

MLO to Realtor Communication Guarantee

(Reaching out and touching someone was never so valuable)

The sad truth in the mortgage process is that, all too often, realtors are left feeling neglected by their loan officers. The loan officer promises the world, then when the time comes to deliver, he or she is nowhere to be found.

Not only will I verbally promise to communicate and be available to you during the course of the transaction, I will guarantee it in writing so that I have something to lose if I do not live up to my promise.

For every instance where you feel that I should have reasonably returned your phone call or email in a more timely fashion I will deduct \$50 from my fee at settlement for your client. You are on the honor system and I trust you.

All I require is that you notify me in writing (e-mail is fine) should such an occurrence happen so that I can stay aware of your expectations.

I am able to “put my money where my mouth is” because I am extremely confident in my ability to meet and exceed all of your expectations as they relate to communication.

Realtor

Date

Jason Garber, MLO

Date