

Step 3

Step 3a: Receiving Calls

It is very important to always be and sound professional. Always answer the phone on the 2nd ring. Every time you answer the phone, **ALWAYS SAY THE FOLLOWING:**

It's A Great Day At PhoneOps, How May I Help You?

It is very important to collect the following information from everyone that calls:

- Full name
- Contact number
- E-mail address
- Nature of call

It is also important to keep track of where the person found your advertisement at so you'll know which ad is getting more views. We are getting a lot of our current FBR's stating that the most responses that turns into an actual application are flyers left on vehicles.

Attending churches should be a major plus as it has been very successful so far and many people are spreading the word to others.

Step 3b

Step 3b: Getting Applications

At this point, you should have a stream of new Clients contacting you for the **Foreclosure Bailout Program**. When a potential Client calls, remember to complete the **Call In Sheet** and then send them to our website to complete the online application:

www.PhoneOpsFunding.com/ForeclosureBailout

Inform each Client to include your name on the application and after completing the app, they will be re-directed to the **Check List Page**. Inform each Client to scroll down to the Foreclosure Bailout Program to download the **Check List** then start submitting the requested documents as soon as possible as it is needed to move forward with their Pre-approval.

Step 3c

Step 3c: When Applications Are In the System

There is a **3-Step Process** that each Client will receive by email and each email, you will be cc'd on. That way, you'll be in the loop of what is going on and you'll then be able to continue to follow-up with your clients. The first email will look like this after their application has been received:

JaneSmith@Smith.com

Foreclosure Bailout Program For: Jane Smith

Hello Jane Smith and thanks again for your interest in our **Foreclosure Bailout Program**. Let's get our **3-Step Process** completed as quickly as possible:

Step 1: Complete the Online Application - **DONE**

Step 2: We must pull your Credit. *We will e-mail you the invoice to pay so we can pull your credit shortly.*

Step 3: Go to: www.PhoneOps.com/FB-CheckList.pdf to download the **Checklist**. Upload the Required Docs to the site or fax them as soon as you can.

Once the **3-Step Process** is complete, we'll submit your file to U/W for Approval **SAME DAY!**

Time is of the Essence so Respond Back As Soon As Possible!

Have a Blessed & Unstoppable Day!!!

PhoneOps Funding, LLC

O: 321-877-4077

F: 253-252-8754

www.PhoneOpsFunding.com

Step 3c - Continues

When you and your Client receives this email, pick up the phone and immediately call your client and inform him or her to expect to receive an invoice to pay for their [Credit Pull](#). You must confirm that they are going to pay the invoice ASAP, Read [Step4a-Step4b](#) to move forward.

As a reminder, for each Client that completes an online application, they are re-directed to the [Checklist](#) so they can immediately start submitting the documents needed.

Another way is you can send Clients to the website, above the logo, click on [Checklist](#), scroll to [Foreclosure Bailout](#) and there, they can download the [Checklist](#).

For Clients to upload their Documents, send them to the website, above the logo, click [File Submission](#), scroll to [Foreclosure Bailout](#) and there they can upload their documents. All documents must be in [PDF Format](#) and the names of each document **MAY NOT** have any spaces.

So if a document is named [April Bank Statement](#), inform your Client to change it to [BS-Apr](#).

Once all 3 Steps are complete, the file will be submitted to U/W [\(Underwriting\)](#) for an Approval. Approval normally takes anywhere from 24 to 72 Business Hours. In some cases, it could take up to a week depending on if Desk Top Appraiser Review is backed up or hard to or problems with appraising.

It is your job to inform your Client to remain calm and to please be patient.

Step 3d

Step 3d: 3-Step Process

Here's a breakdown of the **3-Step Process** that you will work with each client to the end.

Step 1: Send your clients to the website to complete the online application <https://www.PhoneOpsFunding.com/ForeclosureBailout>

Step 2: Call your Client and encourage him or her to pay the invoice of \$45 for each borrower in order for **PhoneOps** to pull their Tri-Merge Credit Report. This is a standard procedure with any mortgage company and this is the only up front fee that **PhoneOps** charge.

Step 3: Work with your clients until they submit all documents that is listed on the Checklist.

THAT'S IT!!!

The Goal is to complete this **3-Step Process** in
3 Days or Less

and this time starts once the online application has been received.

Once the file comes back an **Approval with Conditions**, the **3rd Party Processing Company** will take over the file. **Keep in mind;** all **FBRs** handle only 20% of each Client's files.

Licensed 3rd Party Processing Companies handles the remaining 80% of the file and get the file to settlement.

None of the **FBRs** has to be licensed while all **3rd Party Processors** has to be and their compensation is \$595 per file so if you close at least 4 files per month, your compensation is the same as a **Licensed Processor** without paying annual licensing fees so this is an amazing opportunity.

Step 3e

Step 3e: Things to Remember:

- **ALWAYS** check your e-mail everyday
- **ALWAYS** pick up the phone and call each Client **EVERYDAY!**
- **ALWAYS** answer the phone on the 2nd ring
- **ALWAYS** send each Client to the website to apply online for a loan
- **ALWAYS** stay involved with the Community
- **NEVER DELETE** any files from your [Google Drive](#) folder

This Completes Step 3