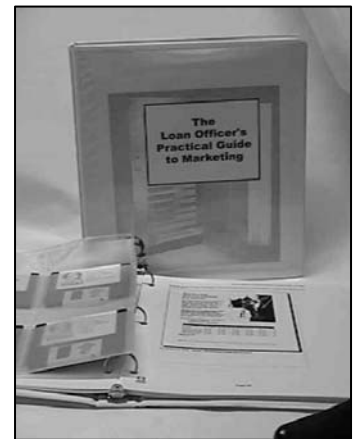
To assist experienced and new loan officer/agents in identifying their strengths, packaging them into a polished marketing collateral presentation, and establishing a system supported by software or other mechanism to methodically approach a territory or marketplace. As a an implementation tool, teach Loan Officers to maximize their "in house" software, mortgage pre-qualification and processing software and basic applications for Microsoft Office products to integrate automation into sales and pipeline management efforts.

Course Methodology

Today's loan officer needs to add value. Understanding the needs of the referral source allows the student to understand the value added services they can bring to their prospects and build reciprocal relationships. The course is delivered in Seminar format, designed to coax intuitive approaches. Role playing, preparation of marketing materials, programming of calendars on a properly planned basis, analyzing and categorizing customers in a contact management database, designing and implementing campaigns, selecting a specialty and developing referral networks and alternative sources of business.

An initial assessment is made to Inventory existing experience, programs and marketplace. Once initial target marketplace is determined, the students can design approaches that address specific needs. The class focuses on assembling a portfolio of products that specifically match the target marketplace preparing collateral that accurately reflects needs of target market.

Then students bring those materials to use by delivering mission statements in role-playing environment, so they can carry the lessons to the public immediately when they return to work



Course Environment/Schedule

Students bring their current real databases, customer lists and marketing material learning how to integrate the software into their daily routines.

Materials Provided

Textbook - Developing a Loan Officer Marketing Plan – Contains templates, forms, spreadsheets, letters and programs that are incorporated to the presentation with each student receiving a disk containing hundreds of collateral pieces and tools.

Lender Training School

Coaching for Loan Officers and Managers

Coaching/Business Management Program for Loan Officers

Coaching and Business Management are pieces of the same concept. The idea of coaching is to enhance someone's performance. To do that, the coach must be able to establish what the individual is doing as compared to what they should be doing. This is achieved through the business management model.

Through this process, whether working with a new or existing loan officer, the coach can analyze what performance components to work on; sales efforts, service delivery, general organization or even personal matters.

Coaching is not a remedial effort. Many candidates for performance coaching are forced to participate and, as a result, it is perceived as punishment. He or she will strive to avoid it. For those people who believe that getting help carries a stigma, look at professional athletes. The athletes at the very highest levels have coaches.

The Program

The product we offer is "Developing a Loan Officer Marketing Plan" - a three tiered, relationship-based sales approach designed to increase call frequency, the only proven method of increasing business. We have been deploying it in conjunction with our coaching program, which is a needs-based support system.

Combined with "The Loan Officer Marketing Plan" seminar, a two day class with a follow up assignments, the curriculum is designed to promote a concrete understanding of the approaches and tasks involved with the business generation end of the loan officer's job. We recommend that participation is strictly voluntary to avoid the perceived stigma of "remedial" training.

The key is not the class, we find, but the follow up. This is why we strongly recommend participating in the loan officer coaching sessions. Dependent on the needs of the loan officer, we actively pursue one of the following coaching strategies:

- New
- Intermediate
- Experienced

There are three types of candidates - for each there is a basic approach. The system is not tactic or strategy based, but is designed to reinforce positive behaviors.

Coaching for Managers

Ultimately, it is the manager who must oversee the loan officer's production and monitor efforts against results.

The manager receives a copy of all documentation for retention in the sales representatives Business Management System notebook. The manager can continue to implement the sales management system after the coaching is complete or may choose to substitute for the coach and complete the coaching arrangement. This same system, used by our coaches, is used to develop managers into effective coaches.

5 Sections

The Business Management Systems Notebook organizes the subject's objectives, plans, collateral and results.

Introductory Package, Activities, Contact Management/Key Account Analysis, Prospect List, Weekly/Monthly Plan Business Management, Marketing Collateral, Pipeline Reports, Evaluations

Lender Training School Loan Processing Training



Objective

To provide the newer loan officer or processor the information needed to be a high functioning, productive employee able to take a case from file set up/opening through loan closing, and the ability to use software, such as Point or Encompass. Ideal class for New Recruits and Processors with less than 1 Year of Experience.

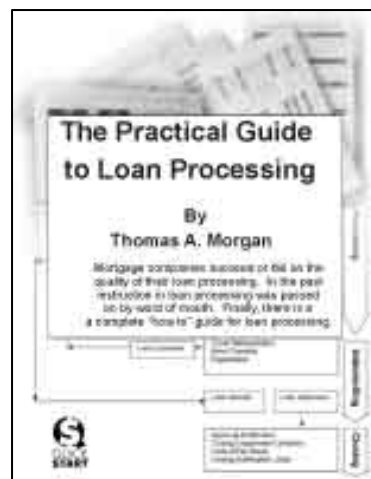
Overview

Most mortgage companies and referral sources correctly believe that they live and die based on customer service and service delivery. The loan officer is a big part of this, in that he or she is responsible for taking a good application to start with. In today's environment, with automated underwriting increasing the speed at which loans are approved and removing the subjectivity of the underwriting analysis, it is easy to rely on systems and automation. But with this automation, expectations for service also increase with loan officers promising instant approvals and quick closings. While the loan officer is the customer's representative, it is the processor who ultimately has his or her hands on the loan file and can assess what the status of a loan is.

Despite 60 years of automation improvements, the biggest problem mortgage companies report with respect to their operations is incomplete or problematic loan documentation. This is where the human factor in the application process impacts us, because we are relying on people – borrowers, real estate agents, closing agents and loan officers – to provide what we need to complete the loan.

Students Learn

- The Duties of Processors and Loan Officers – and other staff
- General Industry Knowledge – Math, Programs and Products
- Loan File Set Up – Ordering and Disclosures
- Credit Documentation Review – Credit Report and Debt Review
- Income Documentation Review – Income Computation and Verification
- Asset Documentation Review – Asset Sufficiency and Verification
- Property Documentation Review – Contract, Project, Appraisal
- How to Submit a Loan and Satisfy Conditions – Automated and Live
- How to Prepare for Closing – Pre Closing and Audit Preparation
- Utilizing Software to Maximize Productivity
- Time Management Systems for Processors
- POINT for Processors – Day 3 – Using merges, templates, custom forms



Materials Required:

- The Practical Guide to Processing \$99.00 Value - Included
- Sample Case File – Your Company

Loan Origination System Training

Whether you use Point, Encompass or another leading software program – any training must integrate working with the automation component. Our training provides systems for maximizing time and effort by teaching the tools that provide the biggest time and productivity gains.

- Using Electronic Data Interface for underwriting – DU/LP/Investor
- Programming Templates
- Merging and Managing Data with other Programs
- Reporting and Status Monitoring
- Automating Forms and vendor requests

Industry Standard Training Products and Programs

Bank Training Products

Our Bank Training Products are designed to provide practical, real-life product knowledge and contextual training. Instead of reams of industry guidelines initiates and experienced personnel alike can learn what it takes to do the job.

- The Loan Officer's Practical Guide to Residential Finance
- The Loan Officer's Practical Guide to Marketing
- The Practical Guide to Loan Processing
- The Loan Officer's Practical Guide to Regulatory Compliance
- The Commercial Loan Officer's Guide to Finance
- The Sub-Prime Lender's Practical Guide to Equity Finance

Custom Manual Templates

Custom Manual Templates are complete, industry standard policies and procedures manuals that break down the functions of each specific position. Custom Templates are sold with disks in word processing format which allows the company to customize each manual to its' own specific procedures, vendors, and duties. In addition, manuals may be customized to interface with Point, Contour or Genesis systems.

Origination - Position Descriptions, Compensation, lock-in policies, taking and setting up loan files, status and closing procedures are covered. Add indexes for all loan originator forms.

Processing - Loan setup, Customer Contact, Status Process, Determining File Readiness, Checklists, Underwriting Conditions and Closing Preparation

Closing - Coordinating, Documentation Requirements, Checklists, Loan Instructions

Underwriting - Standard FNMA Guidelines, plus forms, automated processes, checklists

Administration - New employee kits, policies and procedures, check and supply requisition, operating hours, phone instructions.

Quality Control - Instruct employees how to comply with local, state and federal guidelines and laws. Step by step quality check plan in compliance with FNMA, FHLMC and FHA guidelines.

Lender Training School – QuickStart Publications
Providing product knowledge training since 1992

*All Materials © 2006 lendertraining.com 1 Research Court, Suite 450, Rockville, MD 20850
 Toll Free (877) 91 TRAIN fax (877) 729-4033 e-mail products@lendertraining.com*

Information/Registration Request

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