Step 5

Step 5a: Clearing off Client Checklist
You are required to work with each client to clear all documents that's on the Client Checklist as mentioned in several previous steps.

You have 3 Days To Get All Documents Cleared!

You must call each client **EVERYDAY** to get them to submit their documents. While you are collecting the documents, it is your job to update the Client Checklist every time you receive more documents.

Most of the communication from you to the Client should be by phone. **You must pick up the phone and call them.**

Every time you collect new documents, do the following:

- Add all documents to the Drive
- Update the Checklist by putting Received in the box next to the document
- Click File & Print
- Save updated Client Checklist to your Desktop
- Now the Checklist is updated in the Drive & you have the PDF version on your computer
- E-mail the updated Client Checklist to your Client and inform your Client to send you the remaining documents

Step 5b

Step 5b: Compensation Penalty
As mentioned in several previous steps, ***You Have Within 3 Days To Get All Documents That's On The Client Checklist Cleared In Order To Avoid The $25 Compensation Penalty!***

Now do you see why it's so important to get the Client Checklist cleared? We had to put a little Twist in this to keep the Motivation, Pressure & Excitement in. The clock starts when each Client submits their online application.

Step 5b - Continues

When each Client completes the online application, they are re-directed to the Checklist Page so they have access to the Client Checklist right away. The Checklist Page is also located on all pages of the website above the main logo so anyone can get the Client Checklist 24/7.

When the Client's Application is forwarded to you, you can then inform your Client to immediately submit their documents right after or before they pay their invoice that way, it will not be any delays in their Approval. You can guide them on the website to download the Client Checklist while you are on the phone with them, make sure they download it to their computer before you hang up.

Step 5c

Step 5c: Receiving E-mails that the Disclosures was eSigned
When Client completes the eSignature, we'll forward you the e-mail confirmation that says Signing Completed, when you get this e-mail, you are required to do the following:

- Click the link to download the documents
- Save each document separately in your Client's folder or your desktop
- Put each document in the Drive in the Client Disclosures folder
- Each document should be in its own name labeled correctly with no spaces
- View Step5cDocumentLabeling to view how to label each document
- If documents isn't labeled correctly, you will be informed to label it correctly
- Send an e-mail to Processing@PhoneOpsFunding.com stating that this task has been completed.

Step 5d

Step 5d: Submitting File to U/W
Once you've cleared all the documents on the Client Checklist, it is time to submit the file to the Back Office. Follow the steps to move forward:

- Go to the Client's folder to make sure all documents are in, everything has been cleared and the Client Checklist has been updated showing everything cleared

Step 5d - Continues

- e-mail Processing@PhoneOpsFunding.com & put in Subject Line: File Ready for U/W: Jane Smith. Remove Jane Smith and put the Client's first & last name.

Once your Client is Approved, he/she will receive an e-mail stating the Approval and you will be cc'd on that email.

At This Point, You Are Done!

You can move on to the next Client helping them to get the 3-Step Process completed. Your Client's file will be submitted to the Lender, their entire folder will be moved to the **3RD PARTY PROCESSING FOLDER.** When the Approval with Conditions comes in, it will be emailed to your Client & you will be cc'd on that email. When you get that email, follow the last step on what to do for the Client.

This may seem like a lot but it's really not. For each client, this normally takes 3 days believe it or not as this is a 3-Step Process / 3-Day to Clear the Checklist so once you get the hang of it, it will be Smooth Sailing!

Step 5e

Step 5e: Things to Remember

- **NEVER** e-mail the credit report to the client as this is a violation. If they want a copy of their credit report, they must go to: www.AnnualCreditReport.com to get a copy

- **REMEBER** to pick up the phone and call your Client

- **REMEBER** to clear the Client Checklist within 3 Days

- **REMEBER**, if you don't know something, **ALWAYS ASK**, never assume

- **REMEBER** to update the Client Checklist

Step 5e - Continues

- **REMEBER** to open each form in Google Docs then save each form in each of your Client's folder. That way, you can keep updating each form without having to print or download. Keep each form updated every time you add a new document in the Drive

This Completes Step 5