

LendRIGHT™ LENDER PLEDGE



We are **LendRIGHT™ Lenders**. We represent the top 3% of community lenders in the U.S. We carry the LendRIGHT seal because we know that the mortgage process is all about you. We know the RIGHT way to do business is to put your needs first. We believe in:

RELATIONSHIPS – working with you to help you identify the right loan that best fits your needs and situation.

- asking the right questions to get to know you, your goals and your circumstances.
- supporting education and training for our loan officers, so that they have the right knowledge of the loan products and processes available.

INFORMATION – sharing what we know, to help you understand all the loan options available to you.

- explaining each of the loan products you qualify for, to help you understand the qualifying requirements and future loan terms.
- exceeding all industry standards and mandated lending practice guidelines so we are well prepared to implement the loans we discuss.

GUIDANCE – providing advice so you can make a choice on the best mortgage product for your individual situation.

- outlining the steps to take and/or resources you may need to engage in order for you to qualify for a particular loan.
- spending the time you need to help you understand and be comfortable with the type of loan you select.

HONESTY –communicating and responding to your needs in an open manner.

- sharing timelines and responding quickly to your requests to help you understand the process from start to finish.
- addressing any issue promptly and, if you choose, we will make a senior executive available within 24 hours of your request for further resolution.

TRUST – working with your team to take care of the details to help you close on time.

- working seamlessly with you, your Realtor and other partners.
- using our established expertise and leadership experience with multiple years of experience to help get the job done.

A Better Mortgage Starts Here
www.lendright.com