

TOP 10 QUESTIONS TO ASK WHEN SHOPPING FOR A MORTGAGE LOAN

1. HOW WILL YOU ENSURE OUR LOAN CLOSES ON TIME?

Our office is fully automated. We track all of the loans on our computer. We issue a written weekly status report to keep you informed on the progress of your loan. We also utilize a countdown to close system. This system identifies the dates that must be met to ensure a timely closing. We strive to have closing packages to the title companies early so everything can be reviewed prior to your closing.

2. WHAT TYPE OF RATE PROTECTION DO YOU OFFER, AND IS IT IN WRITING?

We offer written interest rate lock-in protection. This written protection is available for the refinance or purchase of a new home. In addition, we have extended interest rate protection options that are available if you are building a new home.

3. IF MY LOCK EXPIRES, WHAT IS YOUR POLICY AND IS IT IN WRITING?

If your lock-in expires prior to closing we will re-negotiate your interest rate and discount points based on your original lock-in and the current market rates. You can receive a copy of our lock-in policies in writing.

4. DO YOU HAVE AN UNDERWRITER LOCATED IN YOUR OFFICE?

We have an automated underwriting system that can approve your mortgage at application, as well as numerous correspondent underwriters for specialty type loans.

5. DOES YOUR OFFICE PREPARE THE CLOSING DOCUMENTS AND FUND MY LOAN?

We prepare all of our closing documents, coordinates the closings with the title companies and funds our loans from our local office for the majority of our loan closings. Their attention to detail and hands on approach provide accurate timely closings. We also have relationships with numerous specialty lenders and are top priority with their closers to ensure your perfect closing.

6. HOW LONG HAVE YOU BEEN IN THE MORTGAGE BUSINESS?

We have been in the mortgage business in Albuquerque since 1984. Scott has also been a licensed real estate broker and Vice President of several real estate companies in New Mexico. Scott is a native New Mexican that is familiar with the unique and diversified housing markets in and around Albuquerque. With so many specialty programs and government requirements, experience is our biggest asset.

7. HOW MANY FAMILIES HAVE YOU HELPED FINANCE THEIR NEW HOMES?

Since 1984, we have helped thousands of families with their home financing needs in Albuquerque. I have been recognized locally and nationally as one of the top loan officers and managers in the mortgage business. We am committed to exceeding the expectations of my customers!

8. WHAT % OF YOUR LOANS ARE APPROVED?

Over 97% of all of my loans submitted to underwriting are approved the first time..

9. WHAT % OF YOUR CUSTOMERS FELT THEY RECEIVED EXCELLENT SERVICE?

We ask all of our customers to complete a Customer Survey after their loan closes. The form asks for them to comment on the service that we provided. The surveys have consistently revealed that over 95% of my customers felt they received excellent service and would refer a friend or relative. In fact, over 99% of my business is generated through referrals from satisfied customers. I understand that service is not defined by what I believe, but what you the customer perceives.

10. CAN YOU PROVIDE ME WRITTEN TESTIMONIALS FROM YOUR PAST CUSTOMERS?

We have hundreds of written testimonials from our recent transactions. We maintain a book in my office of customer testimonials that we receive on a regular basis. See our Customer Testimonial Section on our web site. We hope that we can add your name to our list of satisfied customers...

Courtesy of

SCOTT CUMMINGS

(505) 884-8600

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