

CORPORATE NEWSLETTER



September 2020

Table of Contents



Featured Article	2
HR Corner	4
Health & Fitness	5
Quote of the Month	7
Positive Advice	8
Top 20 LO's and Teams	9
Top 20 Teams-Monthly	10
Top 20 Originators-Monthly	11
Employee Shout Outs	12
Birthdays	13
Anniversaries	14
Department Directory	15

SEPTEMBER 2020

The Refinancing Boom is Just Getting Started

But do lenders have the capacity to handle more volume?

James Kleimann

Even with refinancings driving a record \$1.1 trillion in originations in the second quarter and testing the limits of lenders' capacity, LOs, mortgage executives and economists say all the conditions are right for a string of even bigger quarters.

According to a report this week by data and analytics firm **Black Knight**, there are over 19 million high-quality refinance candidates in America, representing 43% of all 30-year mortgage holders. (There were about 11.7 million eligible homeowners this time last year.)

Black Knight defines "high-quality" refinance candidates as those with credit scores of 720 or higher, who hold at least 20% equity in their homes, are current on their mortgage payments, and could shave at least 0.75% off their first rate lien by refinancing.

If all 19.3 million candidates were to refinance, the average savings would amount to \$299 a month, an aggregate of \$5.3 billion, the data firm's researchers found. More than 7 million could save at least \$300 a month, while 2.5 million could save \$500 a month or more, Black Knight said.

"Even with everything going on in the broader economy, we're still seeing record levels of refinancings out there, simply because rates are sitting at 2.86%," said Andy Walden, director of market research at Black Knight.

Locks on refinance loans that are expected to close in the third quarter (assuming a 45-day lock-to-close timeline) are up 20% from Q2, per Black Knight, suggesting that Q3 2020 refi volumes could eclipse the record-setting second quarter.



- SEPTEMBER 2020

Featured Article Continued

“With rates near historic lows, millions of consumers have an opportunity to find savings by refinancing and, in many cases, significantly lowering their interest rate and monthly payments,” said Will Pendleton, Senior Managing Director of third party originations at Home Point Financial. “We feel that the low-rate environment is likely to persist well into 2021, and a great amount of focus in the lending community is on building capacity to meet the explosion of consumer demand.”

Several mortgage executives and LOs told HousingWire that some lenders don’t have the infrastructure to handle the existing pipeline, and could struggle to process a greater number of applications in the ensuing quarters.

“I think it’s going to be busy well into next year, if not longer,” said Stan Middleman, the CEO of **Freedom Mortgage**. “The protracted level of interest rates being low would seem to indicate that it will be a while until the refis play out. One of the reasons it was only \$1.1 trillion last quarter was that the industry was not built out to the appropriate capacity necessary.”

Adapted from HousingWire

We are aggressively hiring talent to provide the capacity necessary to support the workload. We are still offering an amazing employee referral bonus! Do you know someone in your network who would be a good fit at VanDyk in any of these roles?

- **Underwriter**—\$3,000 referral bonus
- **Closer**—\$2,000 referral bonus
- **Origination Compliance Specialist**—\$1,000 referral bonus

For more information on the employee referral program, please email us at hr@vandykmortgage.com.

Human Resources

HR Corner

Employee Annual Training Postponed!

The month of August flew by, and I wonder how many of you noticed that no emails were sent by HR regarding **Annual Employee Trainings**.

Well, we are skipping the Annual Employee Training for 2020! Yes, you read that correctly! (Except for new hires of course).

That's because a number of you requested that we move the training month to a time when we are not as busy. As a result of your feedback, moving forward, we will be holding this training during the month of **January!** Come December you can expect to receive notifications to complete the following modules:

- **Anti-Money Laundering**
- **Cyber Security**
- **Red Flags Training**
- **Sexual Harassment Prevention**
- **Equal Treatment and Fair Lending**
- **Gramm-Leach Bliley**
- **Marketing Compliance**
- **Safe Act Licensing**



You can expect to complete these modules in 1.5 hrs. We've made the trainings concise and easy for you to get to the correct answer.

The training modules are housed in our Company Intranet site within *VanDyk Mortgage Academy*. Icon pictured above.

You will have from Jan 2nd – 31st to complete this training.

More to follow in the months to come!

By: Margarita Hays
HR Manager



Have you been trying to get healthier? Are you interested in helping your colleagues do the same?

Do you like friendly competitions?

If so, we have the perfect opportunity for you. Our health care provider, Blue Cross Blue Shield of Michigan, is hosting a free and fun weight-loss challenge called *Win by Losing*. Last spring our employees lost a total of 94.4 pounds!

Challenge overview:

The competition runs from September 21st to November 20th, 2020. You're invited to be part of the VanDyk Mortgage team! Are you up to the challenge? It is a great way to help support – and motivate you to achieve your health goals throughout the year. But this is not just a chance for us to lose as many pounds as possible; it is a competition, too. We will compete against other Blue Cross Blue Shield and Blue Care Network group customers for coveted **bragging rights AND a team trophy**. In addition to that, the winning team will also receive **stainless steel water tumblers** for each of the individuals on the team.

Need a little extra motivation? Since *Win by Losing* launched in 2009, over 187,000 pounds have been lost by participants! If that's not impressive, then I don't know what is.

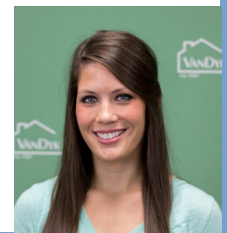
How to Enter the Challenge:

- Each of the employees participating in the challenge will email Shelby Losinski at slosinski@vandykmortgage.com their starting weight **by September 16th**. Your individual weight will be kept confidential.
- Weekly check-ins with your new weight will need to be emailed to Shelby every Thursday (or by Friday morning at the latest) each week.
- Shelby will submit the group total weight number to BCBSM every Friday afternoon.
- Final check-in date will be November 20th.

If you would like to join VanDyk's *Win by Losing* challenge, please email Shelby Losinski at slosinski@vandykmortgage.com by September 16th. The more the merrier! The challenge will conclude on November 20th.

We are looking forward to your participation in this fun-filled team competition!

By: Shelby Losinski
Licensing Specialist



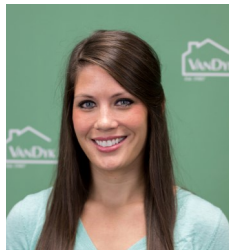
Recipe of the Month:

Chicken Enchiladas

Yields 6 servings

Ingredients:

- 1 tablespoon butter
- ½ cup chopped green onions
- ½ teaspoon garlic powder
- 1 (4 ounce) can diced green chiles
- 1 (10.75 ounce) can condensed cream of mushroom soup
- ½ cup sour cream
- 1 ½ cups cubed cooked chicken breast meat
- 1 cup shredded Cheddar cheese, divided
- 6 (12 inch) flour tortillas
- ¼ cup milk



By: Shelby Losinski
Licensing Specialist



Directions:

Preheat oven to 350 degrees F. Lightly grease a large baking dish.

In a medium saucepan over medium heat, melt the butter and sauté the green onion until tender (about 3 to 4 minutes). Add the garlic powder, then stir in the green chiles, cream of mushroom soup, and sour cream. Mix well. Reserve ¾ of this sauce and set aside. To the remaining ¼ of the sauce in the saucepan, add the chicken and ½ cup shredded Cheddar cheese. Stir together.

Fill each flour tortilla with the chicken mixture and roll up. Place seam side down in the prepared baking dish.

In a small bowl, combine the reserved ¾ of the sauce with the milk. Spoon this mixture over the rolled tortillas and top with the remaining ½ cup of shredded Cheddar cheese. Bake in the preheated oven for 20-30 minutes, or until cheese is bubbly. Enjoy!

Quote of the Month



A GREAT ATTITUDE

becomes a great mood.

A great mood becomes a great day.

A great day becomes a great year.

A great year becomes a great life.

- Unknown Author

Time Management Strategies of Highly Effective People—Part I

Are you finding it difficult to get it all done? Take a look at these strategies and consider implementing them into your daily routine.

- 1. Plan out Each Day** – Many people find it helpful to take a few minutes before the end of the work day to put together their agenda for the next day. I find this especially helpful when Monday morning comes around. Without a plan, I feel a bit lost looking through my notes from the previous week trying to determine what should be the priority of the day. Take a step back and decide the who, what, when, where, what, when, and how of any intricate responsibilities you have for the next day. Be sure to leave open spaces on your calendar to allow for the unexpected assignments that come your way.
- 2. Prioritize Your Daily, Weekly and Monthly Tasks** – Along with your daily planning session, you should identify the priorities for the upcoming days, weeks, and even months. Keeping tabs on future tasks will allow you to disperse your workload in a way that avoids making you overly busy or stressed. Doing so enables you to establish a more structured routine for your daily goals and remain productive throughout the week.
- 3. Use Time Management Tools** – One of the best things you can do to manage your time more wisely is by using as many tools as necessary to support your position. There are tons of computer programs, smartphone apps that can make your life easier with a simple download. Experts say that adding one time management tool to your repertoire can save you hours of work each week.
- 4. Do Not Multitask** – Multitasking inhibits performance with a 40% drop in productivity. If you take a moment to think about this statistic you'll discover that you can accomplish twice as much in a workweek when you only work on one thing at a time. Things like listening to relaxing music don't count as multitasking as they can have productivity benefits.



Margarita Hays,
Human Resource Mgr.

Stay tuned for more Time Management Strategies in next months' newsletter!

Adapted from 12 Time Management Strategies of Highly Effective People by Logan Derrick

September 2020 | CORPORATE NEWSLETTER Hero's list for August

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!

Loan Originator	Units	Rank
Daen Manriquez	211	1
Timothy Hart	194	2
Justin Kelly	169	3
Shawn Miller	164	4
Joseph White	148	5
Stephen Katz	138	6
Chris Kenworthy	125	7
Joseph Longobardi	112	8
Leith Grasteit	111	9
Mario Flores	109	10
Adam Wilson	107	11
Bill McDonald	105	12
Brian Forrester	104	13
Amy Garmon	95	14
Keith Riley	89	15
Patricia Adamson	85	16
Daren Crockett	85	16
Shawn Landez	82	18
Robert Young	78	19
Sean Moore	77	20

Branch	Manager/Lead	Units	Rank
724	Justin Kelly	418	1
723	Shawn Miller	342	2
204	Wilson/Grasteit	341	3
493	New Mexico	280	4
530	Chris Kenworthy	238	5
714	Tampa Corporate	238	5
131	Mario Flores	230	7
401	Young/Viox	224	8
517	Stephen Katz	224	8
212	Michael Burchette	213	10
235	Daen Manriquez	212	11
453	Tim Hart	196	12
123	Grand Rapids	195	13
208	Amy Garmon	156	14
200	Daren Crockett	155	15
721	Brian Forrester	154	16
488	Shawn Landez	149	17
511	Joe White	149	17
586	Bill McDonald	137	19
211	Bielecki/Schwartz	106	20

TOP
20
LOs
YTD

TOP
20
TEAMS
YTD

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



TOP 20 TEAMS for August*

Branch #	MANAGER/LEAD	Units	Rank
723	Shawn Miller	56	1
204	Wilson/Grasteit	53	2
724	Justin Kelly	50	3
714	Tampa Corporate	46	4
493	New Mexico	44	5
131	Mario Flores	42	6
123	Grand Rapids	41	7
530	Chris Kenworthy	41	7
517	Stephen Katz	35	9
401	Young Viox	31	10
212	Michael Burchette	31	10

Branch #	MANAGER/LEAD	Units	Rank
586	Bill McDonald	28	12
208	Amy Garmon	27	13
721	Brian Forrester	26	14
200	Daren Crockett	25	15
235	Daen Manriquez	25	15
218	Josh Manning	22	17
545	Brian Eddy	22	17
211	Bielecki/Schwartz	22	17
488	Shawn Landez	21	20
511	Joe White	21	20

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



September 2020 | CORPORATE NEWSLETTER

TOP 20 ORIGINATORS for August*

Loan Originator	Units	Rank	Loan Originator	Units	Rank
Shawn Miller	28	1	Brian Eddy	20	10
Mario Flores	27	2	Brian Forrester	19	12
Chris Kenworthy	25	3	Timothy Hart	18	13
Daen Manriquez	25	3	Daren Crockett	18	13
Bill McDonald	25	3	Joseph Longobardi	15	15
Adam Wilson	22	6	Leith Grasteit	15	15
Justin Kelly	22	6	Keith Riley	14	17
Stephen Katz	22	6	Brent Verleger	13	18
Joseph White	21	9	Patricia Adamson	13	18
Sean Moore	20	10	Amy Garmon	12	20
			Michael Burchette	12	20

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

EMPLOYEE SHOUTOUTS



Dear Tracy, Andrea and Team,

Thank you so much for this awesome Clear to Close!! Tracy and Andrea, I know that at the last minute, our client came up with a gift we weren't expecting, but both of you were so helpful in getting the information and clearing the loan so quickly! I am so grateful to you and also John and Kristina and Yolanda for the set up and flow of the file and Geoffrey for getting that CD out today so we can make our closing on Tuesday!!!

Hurray!! And even more exciting, this was my first loan in over a year from an agent who was number one in my KWST office this past month. Her GCI was \$95K for the month of August!!! So I am sure she has clients to give us... She actually sent this young man, Mitch to me 3 years ago, and he took 3 years to actually pull the trigger. This was such a smooth transaction that I am sure Karla will be sending us more again in the very near future!

Again THANK YOU ALL!

We have the BEST TEAM IN THE WORLD!!!

I LOVE MY VANDYK FAMILY



Peggy Bradshaw

September 2020 | CORPORATE NEWSLETTER



September 1	Tiffany Buck		Elizabeth Hole		Janet Hopp
	Heather Cox		Gina DeLuca-Mascolo	September 23	Jessica Rodriguez
September 4	Jenny Tiede	September 15	Lynn Smith		James Beebe
September 5	Nickolas DeVries		Ashleigh Newcomb	September 24	Ashley Plummer
	Brian Morgan	September 16	Jeremy Favazza		Kimberlee Harestad
September 6	Kara Youngs	September 17	Veronika Ramirez	September 25	Paul Maccarrone
September 8	Kelley DeCamp	September 18	Nathan Nivison		Mario Morales
	Tim Hart		John McMahon		Rebecca Buikema
September 10	April Ohmer	September 19	Andrea Redfield	September 26	Daen Manriquez
September 11	Donna Orso	September 21	Ciara Jones	September 28	Nancy Meek
September 12	Cheryl Korson		Leigh Ann Kelley		Jonathan Steele
	Sarah Smith		Rosemary Morel	September 29	Gabriela Cernas-Frantz
September 14	Courtney Eley	September 22	Kris Constantino		Rachel Davies
	Monique Garcia		Mariaelena Hays	September 30	Eddie Bielecki



Caitlyn Armendariz
Taryn Chatel
Jonathan Gonzalez
Brad King
Christopher Silvera
Denise Taylor
Jenny Tiede
Trevor Toczydlowski



Kylea Carlston



Andrea Redfield
Adam Wilson



Olha Morekhodova



Andrew Brown
Ashley Favazza
Christine Schrader



Linda Austin
Luke Ham
Emily Kremer



Kalan Walters



Fred Dopman



Lisa Myers



Stephen Katz
Jessica Sirois



Shannon
Reichelderfer



Mario Flores

HAPPY
Anniversary!

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, 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