

Corporate Newsletter



June 2020

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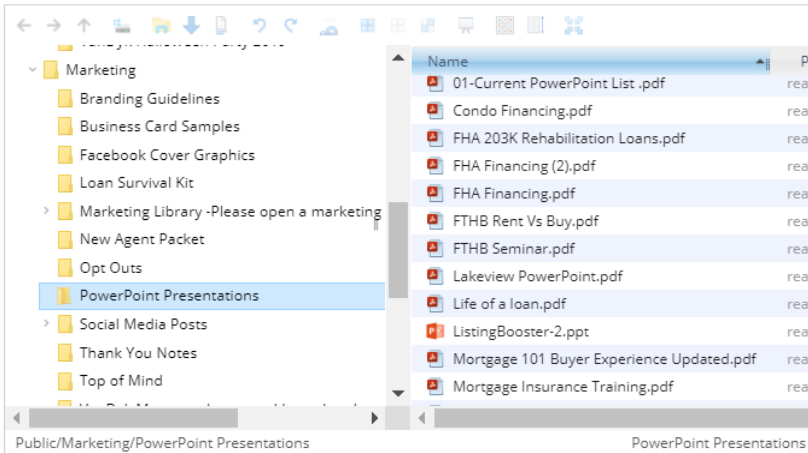


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Marketing Spotlight

Class Presentations now on the Internet

Yes, there has always been a list of presentations available for classes on the intranet, but we have added a non-branded pdf version for you to review before requesting. The PowerPoint presentations are located in [Department file shares>Marketing> PowerPoint Presentations](#). The list is still available and now has brief descriptions of the presentations. To have a presentation branded to you, please open a marketing request. We are always open to any ideas for new presentations. Please send ideas to your Marketing Assistant or our Marketing Coordinator, Terrence Donlin.



Social Survey Update

Some of you may have noticed the changes we have been working on with Social Survey. They have added a feature that will allow for customers to leave reviews directly on google after completing the general survey. Another new feature will pull reviews from our top resources (i.e. Google and Zillow) into Social Survey. This will show the Loan Originator's rating as a more accurate representation across the web. We are currently working with IT to update the LO websites and the API for Social Survey reviews making sure that content on the sites is relevant, easy to navigate, and the reviews are current

Marketing Spotlight



Top of Mind Update

To help our borrowers understand the risks of wire fraud, we will be adding an email to the in-process campaign. It will go out right after the Clear to Close video. This email will note that all wiring instructions must come directly from the title company. Neither VanDyk Mortgage, its affiliates nor any of its employees will ever ask you to wire funds or give you any wire instructions.



Weekly Marketing Piece Ideas

Thank you to all those that have sent in topics previously. We need more. Help us help you! You are out there in the trenches. You know what you need and what your agents need. If you are needing it, chances are someone else is too. Just send us a topic and a brief description of what you want, and we will take it from there. Send all ideas to Kim Laughlin or Terrence Donlin.

By: Kim Laughlin
Marketing Business Manager



What is an EMOM Workout?

EMOM stands for every minute on the minute. For an EMOM workout, you do a set number of reps of an exercise at the top of a minute and then rest for whatever time you have left until the next minute hits. For example, if you have 20 squats in minute one, you start the timer and do the 20 squats and whatever time you have leftover before the timer hits one minute is your rest time before the next exercise. Then once the timer hits one minute, you do the next exercise and then rest till it hits two minutes. Listed below are two EMOM workouts I encourage you to try out. These are great workouts to get your heartrate up and still give you a little rest in between exercises.

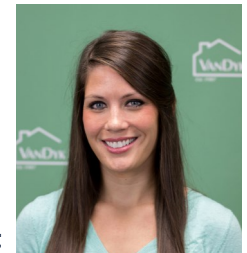


Beginner (no weights) EMOM Workout:

- Minute 1: Fake Jump Rope for 30 seconds
 - Minute 2: 10 Squats
 - Minute 3: 10 Forward Lunges each side
 - Minute 4: 10 Tricep Dips
 - Minute 5: 10 Sit-ups
 - Minute 6: Plank for 30 seconds
 - Minute 7: 20 Slow Mountain Climbers each side
- *Repeat 4 times for a total of 28 minutes*

Intermediate (with weights) EMOM Workout:

- Minute 1: 50 Jumping Jacks
 - Minute 2: 10 Burpees
 - Minute 3: 10 Reverse Lunges (each side) with Bicep Curl
 - Minute 4: 10 Walk-out Planks
 - Minute 5: 20 Squats with a Shoulder Press at the top
 - Minute 6: 40 second Wall Sit
 - Minute 7: 20 Bicycle Crunches (each side)
 - Minute 8: Side Plank 20 seconds on each side
- *Repeat 4 times for a total of 32 minutes*



By: Shelby Losinski
Licensing Specialist

Health & Fitness Tips of the Month-June

Recipe of the Month! Vanilla Chia Pudding

Ingredients:

- ½ cup chia seeds
- 2 cups unsweetened almond milk
- 1 tablespoon maple syrup or organic pure cane sugar
- 2 teaspoons vanilla extract

Directions:

- Place ingredients in a container or bowl and mix well.
- Place covered in the refrigerator and mix every 1-2 hours until set, mixing just once or twice will do. Mixing is important since the seeds will fall to the bottom of the container. If not shaken or stirred every now and then it will not thicken and set properly.
- After 4 hours, you can take out to eat and top with your favorite fruit and granola.
- Keep refrigerated. It will last up to 6 days.



HR CORNER-JUNE 2020

PAYLOCITY MOBILE APP

Paylocity has a mobile app which allows Employees to do most things that normally would be reserved for computer accessed payroll systems. Using the Paylocity app allows users to view or e-mail paychecks and Form W-2 information, submit time off requests, award and view employee recognition with impressions, search the company directory, view company news, and more. The mobile app can be found in the Apple's App Store and the Google Play Store. To login to the phone app, users would use their normal login used for the desktop version. Below are some instructions on some of the main features of the app. The main menu can be accessed by swiping from the left edge or selecting the menu button.

To request time off in the Mobile App:

1. From the main menu, select **Time Off**.
2. Select the Request tab.
3. Choose the **Time Off Type** from the dropdown menu.
4. Enter a **Start Date**.
5. Enter an **End Date**.
6. Enter a duration of hours.
7. Include weekends. Tap this to move the slider to the right. Marking this request as one will not skip weekend days if the request crosses over a weekend.

Once the data has been filled in, select **Submit** in the top right of the interface.

The Paylocity Mobile App can be used to view the status of a Time Off Request:

1. Tap **Time Off** from the main menu.
2. Tap **Status**.
 - Tap **Edit** to manage the details of a Time Off Request.
 - Time Off Requests will be color coded to indicate the current status. Color coding will display as follows:
 - Yellow:** Pending
 - Green:** Approved
 - Red:** Denied
 - Grey:** Cancelled

To view pay statements:

1. Tap **Pay** from the main menu.
2. The default display is your recently issued check. This displays the net pay (the check total), earnings, and direct deposit information of the check.
3. Drag down the page or tap the other areas of the chart to see deductions, benefits, and tax details as applicable.
4. Check history can also be viewed by tapping the year under **Select Check Year**.

A statement can also be emailed from the application using the **Email** option in the top right corner.

HR CORNER-JUNE 2020

Payroll Frequently asked Questions

Q: Is there a way for me to estimate my PTO balance at a given date?

A: Yes! We have created an Excel PTO Calculator which can be found on Paylocity's Self-Service Portal under the Time Off heading.

Q: I'd like to update my Federal tax withholdings, what do I need to do?

A: Great! We are glad you are keeping an eye on things and are making changes where needed. To make a change you can either receive a Federal W4 from one of us on HR or you can update it yourself in Paylocity by navigating to the Self-Service portal under the Pay Heading.

Q: How does Overtime get calculated?

A: Overtime can get confusing; however, it still is based on a weekly total of **worked hours** over 40 from Monday to Sunday. If a week is divided between two pay periods, then it would be paid out with the pay period when it is earned. i.e. if 40 hours are worked between Monday through Friday, and 2 on Saturday, but the last day of the pay period was Friday the 2 OT hours worked on Saturday would be paid on the following pay date.

Q: If I have issues with logging in to Paylocity, who should I contact?

A: Best email to contact is HR@vandykmortgage.com. Anyone on the HR Team can help with resetting passwords so this would give you the quickest resolution.

By: Aaron Nemeth
Payroll Specialist



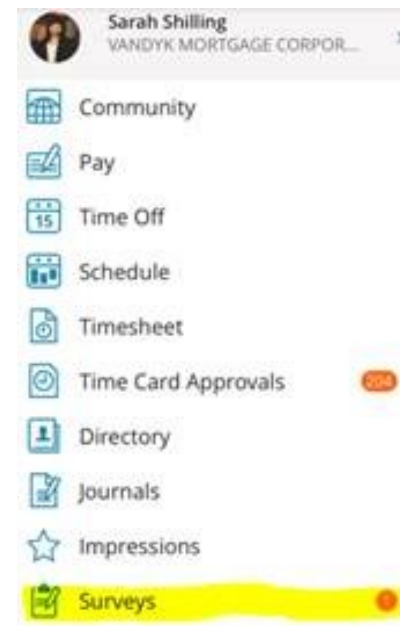
HR CORNER-JUNE 2020

Completing Your Daily COVID Survey on the Paylocity Mobile App

Did you know that you can complete your daily COVID-19 screening survey on the Paylocity mobile app? If you use the app, you can have your survey done in as little as 15 seconds; then you can forget about it for the rest of the day! Make sure you have the Paylocity app downloaded and have notifications turned on so that you can follow these steps!

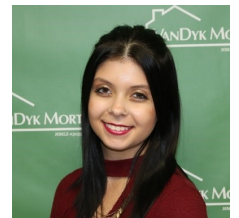


Each morning, you should see a notification on your phone similar to this one. Swipe or click to open it. This will open the Paylocity app, which will prompt you to log in. After logging in, the app should automatically pull up the survey. If it does not, you can also click on the Surveys tab, and access your daily survey through there.



You should now see the daily survey assigned to you. Click on it, answer the questions, and don't forget to hit complete when you're done!

By: Sarah Shilling
HR Generalist





June 2020 | CORPORATE NEWSLETTER

Quote of the Month

“Difficulties are meant to rouse, not discourage. The human spirit is to grow strong by conflict.”

William Ellery Channing

This year we are introducing our “Hero List”, a ranking of the top originators and teams in the company based on the number of units produced each month and year to date. We congratulate everyone who is on the list and encourage you to strive to make your way up the list!

**TOP
20
LOs
YTD**

Loan Originator	Units	Rank
Daen Manriquez	118	1
Tim Hart	114	2
Justin Kelly	98	3
Joe White	87	4
Shawn Miller	81	5
Stephen Katz	77	6
Chris Kenworthy	68	7
Adam Wilson	63	8
Joseph Longobardi	62	9
Leith Grasteit	61	10
Jon Stoneburner	60	11
Amy Garmon	55	12
Brian Forrester	53	13
Mario Flores	50	14
Bill McDonald	50	14
Patti Adamson	47	16
Keith Riley	46	17
Michael Burchette	43	18
Caitlin VanDyk	41	19
Frank Dippold	41	19
Daren Crockett	41	19

**TOP
20
TEAMS
YTD**

Branch	Manager/Lead	Units	Rank
724	Justin Kelly	239	1
204	Wilson/Grasteit	192	2
723	Shawn Miller	190	3
493	New Mexico	145	4
530	Chris Kenworthy	130	5
212	Michael Burchette	128	6
517	Stephen Katz	125	7
131	Mario Flores	120	8
235	Daen Manriquez	119	9
453	Tim Hart	114	10
401	Young/Viox	113	11
714	Tampa Corporate	111	12
123	Grand Rapids	100	13
511	Joe White	88	14
208	Amy Garmon	87	15
200	Daren Crockett	83	16
721	Brian Forrester	79	17
488	Shawn Landez	75	18
511	Jon Stoneburner	75	18
224	Frank Dippold	68	20

*These lists are compiled using numbers from the previous month.



TOP 20 TEAMS for May 2020*

Branch #	MANAGER/LEAD	Units	Rank	Branch #	MANAGER/LEAD	Units	Rank
724	Justin Kelly	73	1	517	Stephen Katz	28	11
204	Wilson/Grasteit	59	2	208	Amy Garmon	25	13
723	Shawn Miller	50	3	212	Michael Burchette	25	13
235	Daen Manriquez	37	4	224	Frank Dippold	22	15
401	Young/Viox	37	4	123	Grand Rapids	21	16
493	New Mexico	36	6	511	Joe White	19	17
721	Brian Forrester	35	7	488	Shawn Landez	18	18
530	Chris Kenworthy	34	8	211	Bielecki/Schwartz	17	19
131	Mario Flores	31	9	200	Daren Crockett	16	20
714	Tampa Corporate	30	10	727	Peggy Bradshaw	16	20
453	Tim Hart	28	11				

*These lists are compiled using numbers from the previous month.



TOP 20 ORIGINATORS for May 2020

Loan Originator	Units	Rank
Justin Kelly	45	1
Daen Manriquez	36	2
Tim Hart	28	3
Brian Forrester	23	4
Adam Wilson	22	5
Leith Grasteit	22	5
Joe White	19	7
Joseph Longobardi	18	8
Amy Garmon	17	9
Chris Kenworhty	16	10
Frank Dippold	16	10

Loan Originator	Units	Rank
Shawn Miller	16	10
Rob Young	15	13
Stephen Katz	15	13
Patti Adamson	13	15
Peggy Bradshaw	13	15
Brittney Bennett	12	17
Laura Leavines	12	17
Daniel Magnano	12	17
Denny Umphreys	11	20
Rick Bennett	11	20
Shawn Bloom	11	20

*These lists are compiled using numbers from the previous month.

Happy Birthday!

June 1	Ken Frachiseur
	Rich Passanante
	Howie Sacks
	Samantha Tackett
June 2	Casey Albert
	Tyler Moya
	Melissa Riddle
June 4	Erin Nivison
June 5	Dylan Dengelegi
	Brian Dinsmore
	Kelly Mclaughlin
June 7	Allison Dippold
	Caitlin VanDyk
June 8	Nathan Tschappler

June 9	John Jones
	Tricia Woods
June 11	Natalie Archuleta
June 14	Kelly McDonald
June 16	Patty Lacey
	Mitch Macomber
June 17	Laura Lella
June 18	Kevin Walker
June 19	Julie Campbell
June 20	Lisa Sanford
	Amber Workman
June 21	Austin Bell
	Lindsay Carmody
	Rebecca Hilderbrant

June 22	Kyle Fournier
	Jason Hornback
June 23	Denny Umphreys
	Jessica Yinger
June 25	Charlie Kemp
	Sherri Russet
June 27	Daren Crockett
	Karen Ferranti
	Matthew Hunter
June 28	Michelle Locke
	Samantha Staley
June 29	Gabby Yulis
	David Kelly



Melissa Allen
Paola Calderon
Latoya Harris
Hunter Kanuszewski
Michelle Miller
Ben Olsen
Jennifer Pereida
Cathy Storms



Courtney Eley
Lawrence Green
David Lerer
Darnell Mahone
Jessica Rodriguez-Mendez
Yesenia Sifuentes



Angela Hart
Sheri Rubacha



Holly Anderson
Deana Daniels
Krisanne Dearden
Monique Garcia
Melissa Helfer
Shannon Russell
Kathleen Rutherford



Alec Coleman
Amy Lyn Cornwell
Daren Crockett
Jorge Giral
Cody Heyboer
John Marras
Brian Morgan
Cynthia Sena
Lisa York



Megan Crowley
Matthew Heeringa
Deborah Lawson
Christy Schwartz



Melissa Riddle



Ryan VanDyk



Dawn Anderson



Joe White



Tracy Lucas
Collette Peters



Brian Skaar



James Beebe



Charlie Sundstrom

HAPPY
Anniversary!



Bailey Powell
Processor Assistant Intern
Department 493
Albuquerque, NM

Bailey is thrilled to be joining VanDyk Mortgage! Bailey was born and raised in Albuquerque, NM. She strives to do everything she can to ensure that the customer is satisfied with their service. Bailey loves cats, plants and fitness. Welcome to the team Bailey!



Dominica Fusaro
Transaction Coordinator
Department 211
Mission Viejo, CA

Dominica is thrilled to be joining VanDyk Mortgage. She was born and raised in Cincinnati, OH. There she attend Anderson High School and went on to attend University of California. Dominica has been in the mortgage industry for three years. She is passionate about providing her clients with the best service possible and partnering with them to achieve their goals. In her free time she loves to paint practice yoga and travel. Welcome to the team Dominica!



Lisa Blake
Branch Manager
Department 231
Boerne, TX

Lisa is excited to be joining VanDyk Mortgage! Lisa was born in Ohio and raised in Florida. She aims to be as helpful as she can be so she can calm any fears her clients may have.

In her spare time Lisa works with a local youth group.
Welcome to the team Lisa!



Taylor Locke
IT Intern
Department 001
Clearwater, FL

Taylor is excited to be joining VanDyk Mortgage! Taylor was born and raised in Parkland, FL. He aims to always put his customers first. Taylor is currently a full time student at

Florida State University. In his free time he enjoys spending time with friends and family. Welcome aboard Taylor!



Vicki Wu
Loan Originator
Department 224
Parsippany, NJ

Vicki is excited to be joining VanDyk Mortgage! Vicki was born in New York City and raised in Clifton, NJ. She has high expectations for service so she treats her clients as if they have those same expectations. In Vicki's free time she is a mixed media artist and is also the Director of the Creative Women's Collective in Montclair, NJ. Welcome aboard Vicki!



Jonathon Steele
Transaction Coordinator
Department 453
Fort Myers, FL

Jonathan is excited to be joining VanDyk Mortgage! Jonathan was born in Hesston, Kansas. He is new to the industry and excited to learn.

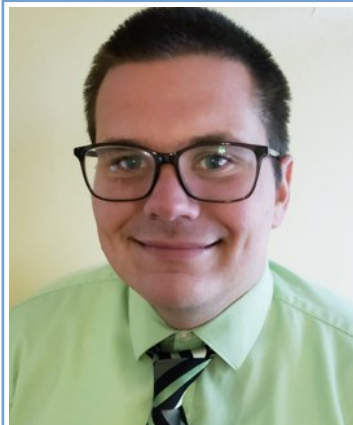
Jonathon's customer service philosophy is ensuring that the needs of each individual customer are met with speed and accuracy. His attention to detail and desire to provide the best service set him apart from the others. In his spare time he enjoys being with family, reading and collecting fountain pens. Welcome to the team Jonathon!



Mark Farley
Pacific Northwest Divisional Manager
Department 228
Snohomish, WA

Mark is thrilled to be joining VanDyk Mortgage. Mark was born and raised in Weiser, Idaho. He went to Weiser High school and attended Idaho State University. Mark brings over 40 years of

experience to VanDyk. When dealing with customers, Mark has always been respectful of his customers and the ability to help them in any way possible. Welcome aboard Mark!



Travis Chorny
Loan Originator
Department 131
Muskegon, MI

Travis is eager to learn more about the mortgage industry in his first year as a Loan Originator. He was born and raised in Muskegon, MI and attended Western Michigan University. When dealing with clients, he is eager to serve the best needs of the customer to have a great outcome. Travis strives to teach and advise the customer through the process of getting a mortgage. In his spare time he loves

playing and watching sports and staying physically active. Welcome to the team Travis!



WELCOME
to the
FAMILY

This month we would like to take a moment and welcome the newest additions the VanDyk Family!

Levi Johnson, son of Jonathan and Dana Johnson. He is pictured with his wonderful sister Norah.
Born May 25th, 7lbs 15oz, 20.5 in.



Meet Blake Aniston Bennett, beautiful daughter of Brittney and Zach Bennett and sister to Cason. Born May 28th at 12:38am. 9lbs and 20.5 inches long.



SAVE *the* DATE

**VANDYK MORTGAGE CORPORATION
2021 FLY-IN
FEBRUARY 28TH - MARCH 2ND***

HILTON CLEARWATER BEACH
400 MANDALAY AVE. CLEARWATER, FL 33767

*DATES ARE SUBJECT TO CHANGE IN THE EVENT OF A LEVEL THREE TRAVEL ADVISORY



DEPARTMENT DIRECTORY

ACCOUNTING

Appraisal Billing

All questions relating to appraisals, this includes VA, invoices and payments, and any other general accounting questions:

accountingclerk@vandykmortgage.com.

Check and Wire Requests

All check and wire requests go through the intranet under accounting department and then accounting request forms.

Expense Approvals and Account Authorizations

All expenses requiring approval from Accounting or questions regarding expenses should be directed to: accounting@vandykmortgage.com.

Invoices, Bills and Expense Report Questions

Any items needing to be paid or reimbursed. This includes all questions regarding submitted bills and expense reports: bills@vandykmortgage.com.

PNC Credit Card Issues, Receipts & Monthly PNC Report

Receipts for items paid on the PNC company credit card, monthly PNC reports and any general questions regarding PNC credit card transactions should be directed to: receipts@vandykmortgage.com.

Vendor Relations

Any vendor-related inquiries relative to a new vendor seeking to do business with VanDyk Mortgage, or a current vendor with questions or concerns, please contact: vendorapproval@vandykmortgage.com.

CLOSING & WIRES

Closing

Closing issues and questions should be directed to:

Monique Garcia, Assistant Closing Manager

mgarcia@vandykmortgage.com

Ryan VanDyk, VP of Origination Compliance

rvandyk@vandykmortgage.com

Wires

Wire issues and questions should be directed to:

wirespecialists@vandykmortgage.com

COMPLIANCE

All compliance-related questions and communications should be directed to:

compliance@vandykmortgage.com

AD Approval

Ad approval is for any items that may face the general public. This varies anything from a business card for loan originators to review of social media pages, please email:

adapproval@vandykmortgage.com

Title Approval

For renewing or adding either Title Companies or Escrow Companies to our approved list please email: titleapproval@vandykmortgage.com

FUNDING DOCUMENT REVIEW

Funding Document Review and Funding Number issues and questions should be directed to:

fundings@vandykmortgage.com

Dakota (Cody) Heyboer, Loan Delivery Team Lead

cheyboer@vandykmortgage.com

Angela Corson, Loan Delivery & Funding Manager

acorson@vandykmortgage.com

Jon Barnes, Chief Secondary Officer

jbarnes@vandykmortgage.com

HUMAN RESOURCES/PAYROLL

Company 401(k) Plan

Questions regarding the Company's 401(k) plan can be directed to: 401k@vandykmortgage.com

Employee Benefits

PTO balances and requests, health, dental, vision, FSA, or any other benefit-related questions should be directed to: benefits@vandykmortgage.com.

Employee Complaints

Any employee-employee complaints can be directed to hrconcerns@vandykmortgage.com where the communication will be contained and kept confidential. Additionally, this email can also be used for all employee suggestions, questions, or issues with established rules of conduct, policies, or practices. No employee will be penalized, formally or informally, for voicing a complaint in a reasonable, business-like manner.

HR continued on next page

HUMAN RESOURCES/ PAYROLL

Payroll

Questions regarding commission calculations, bonuses, processing payroll, direct deposit, and W4 changes should be directed to payroll@vandykmortgage.com.

New Hires, Terminations, and Time Clock

Requests to hire, questions about the onboarding process, employee transfers, employee terminations, exit interviews, and time clock issues can be directed to hr@vandykmortgage.com

Referrals

All employee referrals and fee splitting approvals should be directed to referral@vandykmortgage.com

Timesheets

Completed employee timesheets should be submitted to timesheets@vandykmortgage.com.

Technology

IT and Encompass Support

For any IT or Encompass related issues, questions on computers, phones, or company software please create a help desk ticket at helpdesk.vdmc.net

Legal

Consumer Complaints

If, for any reason, you encounter a customer who is dissatisfied with the service or product he or she has received please direct them to the "Complaints Resolution" link found at the bottom of vandykmortgage.com. This online complaint form must be filled out to begin the process. If a complaint is received by a phone call, please direct them to the complaint portal on the company website. Any issues with the complaint process can be directed to: complaints@vandykmortgage.com.

Legal Issues and Regulatory Actions

Notices of pending legal or regulatory actions require immediate attention. Please direct all matters to: legal@vandykmortgage.com.

Lending

Post-Closing issues and questions should be directed to: postclosing@vandykmortgage.com.

Licensing

Licensing issues or questions can be directed to: licensinginfo@vandykmortgage.com

Marketing

We provide VanDyk Mortgage's branches and individual loan originators with material as needed. For design and marketing requests please visit: marketing.vdmc.net/

SECONDARY MARKETING

Lock Desk

Questions regarding locking a loan, lock extensions, changes to locked loans and pricing engine logins can be directed to secondary@vandykmortgage.com.

SERVICING

Questions regarding interim serviced loans, VanDyk serviced loans, and where a borrower should make their payment can be directed to: servicemyloan@vandykmortgage.com