

Loan Officers  
11-5-02

11-6-02  
Commercial Lending  
Underwriters 11-6-02

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|--|--|
| 1. Loss of Entrepreneurial Spirit  | 1. Greg Strate - no problem                                    |
| 2. Lost deal makers:<br>Tom T, Jay C, Tom L.   | 2. L.O. don't learn, present well                              |
| 3. Attitudes -<br>mistrust: Anti loan officers   | 3. L.O. try to be underwriters,<br>tell U they don't know job. |
| 4. offenders - Saekman, Strate<br>2 Tom's over their heads<br>Alan Seranton - good<br>Lisa Vold - good, quiet<br>Dan Getman - good | 4. Not complete info   |
| 5. Income v.s. land deals  | 5. Info 1/2 complete   |
| 6. Rapid response LTV  | 6. L.O. inexperienced  |
| 7. Valuation   | 7. Commitment letter   |
| 8. Need monthly meetings   | 8. Legal review of com letter takes<br>too long                |
| 9. Conditional commitments   | 9. Mostly process problems not<br>personal or attitude         |
| 10. Underwriters - bankers   | 10. deals come back several times                              |
| 11. Underwriters overloaded<br>don't read projects   | 11. Problems with Kainen                                       |
| 12. Whitman poisons well   | 12. Need to try to help L.O.                                   |
| 13. Everyone needs to be on same team  | 13. Too large a load on underwriters                           |
| 14. Problems with closers -<br>factions  | 14. Paid to help L.O.s   |
| 15. Underwriters need more direction   | 15. Need communication between<br>groups                       |
| 16. Don't underwrite in peace  | 16. Need attitude of service                                   |
| 17. Assign underwriter to loan   | 17. Read employment manual                                     |
| 18. Need funding dead line   | 18. Need focus on customer                                     |
| 19. Need leadership  | 19. training (control)   |
|  | 20. L.O. need to babysit deals                                 |
|  | 21. Underwriters being pressured                               |

11-7-02

Loan Officers

Underwriters

Philosophy	<ol style="list-style-type: none"> <li>1. Disrespect <del>Respect</del></li> </ol>	<ol style="list-style-type: none"> <li>1. Underwriters</li> </ol>
	<del>Description of their job</del>	Loan Officers L.O.A. Closers
	<ol style="list-style-type: none"> <li>2. Commitment Letter</li> </ol>	
	<ol style="list-style-type: none"> <li>3. Entrepreneurial Spirit</li> </ol>	
	<ol style="list-style-type: none"> <li>4. Closers L.O. assistants</li> </ol>	
	<ol style="list-style-type: none"> <li>5. Don't underwrite in pieces</li> </ol>	
	<ol style="list-style-type: none"> <li>6. Income <sup>deals</sup> U.S. land deal</li> </ol>	
	<ol style="list-style-type: none"> <li>7. Underwriter</li> </ol>	
	<ol style="list-style-type: none"> <li>8. Packages incomplete / loan officers need training bring packages thru several times</li> </ol>	
	<ol style="list-style-type: none"> <li>9. Communications -</li> </ol>	