



Important Announcement

3/1/2017

This announcement includes notices regarding updates for Flanagan State Bank's Correspondent and Wholesale Accounts.

This will reference:

VA Allowable Fees

VA Student Loan Guidance – Recent Update!

Mortgage Support Center

Itemization of Credits Form

Paystub and bank statement condition clarification

Real Estate Agent Fees charged to Borrower – Clarification

System Generated Emails

VA Allowable Fees

Allowable VA fees have been a hot topic recently. To assist in knowing what can or cannot be charged on a VA loan, FSB does offer charts that assist with this information. Please visit www.fsbtpo.com to access these charts under Forms & Tools and they will be located in the VA Forms section.

VA Student Loan Guidance

VA has recently updated their Student Loan payment guideline. FSB will be following this guidance immediately on all VA files that are submitted as of 3/1/2017. If any files in the pipeline are reviewed and found to fit this guideline, the underwriter will determine this at time of resubmission review. The guidance is effective with VA as of 1/23/2017. Please review any VA files that you may have with FSB to determine if they will be subject to this updated guidance.

Mortgage Support Center

If you are trying to reach our Mortgage Support Center for assistance on all things FSB, we ask that you use the team email and NOT individual emails for the team members. Please use mtgsupportcenter@flanaganstatabank.com. This will reach Toni Pierce, Pamela Clement and Pete Bullock all under one email address. They will answer the emails in the order received, but as

quick as possible. By using this email address, you will help us insure that your emails are never missed and that they are handled as fast as the team can move instead of relying on one person only.

Itemizations of Credit Form

Our Mortgagebot system is not crystal clear on the details of transaction section in the 1003 on what is being provided for credits. To help eliminate questions and keep files moving, we have the Itemization of Credit form that we request all users to use. This will immediately identify all credits that are needed and help us keep cash to close correct. Using this form at the beginning of the loan will help us correctly identify the cash to close needed or not needed from the start keeping conditions to a minimum. This form is located at www.fsbtpo.com under Forms & Tools. It is at the top of the page under General Documents.

Paystub and Bank Statement Condition Clarification

This condition will look familiar to any with active loans currently working:

1) Assets and paystubs must be updated to most recent available at time of final submission. Please be aware of the dates of these items and provide accordingly

This is what FSB considers an FYI condition. If your loan will close before your current paystubs, bank statements and other asset statements reach 30 days of age, then nothing further will be required. BUT, if the loan takes longer than anticipated and these items exceed 30 days in date from the closing date (as dated from the most recent document in the file) then we will need updated information. Since FSB cannot know how fast or slow a file will come back in for re-submission or final approval this condition is there as a reminder that certain documents may or may not need to be updated.

If you have any questions about this condition, which will be applicable on every loan file, please contact Mortgage Support for assistance.

Real Estate Agent Fees charged to Borrower – Clarification

In certain areas, it has come to the attention of FSB that the borrower is being charged a fee from the Real Estate Agents that is being placed on the Closing Disclosure. We checked with HUD to get their take on this charge and the response was that a borrower could pay a nominal fee for admin to the selling agent. However, a borrower could not pay any fees to the listing agent. The listing agent works for the seller and therefore should be compensated by the seller. We hope this helps clarify this topic. If further information is needed, please contact Mortgage Support with your questions.

System Generated Emails

Our Mortgagebot System generates emails that notify Loan Officers and Processors of the status of their loans. We do generate hundreds of these notification emails each day. With this in mind, we ask that you do not respond to the system generated emails.

An example of a system generated email is:

From: tpoinfo@flanaganstatebank.com [mailto:tpoinfo@flanaganstatebank.com]
Sent: Wednesday, March 01, 2017 12:34 PM
To: Toni Pierce <tonipierce@flanaganstatebank.com>
Subject: Final Loan 0011296886 Guth*****

Loan has been set to Final.
Loan Number: **0011296896**
Borrower Name: **Guth*******
Institution: **Donald Duck/Disney Mortgage Corporation**
Channel: **Broker**
The loan can be viewed by logging into: <https://flanaganstatebank.mortgagebotlos.com>

Please do not respond to this email.

Notification Date: Wednesday, March 01, 2017 1:33 PM (EST)

Please note that the email specifically states “Please do not respond to this email”. Although we attempt to review the system generated emails as much as possible, as our volume increases we find that we miss the emails that were responded to as they blend in with the system created ones. We are asking that you start a new email to help us easily identify and respond to your email. We want to insure the best possible customer service and your assistance with this will help us make sure your question does not get missed or lost in the crowd.

If you have any questions regarding this information, please feel free to contact mtgsupportcenter@flanaganstatebank.com.

Sincerely,

Flanagan State Bank TPO Division Management