

We remain committed to:

- providing you with very competitive purchase rates
- ensuring you continue to receive exceptional service
- ensuring that your clients' home-buying experience will be a smooth and transparent process, regardless of this unprecedented market activity

Please continue to reach out to your Mortgage Loan Officer with questions.

REALTOR and BUILDER PARTNER FAQ	
What's going on with the rate environment? We don't understand why rates aren't lower given the decrease with the Fed funds rate.	<p>We are in unprecedented times both in the world and in the mortgage interest rate environment</p> <ul style="list-style-type: none"><li>• Mortgage rates do not solely follow the 10-yr treasury or the Fed Funds Rate</li><li>• Factors such as demand, capacity, and cost of funds play a part in setting mortgage rates</li><li>• Our Mortgage Executive Leadership Team is meeting several times per day to monitor rates and capacity</li><li>• We are committed to providing very competitive purchase rates to the marketplace</li></ul>
What are you doing to help relieve loan capacity challenges?	Many of our teammates have remote capabilities today. Preparations are underway to increase that capability to accommodate the external environment and guidance from Federal and State governments on COVID-19.
What are you hearing on appraisals?	<p>In cases where a full appraisal is required; which includes interior &amp; exterior inspection of the home, we will identify an appraiser who can accommodate the appraisal request.</p> <p>Please know that based on Federal and/or State quarantine mandates, service level agreements may take longer than usual and may affect the closing date.</p>

<p>Do we need to prepare for delays on any government underwritten loans?</p>	<p>We are working very closely with the government agencies to ensure the least amount of disruption for our clients. In some circumstances, unfortunately, there will be situations that are outside of our control.</p> <p>We commit to keeping you and our clients informed of any disruptions in a timely manner, and assisting both you and our clients to work through any situations that could arise.</p>
<p>Many builders are feeling like it's 2009 again and fear having credit lines frozen?</p>	<p>This is a very unique situation and one we have never seen before</p> <ul style="list-style-type: none"> <li>• We will work very closely with our builders who are commercial clients to communicate as new information becomes available</li> <li>• It is very important to us to work with each of our clients to weather this crisis</li> </ul>
<p>Will there be any relief for clients whose rate lock might expire due to delays or more shutdowns of office/operations facilities?</p>	<p>We are handling each case individually. Please reach out to your Mortgage Loan Officer with any questions.</p>
<p>What is your policy on 10-day Verification of Employment?</p>	<p>Employment verification is required prior to loan closing. We will make all attempts to validate employment but if unable to do so-a closing may be delayed.</p>