Step 1

Step 1a: Your Main Purpose as an In-House Processor/Insurance Assistant
Your main purpose as an IPIA is to

1: Post properties everyday, Mondays through Saturdays
Following Step2a through Step2b everyday is very important to do, **EVERYDAY!** It's best to post your properties in the morning to get it out of the way then complete the IPIA File Submission afterwards. You'll know more in detail in Step2.

2: Encourage all Potential Clients to complete the online application then to pay their invoice for Credit Pull within 3 days of completing the online application

3: Get each Client to submit all Documents that's on the Client Check List Within 1 Week of them paying their invoice. Step1j and Step4c has detailed information on how to clear the Client Check List and when the time starts.

4: Call and work each Insurance Lead and encourage each Client to get Mortgage Protection Insurance by locking them in a monthly payment that each Client can afford and also encouraging each Client to refinance to pay off and/or lower some of their current debt.

These four are your main priority as an In-House Processor/Insurance Assistant. We are going to call this the Four Step Process. Make this apart of your **DAILY ROUTINE** to do **EVERYDAY** to avoid Compensation Penalties.

Step 1b

Step 1b: Paperwork
On the Training Site under all the Steps, the next section you'll see is Paperwork. Each document in this section needs to be completed, signed, dated & returned to your Supervisor within 7 days of employment or fax it to: 253-252-8754.

Step 1c

Step 1c: Gmail Account

You are required to have a gmail account in order to gain access of all Google Databases. When creating a Dedicated Gmail account, remember to include PhoneOps in your e-mail somewhere to keep it professional. **Example:** YourNamewithPhoneOps@gmail.com. After your e-mail has been created, e-mail: Processing@PhoneOpsFunding.com and put in Subject Line: New Gmail Account.

Once we have your gmail e-mail address, we'll use that e-mail from that point forward. You are required to check your e-mails everyday throughout the day.

Step 1d

Step 1d: Processing E-mail Account

You are required to login to the Processing email account everyday. You must:

- Pull your Client's applications & process them
- Check to see if they paid their Invoices
- Email each Client updates everyday
- Respond to questions

All this is done through the Processing email account. We must always keep it professional so when sending an email, you may include your name in the signature above the title. The login information are as followed:

- https://72.52.228.234:2096/logout/?locale=en
- Processing@PhoneOpsFunding.com
- *vhMAwvxD!rB
- Click Log In to gain access

NEVER delete any emails from this account **UNLESS** it reads ***SPAM***, any other email, it is the Regional Manager's job to review the email and delete if needed.

ONLY respond to Clients and Potential Clients in the states you've been assigned to. There will be times where you have spoken to a Client and they completed an application but they didn't put your name on their app. No worries because you have been assigned to that state so all applications that comes in regardless if your name is on it or not goes to you.

Step 1e

Step 1e: Setting up your voicemail

At your desk, you'll have your own phone with extension. You must keep this professional and change your current voicemail to:

Hello, you reached Mrs. / Mr. *(your first and last name)* with PhoneOps Funding, LLC. I am currently unavailable assisting others. Please leave your name, contact number, e-mail address and the nature of your call and I'll respond within 12 hours.

Checking your voicemail and responding back to potential Clients is **MANDATORY.** You must do this everyday several times throughout the day.

Step 1f

Step 1f: Learning PhoneOps Products

It is very important that you know and learn PhoneOps programs. Take a good day to go through all PhoneOps programs to get a better understanding of each program, what benefits it offers and what the minimum requirements are.

Follow these steps to get started:

- Go to: www.PhoneOpsFunding.com/Products
- Click on the first program
- Read in detail of the program
- Take notes if you need to
- Then move on to the next program until you've clicked on all programs

This is also very important to know as when taking calls, you will get a lot of questions:

- Under 500 mid FICO score - We cannot get them a loan. They must get their scores up to at least 500

- 500 to 579 mid FICO score - Each Client would have to put 10% down and that's 10% of the Sale's Price

- 580 & Up mid FICO score going FHA - Each Client would have to put 3.5% down and that's 3.5% of the Sale's Price

Step 1f - Continues

- 620 & Up mid FICO score going Conventional - Each Client would have to put 3% down and that's 3% of the Sale's Price

- 700 & Up mid FICO score going Conventional - Each Client would have to put only 1% down and that's 1% of the Sale's Price

- VA Loans - If the Client is a VA, they can get 100% financing from 500 mid FICO scores & up

- USDA Loans - If the property is in a Qualified area and the client has a 580 & Up mid FICO score, the Client is eligible for 100% financing

- $100 Down Program - This program is a PhoneOps Specialty Program and its only available for certain properties. Each Client must have a 580 & Up mid FICO score to qualify for this program

- Grant Program 1 - This program allows the Client to put 1% down as a down payment instead of 3% down. Each Client must have a 620 mid FICO score to qualify for this program and this would be a Conventional loan.

- Grant Program 2 - This program allows the Client to put 1.5% down as a down payment instead of 3.5% down. Each Client must have a 630 mid FICO score to qualify for this program and this would be an FHA loan.

- 100% Financing 1 Program is another Grant Program to where the DPA will pay all of their down payment. Each Client must have a 620 mid FICO score to qualify for this program.

- 100% Financing 2 Program is a USDA program to where it's based on a certain type of property. The property must be in a rural area to qualify but it cannot have a pool.

- 203k Programs - This program allows the Client to get up to $35,000 towards repairs of the house they would like to purchase. Each Client must have a 580 & up mid FICO score to qualify for this program

- Non Prime Programs - This program allows the Client to get financings if they have jacked up credit. 500 & up mid FICO scores but a lot more money down. 70% up to 90% LTV. This program is also called Non-QM programs

- Bank Statement Programs - This program is for Clients that don't file their tax

Step 1f - Continues

returns, get paid under the table & or that are Self Employed. Each Client would need the most recent 24 months of bank statements to qualify for this program. 500 & Up mid FICO for NOO and 580 & Up FICO for OO.

- Landlord Program - This program is a great program for those that want to eventually quit their day job and become a Landlord and collect multiple rents every month. We educate and get people on the right path to be successful.

<mark>On the Insurance Side</mark>, you'll need to know the Mortgage Protection Product so go to:

www.PhoneOpsFunding.com/MortgageProtection

to get a good understanding of the program and to better educate yourself.

Step 1g

Step 1g: Google Drive - The "Drive"
Once you've completed Step1c, you'll receive access of your Google Drive Folder. All your Clients' documentation will go in this folder.

NEVER DELETE ANYTHING IN THIS FOLDER. You will work directly with each assigned Client on a daily basis.

Step 1h

Step 1h: Creating Folders in the Drive
Once you have access to the Google Drive Folder, you'll need to create 3 additional folders inside your main folder. Do the following:

- Double-click your folder to open it
- Click New on top left side
- Click Folder
- Name new folder 1. Paid Clients
- Click Create
- Repeat the above steps to create 2. Clients Didn't Pay and 3. No Go

Step 1i

Step 1i: File Submission for Clients
This site is for all Clients' Documentation:

www.PhoneOpsFunding.com/FileSubmission

Always send each client to this site to upload their documents. Some clients will e-mail you documents, simply inform them that they must upload the documents to the site for compliance reasons. If any Client have problems with uploading documents & they insist on e-mailing the documents, do the following:

- Accept the documents by e-mail
- Put the documents in their folder on the Drive
- Update their Check List
- E-mail your Supervisor that you uploaded new docs to the Drive & updated the Check List

Step 1j

Step 1j: Client Check List
It is very important to know what documents are needed for each Program. You'll have to work with each Client to get all documents that's on the Client Check List cleared.

You have 1 Full Week To Get All Documents Cleared!

Follow these steps to get started:

- Go to the Document Section of the Training Site
- Click on Check Lists
- View all documents that's needed for each Program
- Take notes if you need to

It is very important to understand how to clear off items on the Client Check List as you have 1 Full Week to get all Documents Cleared. Make sure you view Step1j-HelpfulTool to get a good understanding on what's needed in order to Clear off a document on the Client Check List.

Step 1k

Step 1k: 3rd Party Processing Companies
As mentioned on the Job Description, all IPIA's are Front-End Processors and you do only 10% of the entire loan process for each Client. Each 3rd Party Processing Company that PhoneOps uses has their own licensed Processors that are experienced and skilled in what they do. They do 90% of the entire loan process for each Client getting the Client to settlement and they are called Back-End Processors.

Without our Back-End Processors, PhoneOps wouldn't close as many loans as we do so these professional companies are extremely great to work with. All 3rd Party Processors are paid $695 per Closed File; that's only $100 more than what you get paid and they do most of the work so you as an IPIA *(Front-End Processor)*, you are paid extremely on the High End as the average pay range for a Front-End Processor is around $99-$199 per closed file.

Step 1l

Step 1l: PDF Converter Software
This software is very important to have as it is a **MUST**. Click on the following link to download the software:

www.PhoneOpsManagement.com/smartpdfconverter-setup.exe

- Once it pops up, click Save File
- A message may appear depending on your Operating System: Do you want to allow this app from an unknown publisher to make changes to your device?
- Click Yes
- Then follow the prompts from that point to install the software

Step 1m

Step 1m: PDF Creator Software
This software is very important to have as it is a **MUST**. Click on the following link to download the software:

http://www.PhoneOpsManagement.com/PDFCreator-0_9_6_setup.exe

- Once it pops up, click Save File
- A message may appear depending on your Operating System: Do you want to allow this app from an unknown publisher to make changes to your device?
- Click Yes
- Then follow the prompts from that point to install the software

At this Point, you should have both Softwares downloaded to your computer. If you have any problems, feel free to contact Processing at: Processing@PhoneOpsFunding.com.

Step 1n

Step 1n: Note Book Requirement
You are required to use a Note Book and to keep notes of all your Clients. You can get a few Note Books from Walmart for about $0.25 so some will get a Note Book for each Letter of the Alphabet or some will get a Note Book and put Clients in the book as they come. The choice is yours how organize you want to be.

It is very important to note everything such as when you spoke to a Client, when to call back, what property or program they are interested in, what max monthly payment they can go, etc. You will get many clients and we want everyone to keep it professional at all times.

Step 1o

Step 1o: Follow-Up Calls
It is **MANDATORY** to do Follow-Up Calls **EVERYDAY!** It is very important to stay in contact with each Client & Potential Client on a Daily Basis as you don't want to lose that person as a Client or as a Future Client.

PhoneOps also want to keep a HIGH QUALITY CUSTOMER SERVICE RECORD so remember, keeping in contact with each Client on a daily basis is **MANDATORY!**

Step 1p

Step 1p: Needed Forms
Here are all the forms we have that are needed depending on the program. You may get Clients asking for help on how to complete certain forms. To better prepare yourself, go to: www.PhoneOpsFunding.com/NeededForms to view all documents then read through them all to have some knowledge of each document.

Step 1q

Step 1q: Glossary
This is a **PLUS** for you to view and study. This glossary is needed even if you have been in the Business for years. You should take a few days or possibly a week to study through this glossary as this will help you in the long haul.

Step 1r

Step 1r: Compensation Forfeit
After your Client completes the Online Application, you have **Within 3 Days** to encourage your Client to pay their Invoice for their Credit Pull.

For each Client that pays for their Credit Pull within 3 Days of completing their app, you are paid an additional $5!!!

Step 1r - Continues

If you can't get your Clients to pay their invoice within the first 3 days, the $5 Compensation will be forfeited and we'll have to inform our 3rd Party Processing Companies to step in to take over as important documentation such as birth dates & social security numbers are on each application and we don't want to sit on these applications. If the 3rd Party Processing Companies step in, the compensation will have to be paid to them at that point.

Step 1s

Step 1s: Craig's List Accounts
For each state you are assigned to, you must create a Craigs List account for that state along with a gmail account & phone number. For now, simply create just one new Craig's List account. If you already have an account and want to use that account for PhoneOps, that is fine.

When you are assigned to another state, simply follow the steps above to create another Craig's list account. Remember, you are required to post 2 properties **EVERYDAY** in each state you are assigned to.

Example: If you are assigned to CA & FL, log into Craigs List Account 1 and post two properties in CA, follow Step2a on what to do and log out. Then log into Craigs List Account 2 and post two properties in FL. You'll do this for each account, each state **EVERYDAY**!

Craigs List system may allow you to post more than 2 properties a day on one account, it may or may not get flagged but you can take a chance if you choose to. That is why we require only posting 2 per day but this is just a minimum requirement, you can post more per day if you choose to.

Heads Up! Craigs List has this new verification requirement so once you post a property, they will email you to confirm then they may ask you for a Phone Verification. If Craigs List ask for this, you will need a separate phone number for each account you create *(1 phone number for each Craigs List Account).*

Craigs List will send you a text with a code, once you get that text, put in the code, now that phone number is listed with that account for 90 days.

Don't have additional Phone Numbers? Here are your options:

Step 1s - Continues

Free Options:

- Send the code to your children, friends, other family members, people you know that doesn't post on Craigs List on a regular. Stay on the phone with them while sending the code and ask them to give it to you once they get it. 9 times out of 10, they will give you the code

- Download Google Voice on your cell, pick an area code in the state you've been assigned to

Paid Options:

- Buy a Magic Jack, its like $35 a year and its the cheapest

- Go to Cricket and get a 4 line cell phone plan for $100

The choice is yours on which option is best for you.

Step 1t

Step 1t: FBI National Criminal Background Check
PhoneOps is required to run a Criminal Background Check on you to stay in compliance with State Law. Your job gives you access to our Client's important documentation and we want all Clients to be safe and secure as we don't want any Fraud situations, no Identity Theft situations, etc.

The fee for your Criminal Background Check is $69. We highly recommend that you go ahead and work and allow this fee to be deducted from your Paycheck. PhoneOps doesn't require you to pay this up front or out of pocket.

If anything negative comes back on your report, this doesn't mean you are fired, all you have to do is provide an LOX *(Letter of Explanation)* for each negative situation and provide documentation supporting your LOX. It is best to be honest and up front the first go around as having trust goes a long way.

Once we get your LOX's along with your documentation to support each LOX *(if any)*, it will be reviewed and we'll go from there.

Step 1u

Step 1u: Google Voice
Google Voice is very important to have as you will be calling Potential Clients in a different state so you must have a number in the state you are assigned to. Follow these steps to move forward:

- Download the Google Voice App onto your cell
- Link it to your cell
- Select a free number and make sure it's a number in the state you are assigned to
- Follow Step1e to set up your voicemail

You should be all set. When you are assigned to other states, you will need to download other free Voice Apps to your cell and get a free number in those states.

Step 1v

Step 1v: Live Chat Leads
Once you've completed Step1c, you'll receive an invite to Tawk.To Live Chat and this is where potential Clients go to our website and click on the Chat Button. These are free leads and it is your job to Chat with each Potential Client and encourage them to apply online. You are required to login as soon as you come in everyday Mondays through Saturdays from 10am to 5pm.

When you receive the invite, click it and set up your account. At the top left corner, you'll see a **Green Dot with an body image**, click it. Make sure Desktop Notifications is **Green**.

Click Edit Profile, click Aliases then click your name. To add your photo, click Action, scroll to Upload Photo then find your photo on your computer and click on it. If you don't have a photo, you can select an Avatar, just don't leave it blank.

Click the **Green Dot** again, scroll down and click Manage Sound and make sure that all sounds have a sound that you like and the New Chat rings 5 times. Click Save and Close.

Step 1w

Step 1w: Live Chat - Offline
When we get Offline Live Chat Emails, it will go to everyone. We must keep this professional and maintain organization as we can't have everyone emailing the same person so before you respond back to an email, **YOU MUST DO THE FOLLOWING** prior to responding to each lead:

- Click on the lead and read the comments to see if they are talking about a particular property. If so, look up that property in PhoneOps Listings to see what state it's in. If it's in the state you are assigned to then it's your lead. You may now reply back to that lead. If it's not in your state, delete that lead and move on to the next. You'll know more about PhoneOps Listings in Step2b.

- If the comments doesn't talk about a property, look at the contact number that is listed on the lead. Go to Bing.com to look up that area code and if it's in the state you've been assigned to then it's your lead. You may now reply back to that lead. If it's not in your state, delete that lead and move on to the next lead.

- If a lead comes through in a state that we are not licensed in, DO NOT RESPOND as Regional Manager Ms. Smith will respond to that lead. Delete that lead and move on to the next.

After you have replied back to your Live Chat Offline Email leads, always do follow-up calls right after to inform each Potential Client that you just sent them an email and to make sure they received the email.

They may have to check their spam if it's not in their inbox. Always encourage each Potential Client to complete an application as soon as possible and offer assistants if they need help with completion.

Step 1x

Step 1x: Compensation
On the Mortgage Side, pay is every 2nd & 4th Saturdays of every month at a high compensation of $595 per closed file. Remember, this is High End compensation for an IPIA.

Step 1x - Continues

<mark>On the Insurance Side</mark>, pay is every Saturdays through the Cash App. Instead of the old boring snail mail, our Licensed Insurance Broker decided to pay you the quick & fun way directly through the Cash App so you must download the correct app onto your cell phone then Cash App our Licensed Insurance Broker **Reese's Dunn** $1.00 and put in Subject Line:

Add Me To Payroll. That way, we'll know you downloaded the correct app and your User Name will be added to Payroll. If the logo doesn't look like the one above, this means you don't have the correct app. Find this logo then download that app.

Compensation breakdown is quite simple and it's based on a weekly performance:

Mortgage Protection Insurance:

- 1-5 closed applications per week - you are paid $100 per application

- 6+ closed applications per week - you are paid $150 per application

All fields on the application must be completed or the application will be returned to you as incomplete.

Compensation Scenario:
If you got 7 Closed Applications in 1 week, you are paid $800 for that week. Here's the breakdown:

Applications 1 through 5   -   5 Applications X $100 = $500

Applications 6 through 7   -   2 Applications X $150 = $300

Total is **$800**

Step 1x - Continues

The motivation is to get more than 5 completed applications per week so that means call the leads, leave messages, check your messages, call the leads back EVERYDAY until you get a hold of someone and encourage each potential Client to move forward with you SAME DAY!!!

Step 1y

Step 1y: Definition of a Closed Application
The definition of a Closed Application is when a completed application is submitted, the Client eSigns the final documents and their 1st payment has been drafted and cleared.

Cut Off Times:
Cut off times are 3pm est and this means when you upload an application, it will be reviewed and if it is completed, the quote will be run that same day and docs will be out to the Client for eSigning if there's no issues with the quote.

This Completes Step 1