

Step 3

Step 3a: Grant Program - Conventional

PhoneOps has 2 Grant Programs, one for Conventional and the other for FHA. The Conventional Grant Program requires a 1% Down Payment and the Client has to have a 620 mid FICO score with an [Approve/Eligible](#). As you know, this is the program you are posting for as this is the better program to market.

Now the FHA Grant Program goes down to a 580 mid FICO with an [Approve/Eligible](#) **BUT** the Client must have either high income and/or a lot of assets. If the mid FICO were above 640, the assets wouldn't be much of an issue. Our [Back Office](#) would have to play around with running DU over and over again or you may have to run it *(if you are authorized to run DU)* to get an [Approve/Eligible](#).

Since the FHA Grant Program is iffy, we will always advertise the Conventional Grant Program instead as its easier to get an [Approve/Eligible](#). You are required to know this program front and back. Go to:

www.PhoneOpsFunding.com/GrantProgram

to study this website so when you get questions, you'll have the answers. Whenever you have a question and you don't have the answer to, **DON'T ASSUME**, Always inform the Client that you don't know but you will get the answer for them within 4 hours.

As you see, the minimum loan amount for this program is \$15,000 but you are advertising at a price range between \$200,000 to \$600,000. You are paid \$595 per closed file based on this price range. If you happen to have a client that want a property that is higher, great.

If the client want a property that is less than the required minimum price range, you are allowed to help that Client. Just keep in mind, your compensation will drop accordingly.

‡75K & UNDER	‡76K TO ‡149K	‡150K TO ‡199K
‡99	‡199	‡299

Step 3a – Continues

You may get a friend or family member or even a neighbor that ask for you to help them get a home other than the properties you are advertising. Your goal is to keep them above the \$200,000 price range but if you can't, **STILL HELP THEM!** You can always get referrals from each one of them since you are taking less compensation to help them. You can create a Referral Form that has 10 or 20 contact numbers then remember to contact all Referrals to gain more clients.

Step 3b

Step 3b: 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
- Property Interested in

When you get a caller or when you call a potential client, always collect the above information. Do **Follow-up Calls** with everyone **EVERYDAY!**

Step 3c

Step 3c: Call In Sheet

Download [Step3cCallInSheet](#) and add it to your [Google Drive Folder](#). You are required to update the [Call In Sheet](#) for all Clients you call & follow up with. This document is in MS Word. Once you add it to the [Drive](#), right-click it, open with

Step 3c – Continues

Google Docs, now you can edit it. Go back to the [Drive](#) and delete the MS Word version and keep the Google Docs version.

You can continue to edit this document everyday you work. When you get to the next day, simply skip a row and start the next row. You can also highlight the next row black and put that day's date so you can keep track of when to do [Follow-up Calls](#). View the example below:

Name	Contact Number	E-mail	Property Interested In
Jane Doe	215-125-2454	Jane@who.com	123 Main St. Phila, PA
John Doe	267-875-7777	John@who.com	456 Tioga Rd. Cocoa, FL
07/07/2017			
Jane Doe	267-875-9877	Jane@who.com	Colorado Springs, CO

To highlight an entire row to change the color to black, do the following:

- Select the entire row
- Click the [Background Color](#)
- Select Black
- Then select the entire row again
- Click the [Text Color](#)
- Select White

Now you can type in the date and start adding client's information on the next row. You will also get many questions. Go over [Step3cQuestions&Answers](#) several times a day to get a good understanding on how to answer questions you may and will get.

Step 3d

Step 3d: Getting Applications

At this point, you should have a stream of new Clients contacting you for the [Grant 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/GrantProgram

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 start submitting the requested documents as soon as possible as it is needed to move forward with their Pre-approval.

When applications come in with your name on it or if we assign a Client to you, the [Back Office](#) will email your Client the next step with the original application attached and you will be CC'd on that email. Do the following to move forward:

- Copy & paste the application onto a MS Word Document
- Adjust Table Column to
 - * Outer column - adjust to 8
 - * Middle column - adjust to 3.5

Example: When you copy & paste onto a MS Word Document, it may look like this:

Step 3d – Continues

The screenshot shows a Microsoft Word document titled '1003Application - Microsoft Word'. The document contains a form titled 'New Residential Loan Application'. The form is a table with two columns: labels and values. The values are: Jane Doe, 4078547878, JaneDoe@gmail.com, 2541 N Wafaya Trail apt 78 Orlando, FL 32826, 6 years, Rent, and 750. The status is 'Unspecified'.

New Residential Loan Application	
Your Name::	Jane Doe
Contact Number::	4078547878
Email Address::	JaneDoe@gmail.com
Full address including city, state, zip & county::	2541 N Wafaya Trail apt 78 Orlando, FL 32826
How long have you lived at this address?:	6 years
Address Type::	Rent
How much you pay per month in rent or mortgage?:	750
Marital Status::	Unspecified

When you change it to 8 and 3.5, it should look like this:

Step 3d – Continues

The screenshot shows a Microsoft Word document titled '1003Application - Microsoft Word'. The document contains a form titled 'New Residential Loan Application'. The form is a table with two columns: labels and values. The labels are: 'Your Name:', 'Contact Number:', 'Email Address:', 'Full address including city, state, zip & county:', 'How long have you lived at this address?:', 'Address Type:', 'How much you pay per month in rent or mortgage?:', and 'Marital Status:'. The values are: 'Jane Doe', '4078547878', 'JaneDoe@gmail.com', '2541 N Alafaya Trail apt 78 Orlando, FL 32826', '6 years', 'Rent', '750', and 'Unmarried'. The form is surrounded by a grey border. The Word interface includes a menu bar (File, Edit, View, Insert, Format, Tools, Table, Window, Help), a toolbar, and a status bar at the bottom showing 'Page 1', 'Sec 1', '1/5', 'At 4.8"', 'Ln 13', 'Col 1', 'REC | TRK | EXT | OVR', and 'English (U.S.)'.

New Residential Loan Application	
Your Name::	Jane Doe
Contact Number::	4078547878
Email Address::	JaneDoe@gmail.com
Full address including city, state, zip & county::	2541 N Alafaya Trail apt 78 Orlando, FL 32826
How long have you lived at this address?:	6 years
Address Type::	Rent
How much you pay per month in rent or mortgage?:	750
Marital Status::	Unmarried

- Once you are done resizing the application, save to your desktop and name the file the client's full name
- Go to the [Drive](#) and double-click on your folder
- Double-click on the folder that's named [Clients Didn't Pay](#)
- Drag the new application from your desktop to put in that folder

Now The Clock Starts & The Count Down Begins To Get the Invoice Paid to Pull Credit & to get the Check List Cleared Within 1 Week!!!

Step 3e

Step 3e: Calling Client's to pay Invoice

Now that you've placed the application in the [2. Client's Didn't Pay Folder](#), you must do the following within **4 Hours** of receiving the application:

- Contact the Client as soon as possible
- Inform the Client that we received their application and you will be their [Go To Person](#) to help them along the process as quickly as possible
- Confirm their first & last name, their Date of Birth, Social Security number, address, etc.
- Inform the Client that we will send an invoice to him/her to pay in order for us to pull their credit
- *Get confirmation that the Client will pay their invoice*
- Inform them to start submitting the documents that's on the [Client Check List](#) so we can quickly get them Pre-Approved

YOU MUST E-MAIL OUR BACK OFFICE TO CONFIRM THAT THE CLIENT WANT US TO SEND THE INVOICE!

Our [Back Office](#) will not send the invoice unless you respond back to inform us that you've spoken to the Client and they agree to move forward and pay the invoice.

When speaking to your client, always have an upbeat attitude and be as helpful as possible. If your Client has many questions, **NEVER ASSUME**, always be honest and keep it professional. Say the following:

To protect you and myself, it would be best for you to e-mail me all your questions so I can respond back with the correct answers in a timely manner.

Provide the Client with your e-mail address along with your contact number so they can keep in contact with you. At anytime you have questions that you don't know the answers to, you can always e-mail Processing@PhoneOpsFunding.com or contact the Corporate Office to speak to someone. Again, never assume and never be short with the Clients.

If this step haven't been completed or if your client did not pay their invoice yet,

Step 3e - Continues

NO NOT MOVE FORWARD

We don't want you to waste your time, complete **THE ABOVE** prior to moving on to [Step3f](#).

Step 3f

Step 3f: Access to "Clients Database"

You will also have access to [Clients Database](#). Everyday you start work, it is very important to:

- View all the clients that are assigned to you
- Call all your clients that didn't pay their invoice & encourage them to pay
- Clients that paid their invoice, check their folder to see what document is still needed & get those documents
- Update the [Client Check List](#) and email each Client an updated list of what documents are still outstanding

Always stay on top of the [Client Check List](#) as it is very important for you to get all the documents that are on the [Client Check List](#) in order to move forward in the loan process. ***We can't stress this enough that we need this within 1 week.***

Step 3g

Step 3g: Rentals

You will get individuals that will be interested in renting a property. It is your job to educate each person by informing him or her the difference in renting verses buying. When someone rent a property, they must pay their 1st Month Rent, Last Month Rent and a Security deposit; sometimes 2 months Security deposit depending on their credit so that's 3 Times, possibly 4 Times the rent just to move

Step 3g - Continues

in and after the 1-year term, they have nothing to show for it and have to start all over or renew their lease.

Those funds needed to move in for rent is about the same amount of money needed for [Closing Cost](#) to own their own home so encouraging [Potential Renters](#) into [Potential Buyers](#) would be your goal & duty **BUT** for whatever reason you can't convince or encourage someone to buy and they insist on renting, you can send them to the [Rental Assistance Application Page](#) to complete the online application. You'll work with them until they complete their **3-Step Process**:

1. Complete the Online App
2. Pay their Invoice
3. Submit all docs on the [Check List](#)

Since you will not be able to log into the MLS to send them any rentals, nor show them multiple properties, nor negotiate with any Realtors on their behalf if they like a rental because you are not a Realtor or Realtor Assistant, you'll be paid a referral fee of \$25 for sending the Applicant to the site to complete the online application and for getting their docs that's on the [Check List](#). Once each Client signs the lease & moves into their rental unit, you'll get confirmation of such and the file will be closed. Compensation will be on the next 2nd or 4th Saturday of that month.

Step 3h

Step 3h: Things to Remember:

- **ALWAYS** check your company e-mail everyday
- **ALWAYS** keep your company e-mail clean from e-mails and save, create folders, etc on your g-mail account
- **ALWAYS** pick up the phone and call each Client **EVERYDAY!**
- **ALWAYS** answer the phone on the 2nd ring

Step 3h - Continues

- **ALWAYS** update your [Call In Sheet](#) everyday
- **ALWAYS** send each Client to the website to apply online for a loan
- **ALWAYS** check [Clients Database](#) for any updates in Client's status
- **ALWAYS** post your properties
- **ALWAYS** add all [New Client Applications](#) to the [Clients Didn't Pay](#) folder
- **ALWAYS** respond back to Clients within the hour
- **NEVER DELETE** any files from the [PhoneOps Listings](#)
- **NEVER DELETE** any files from your [Google Drive](#) folder

This Completes Step 3