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**How to Reap Major Rewards on Facebook**  
by Larry Le, Branch Manager

### HOW TO REAP MAJOR REWARDS ON FACEBOOK

#### 1-2 % of Applications Lost

I just closed my third deal with a client who I friended when she bought a car from me over 5 years ago. I never call her, text her, or email her. I just like her social media posts when I see them.

Most people use social media incorrectly. Worse—most people look at social media incorrectly. And it's costing them thousands of dollars—monthly.

Don't feel bad—you didn't know that 'til now.

But I am about to shock you.

According to James Borden from RetainYourClient.com on the podcast Loan Officer Freedom with Carl White, **1-2% of every person's database will apply for a mortgage every single month.**

How many friends on Facebook do you have? Multiply that by 1-2 % and that's how many applications you're missing out on every month.

#### Improve Your Facebook Strategy

Now, if you read what I wrote carefully, I am making 3 **bold** claims about you which will, I bet, make my first statement true.

1. **Your Facebook friends list is a database.**
2. **You don't treat Facebook seriously enough which probably means ...**
3. **...You're not reaping rewards at Facebook.**

The reason why I am saying this is because I've coached thousands of loan officers and real estate agents on social media marketing, and 99% of them are making the same mistakes.

And because of this, they are losing opportunities from their very own friends list—probably to an online lender, which means they are losing money.



## FACEBOOK = BEST CRM

Don't worry—there's hope.

So, how do I propose you solve this problem?

### CHANGE THE WAY YOU VIEW SOCIAL MEDIA.

How do I look at it? A ROBUST CRM full of leads who constantly self updates their profile and DESIRES to be communicated to on a daily basis. Facebook is a FOLLOW UP CRM that uses social media posts as communication. Your daily posts are your drip campaigns.

Once you realize how you should view social media, you will naturally start doing things that will help your social "success".

However, to help you get started, I am going to give you 5 quick tips.

## 5 QUICK TIPS TO REAP MAJOR REWARDS

1. **FRIEND PEOPLE LIKE THEY ARE CLIENTS.** Friend as many people as possible who fit your ideal audience. For me, it's real estate agents who are willing to work with me so I can train them how to post on social media to tap into THEIR database (next level RESIDUAL database mining).
2. **IT'S A MARATHON, NOT A RACE.** Treat everyday as an opportunity to start a conversation. It's called "Micro-Content." Google it. Facebook is not a light switch that turns on a successful business—it is building a connection/relationship with your audience brick by brick. Ask questions. Tell your story honestly. Look up Gary Vaynerchuk's book '*Jab, Jab, Jab, Right Hook.*'

3. **SELL YOU, THE L.O., NOT MORTGAGES.** Do not sell mortgages. Sell yourself. Sell your personality. Sell your passion. Once they buy you, they'll hire you when it's time for a mortgage. By the way, it's okay to make mortgages one of your passions.
4. **FOLLOW AND COPY SUCCESSFUL LOS.** If you do not know what to post, copy others who are doing well. I encourage you to follow and plagiarize me!
5. **TREAT FACEBOOK LIKE A JOB.** Post **EVERYDAY**. Like **EVERYDAY**. Engage **EVERYDAY**. Facebook rewards active members and punishes idle ones. If this is too much commitment, do not use Facebook.

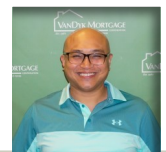
## THE FINAL WORD

If someone from your friends list uses anyone other than VanDyk, you failed. You are better than those lenders and it is YOUR DUTY to make sure everybody on your friends list makes you THEIR "MORTGAGE GUY" when it comes time. You are doing your FRIENDS A DISSERVICE by not making sure they know you're THEIR MORTGAGE PERSON.

My friend (started off as a client) let me do all of her mortgages because she remembered me and trusted me. We talk like we're friends via text and any issues she trusted me to handle. She also provides me 5 star reviews. NOT ONCE did she question me on rates, timeline, loan product or process. Doing loans with people who love and trust you is a lot better than with strangers who just want to shop you for the best rate.

**Good Luck and Have Fun!**

Larry Le —Branch Manager



## Benefit Highlight | July 2021

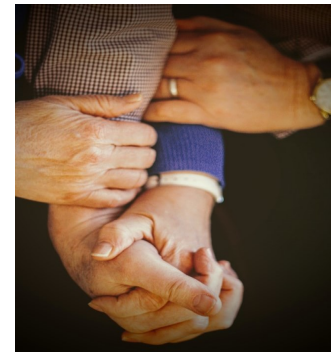
### The Employee Assistance Elder Care Consultation Program

In May's newsletter, I shared my personal experience using our free Employee Assistance Program. However, there is a lot more that the Employee Assistance Program (EAP) offers other than counseling. One of these benefits is Elder Care Consultation.

Many of us are tasked with caring for our mothers, fathers, or grandparents as they begin to age and are no longer able to care for themselves as they once were. Though this is a part of life, this can be a daunting challenge for many people who are working full time, caring for children, or have other high-priority tasks on their plate as well. The good news is Elder Care Consultation can help.

#### What is Elder Care Consultation?

Elder Care Consultation provides telephonic access to an Elder Care Specialist at Pine Rest. This specialist will work directly with you to help you assess your family member's needs. They will also help to provide you with contact information and resources for local care and other servicing options. In other words, the Elder Care Specialist will help guide you through making important choices for your loved one. Elder Care Consultation Resources include education on options for senior housing, care, and resources, careful assessment of the current situation and needs of your loved one to better problem solve, and links to support groups or other senior care organizations.



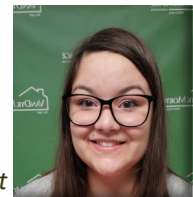
#### How Do I Use the Free Elder Care Consultation?

Using Elder Care Consultation through EAP is easy. All you need to do is call the number at the bottom of this page and identify yourself as an EAP member at VanDyk Mortgage. They will ask you what state you are in and then they will schedule a time to speak to an Elder Care Specialist. Please remember that this is confidential and VanDyk Mortgage will never know which individuals use EAP and/or Elder Care Consultation.

If you have any questions about Elder Care Consultation or the Employee Assistance Program in general, please feel free to email me, or reach out to me on Teams!

**Elder Care Consultation**  
**616.281.6363 x2450**

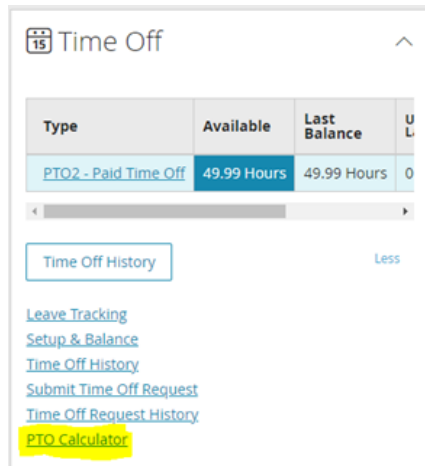
*Devin Thompson—HR Generalist*



# HR Corner | July 2021

## Have you used the PTO Calculator yet?

The PTO Calculator is a great resource to use when trying to plan for trips or calculate how much of a PTO payout you would get at your anniversary. It's located on the self-service portal within Paylocity or the company Intranet under the HR/Payroll shared documents.

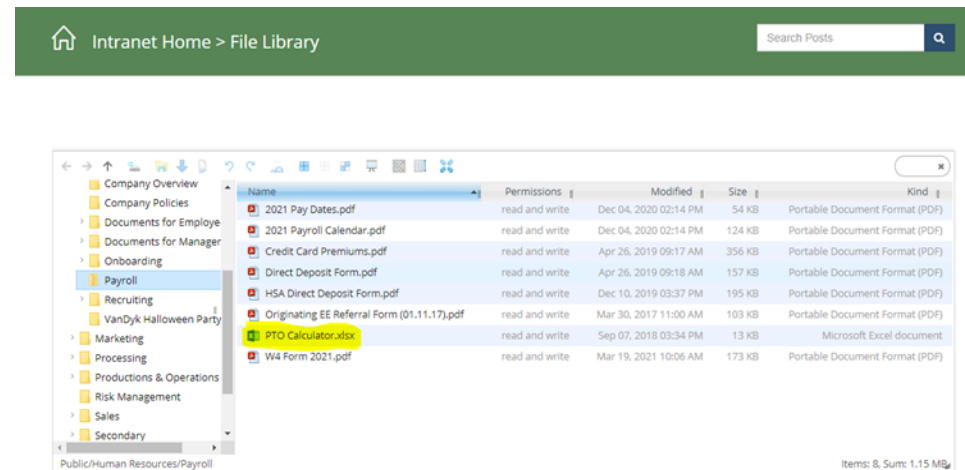


**Time Off**

Type	Available	Last Balance	U L
PTO2 - Paid Time Off	49.99 Hours	49.99 Hours	0

[Time Off History](#) Less

[Leave Tracking](#)  
[Setup & Balance](#)  
[Time Off History](#)  
[Submit Time Off Request](#)  
[Time Off Request History](#)  
[PTO Calculator](#)



Intranet Home > File Library

Name	Permissions	Modified	Size	Kind
2021 Pay Dates.pdf	read and write	Dec 04, 2020 02:14 PM	54 KB	Portable Document Format (PDF)
2021 Payroll Calendar.pdf	read and write	Dec 04, 2020 02:14 PM	124 KB	Portable Document Format (PDF)
Credit Card Premiums.pdf	read and write	Apr 26, 2019 09:17 AM	356 KB	Portable Document Format (PDF)
Direct Deposit Form.pdf	read and write	Apr 26, 2019 09:18 AM	157 KB	Portable Document Format (PDF)
HSA Direct Deposit Form.pdf	read and write	Dec 10, 2019 03:37 PM	195 KB	Portable Document Format (PDF)
Originating EE Referral Form (01.11.17).pdf	read and write	Mar 30, 2017 11:00 AM	103 KB	Portable Document Format (PDF)
<b>PTO Calculator.xlsx</b>	read and write	Sep 07, 2018 03:34 PM	13 KB	Microsoft Excel document
W4 Form 2021.pdf	read and write	Mar 19, 2021 10:06 AM	173 KB	Portable Document Format (PDF)

Items: 8, Sum: 1.15 MB

**Check out these Helpful FAQs:**

**Q:** What is the PTO Calculator used for?

**A:** *The PTO calculator will allow you to calculate your PTO balance as of any date past current day.*

**Q:** Are there any limits to how far in future you can check?

**A:** *Yes, you can only go through 1 anniversary. For example, if your anniversary is 1/11 you can go through any date as far as 1/10/2022.*



## HR Corner | July 2021

### Have you used the PTO Calculator yet? *continued*

#### More helpful Q & A's

**Q:** Where can I find the information I am asked to enter?

**A:** *Your current balance as of today is available on the self-service portal, and your hire date can be found under your employee profile under the company portion.*

#### FAQ about PTO

**Q:** How do I view the days off I have requested/taken?

**A:** *On the home page of Paylocity under the Time Off box, click 'more', then click 'time off request history'. On the next page, click on the 'status' tab, and set the date range for the desired range.*

**Q:** What are my options for carryover and payout?

**A:** *During the month of your anniversary you will have the option to pay out and carry over up to 40 hours. It is best to be sure you have 80 hours or less before anniversary as hours above 80 will be forfeited. Note that for any anniversary in 2021, you may carry over an unlimited amount of PTO, however you are still capped at 40 hours for payout.*

**Q:** When do hours accrue in my balance on Paylocity?

**A:** *Hours accrue, regardless of which accrual tier you are in, on the first pay date of each month.*

**Q:** Why do hours not look like they are being deducted, on the day I take them, from my balance?

**A:** *Hours are processed and taken from balance on each pay date when payroll is processed. For example, if you have 24 PTO hours used from 1<sup>st</sup> through 15<sup>th</sup> those hours will be deducted on the pay date for that pay period.*

**Remember to use this feature the next time you are planning a vacation.**



Mackenzie Wright—HR Generalist

### How To be Successful at Working Remotely

So many of us are either working 100% remote or have chosen a hybrid model. I'm very thankful that VanDyk Mortgage has provided us this flexibility. While working from home offers many benefits, let's not forget that we are still expected to portray a professional image even when working remotely.

*Here are a few tips to consider:*

- 1. Always be presentable when working remotely.** You wouldn't consider it to be professional to roll out of bed and come to work, would you? Why then would some people do this when working remotely? We never know who may need to connect with us virtually on Teams / Zoom etc. Maintaining a professional look elevates your productivity. As the adage goes, 'the better you look, the better you feel, the better you perform.'
- 2. Designate a 'work only space'.** It doesn't matter if your 'work only space' is an entire room or a cute corner desk, this will be the space where you perform and store your work. Such a space helps you to establish a work-life balance because working where you live can be a challenge. Such a space can lessen the potential for stress, burnout, and poor productivity.
- 3. Make your workspace look like an office.**
  - Natural sunlight is one of the best ways to influence the comfort level of your workspace as well as productivity.
  - Low maintenance plants in the office can help to minimize stress levels and improve air quality.
  - For those of you who are unable to do much about the look of your office space, apply a background effect when meeting virtually. Remember, you want to portray a professional image at all times, that includes your office space. Need help on how to do this? Reach out to any of us in Human Resources and we'll be happy to show you how to set up this feature.



### How To be Successful at Working Remotely *continued*

- 4. Eliminate distractions.** By working remotely, the distraction has shifted from the chatty coworker to our family members, roommates and pets all clamoring for our attention. It's important to set up a signal so that they know when not to disrupt you. An example could be when you have your headphones on or when your door is closed. Understandably, this can be a difficult task when you have small children. Most importantly though, when you are on a virtual call, whether you are leading the meeting or simply a participant, be sure your household is aware that you are on a virtual call. Having family members, roommates and pets on camera is not only a distraction for you, but also for others in the meeting. Perhaps you can position your computer in a way that those in your household would not be seen on camera. Definitely a helpful strategy to avoid embarrassing moments – you know what I'm talking about! Another option is to use the background affect on Teams or Zoom as mentioned earlier. Also, try not including a TV in the room.
- 5. Keep healthy snacks on hand.** Remote workers generally have full access to a refrigerator and pantry 24/7. Keeping healthy snacks by your workspace can help for the following reasons:
- It can keep your mood elevated and your mind sharp
  - It will keep you energized throughout the workday
  - You avoid mindless overeating
- 6. Take breaks.** Many remote workers tend to work more when in a home office setting. To avoid burnout, it's vital that you schedule regular breaks. Returning to your task/project after a break helps you to see 'the work' in a new perspective and enables you to discover resolution to issues you previously you didn't think of.
- 7. Communicate with your colleagues.** Communication is a vital aspect of a remote team and helps to build strong connections with your teammates.
- Make time to chat about work and answer or share questions and have a dialogue about a project.
  - Initiate updates about your work progress. This creates a framework for accountability and establishes trust.
  - The use of video conference allows the opportunity to see gestures, expressions and body language thus fosters an environment for brainstorming, creativity and builds connections among your team.

I trust these strategies will be helpful. If you have other helpful tips that would benefit your colleagues, please share them with me and I'll be sure to post them.

Adapted from ShieldGeo.com How to be successful at working remotely.

Margarita Hays—HR Manager





## Beat the Heat

July is typically the hottest month of the year for most states in the US. So, it is very important to make sure you are keeping your body hydrated and protected from the sun's harmful rays. Here are some hydration and sunscreen tips below.

### *Hydration Tips:*

- First thing in the morning, drink a full glass of room temperature water to recover from overnight dehydration.
- Drink at least eight glasses of water a day. Men need about 125 ounces of water daily and women need 91 ounces.
- Whenever you are feeling sleepy or hungry during the day, drink up. Dehydration is a common cause of daytime fatigue and mild hunger.
- Keep a water bottle at your desk or workstation.
- Eat your water. Many fruits like oranges and watermelon contain an abundance of water.



### *Choosing the right sunscreen and how to properly use it:*

- Make sure the sunscreen is water resistant and has a SPF of 30 or higher.
- Choose a broad-spectrum sunscreen that protects the skin from both UVA and UVB rays.
- Do not use a sunscreen if it is expired.
- Reapply your sunscreen every 2 hours.
- Apply sunscreen 15-20 minutes before exposure to the sun.
- Take extra care when you are near the water or sand. These surfaces reflect the rays of the sun causing you to get sunburned more easily.
- If you use the spray kind of sunscreen, make sure to rub it in after you spray it on your skin. That way you will have an even coat instead of streaky coverage.
- Use a lip balm that contains sunscreen with a SPF of at least 30.
- The sun's rays are most intense between 10am-4pm. Limit your sun exposure during that time frame or break it up during those times.
- Be more cautious if you are on any medications. The sunlight may give an unpleasant side effect with your medication. As always, consult your doctor about this prior to any intense sunlight exposure.

## Recipe of the Month | July 2021

### SUMMER KEBABS

#### Ingredients:

- 6 ounces of chicken, cooked and cut into cubes
- 1 zucchini, diced into thick pieces
- 1 bell pepper, diced into thick pieces
- 6 basil leaves

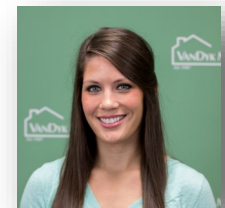
(Note: Feel free to add different veggies)

#### Pesto Sauce:

- 1 bunch basil
- 1 garlic clove
- 1/4 cup olive oil
- Pinch of salt

#### Directions:

On a wooden skewer, add cooked chicken, a piece of zucchini, a piece of bell pepper, and a basil leaf until the entire skewer is filled. In a food processor or blender, combine all ingredients for the pesto sauce until smooth. Put the kebab on a plate and drizzle 1 Tbsp. of the sauce over the skewer. These are also delicious grilled!



Shelby Losinski— Licensing Specialist



# FEELING STRESSED?



**Join us for a Virtual Webinar Presented by our Employee Assistance Program Provider, Pine Rest!**

- **What:** How Stress Affects our Mental Health and Well-being at Work
- Identify ways of managing stress to minimize its impact, and learn how stress affects emotions, cognitive functioning, physical illness, and behaviors.
- **When:** August 11, 2021 from 2 pm-3 pm

The HR Department will provide Zoom meeting link and information via email.

Contact Devin Thompson at [dthompson@vandykmortgage.com](mailto:dthompson@vandykmortgage.com) with any questions.

VanDyk Mortgage Corporation | NMLS#3035 | 2449 Camelot Court SE | Grand Rapids, MI 49546  
(888) 482-6395 | [www.VanDykMortgage.com](http://www.VanDykMortgage.com) | [nmlsconsumeraccess.org](http://nmlsconsumeraccess.org)





## Quote of the Month | July 2021



Go the extra mile. It's never crowded.

# Hero List for June\* | July 2021

## TOP 20 LOs YTD

Name	Units	Rank
Daen Manriquez	158	1
Joseph White	127	2
Shawn Miller	125	3
Timothy Hart, Jr.	116	4
Bill McDonald	94	5
Greg Morga	89	6
Chris Kenworthy	85	7
Mario Flores	84	8
Clyde Penton	84	8
Keith Riley	80	10
Stephen Katz	75	11
Brian Forrester	72	12
Daren Crockett	68	13
Shawn Landez	67	14
Sean Moore	65	15
Joe Longobardi	65	15
Michael Burchette	64	17
Taylor Perry	63	18
Robert Young	61	19
Amy Garmon	60	20
Leith Grasteit	60	20

## TOP 20 TEAMS YTD

Team	Manager	Units	Rank
724	Justin Kelly	355	1
723	Shawn Miller	301	2
131	Mario Flores	242	3
493	New Mexico	240	4
123	Grand Rapids	232	5
204	Wilson/Grasteit	230	6
401	Young/Viox	196	7
714	Tampa Corporate	182	8
235	Daen Manriquez	159	9
453	Tim Hart	159	9
530	Chris Kenworthy	152	11
511	Joe White	140	12
200	Daren Crockett	139	13
208	Amy Garmon	134	14
212	Michael Burchette	133	15
517	Stephen Katz	127	16
586	Bill McDonald	121	17
721	Brian Forrester	120	18
488	Shawn Landez	115	19
238	Greg Morga	113	20

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





# Top 20 Teams for June\* July 2021

Team	Manager	Month Count	Rank
724	Justin Kelly	57	1
131	Mario Flores	55	2
723	Shawn Miller	50	3
493	New Mexico	45	4
123	Grand Rapids	40	5
401	Young/Viox	32	6
204	Wilson/Grasteit	28	7
714	Tampa Corporate	28	7
586	Bill McDonald	27	9
453	Tim Hart	26	10
517	Stephen Katz	23	11
200	Daren Crockett	22	12

Team	Manager	Month Count	Rank
511	Joe White	22	12
530	Chris Kenworthy	22	12
208	Amy Garmon	21	15
238	Greg Morga	21	15
235	Daen Manriquez	19	17
560	Keith Riley	18	18
721	Brian Forrester	18	18
121	Brent Verleger	15	20
230	Josiah Diaz	15	20
488	Shawn Landez	15	20

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

***Congratulations to you all!***



# Top 20 Originators for June\* July 2021

Name	Month Count	Rank
Shawn Miller	22	1
Joseph White	21	2
Bill McDonald	20	3
Mario Flores	19	4
Daen Manriquez	19	4
Keith Riley	18	6
Greg Morga	17	7
Patricia Adamson	16	8
Timothy Hart Jr.	16	8
Vicky Schram	15	10
Robert Young	14	11
Brian Forrester	14	11

Name	Month Count	Rank
Joe Longobardi	14	11
Clyde Penton	14	11
Sean Moore	13	15
Justin Kelly	13	15
Jennifer Monahan	12	17
Daren Crockett	12	17
Howard Sacks	11	19
Brent Verleger	10	20
Darnell Mahone	10	20
Nichole Goade	10	20

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

***Well done to everyone!***

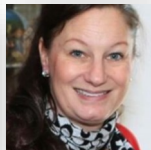
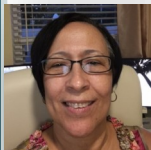
## TEAMWORK

**Julie Bacon would like to recognize the following people who assisted with working on difficult files and helping the clients close!**

**Michelle Locke** followed the loans closely and made sure all VOEs and insurance documents were ready to go once we had clear to close without ANY warnings or direction since the rest of the team was busy putting out fires.



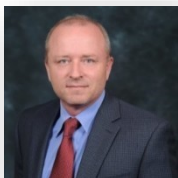
These individuals COMPLETELY stepped up on files and helped handle both the realtors and buyers with EXCELLENT communication and empathy during the times while I was out. These were tough files and because of **Donna Orso and Scarlett Gleeson's** actions, all parties understood why. VanDyk Mortgage and my reputation not only remained intact, but may have strengthened.



**Kala Murphy & Lisa Myers** were extremely gracious and patient with all submissions and worked VERY late in order to issue CTC's to be able to close the loans on time.



**Taryn Chatel** was on the phone with me for hours when I wasn't able to switch programs and redesign the loans to Encompass. She's kind of a magician!



**Todd Steadman & Rich Passanante** for calling HUD and got us answers!!

# Birthday List | July 2021

July 1st	Mickie Gomez	July 11th	Sarah Casagrande		David Vega
	Mary Montes		CR Marciano	July 26th	Jami Wright
July 2nd	Sahn Madrid	July 12th	Kristine Kuss	July 27th	Shannon Russell
	Brianna Penton	July 13th	Jeannie Alonzo	July 29th	Cody Heyboer
July 4th	Antonio Flores		Ryan Atkins		Shawn Miller
July 5th	Eric Dunlap		Mariko Stusse	July 30th	Jenna Francis
July 6th	Randy Creed	July 14th	Sarah Baisley		Elizabeth Kuehnau
July 8th	Carol Baic		Shawn Landez		Todd Steadman
	Johanna Fumero	July 17th	Rickie Bennett, Jr.	July 31st	Ruthanne Kohn
	Zuzana Kivakaite		Brent Verleger		
	Ginger Thornton	July 18th	Vicky Schram		
July 9th	Adam Fry		Christy Schwartz		
	Bryan Lovell	July 19th	Kate Deiboldt		
	Nicholas Patides	July 22nd	Brian Ferguson		
	Robert Young	July 24th	Laura Leavines		
July 10th	Jo Harvey		Lee Simanek		
		July 25th	Brian Eddy		

# Anniversary List | July 2021



Clint Anderson  
Margo Bock  
Alexis Crockett  
Shane Flanagan  
Stephanie Helie  
Ruthanne Kohn  
Miso Konovalov  
Aaden Quinn  
Josh Thiele  
Jon Tinker  
Jack Verleger  
Jovonna Vicens  
Sarah Burton  
Caitlin Hagner  
Santino Rumore  
Phil Stoddart



Jacqueline Amick  
Kelsey Beam  
Jami Wright  
Heidi Parkinson



Sarah Smith  
Mary Spirou



Randy Creed



Heather Cox  
Rhonda Francis  
Michelle Locke



Tanya Canarte  
Carrie Edgeron  
Thor Grasteit  
Ashleigh Newcomb  
Natalie Nieto  
April Ohmer



Ashley Straight



Justin Meade  
Alicia Nyquist  
Jami Reilly  
Kelly Sherwood  
Rayna White-Jenkins



Jacob Keglör



Nicole Erickson  
Gabrielle Yulis



Daniel Neuman





## Anniversary List | July 2021



Keith Riley



Joe Dishinger



Tom VanDyk



# Department Directory | July 2021

## **ACCOUNTING**

### Appraisal Billing

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

[accountingclerk@vandykmortgage.com](mailto: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](mailto: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](mailto: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](mailto: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](mailto:vendorapproval@vandykmortgage.com)

## **CLOSING & WIRES**

### Closing

Closing issues and questions should be directed to:

**Monique Garcia, Closing Manager**

[mgarcia@vandykmortgage.com](mailto:mgarcia@vandykmortgage.com)

ECD updates, Rushed closing requests and any CD inquiry or request should be directed to:

**Matt Heeringa, Closing Coordinator**

[mheeringa@vandykmortgage.com](mailto:mheeringa@vandykmortgage.com) and Lisa

**Fernandez, Closing Coordinator**

[lfernandez@vandykmortgage.com](mailto:lfernandez@vandykmortgage.com)

**Ryan VanDyk, VP of Origination Compliance**

[rvandyk@vandykmortgage.com](mailto:rvandyk@vandykmortgage.com)

### Wires

Wire issues and questions should be directed to:

[wirespecialists@vandykmortgage.com](mailto:wirespecialists@vandykmortgage.com)

## **COMPLIANCE**

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

[compliance@vandykmortgage.com](mailto:compliance@vandykmortgage.com)

### Title Approval

For renewing or adding either Title Companies or Escrow Companies to our approved list please email:

[titleapproval@vandykmortgage.com](mailto:titleapproval@vandykmortgage.com)

## **FUNDING DOCUMENT REVIEW**

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

[fundings@vandykmortgage.com](mailto:fundings@vandykmortgage.com)

**Dakota (Cody) Heyboer, Loan Delivery Team Lead**

[heyboer@vandykmortgage.com](mailto:heyboer@vandykmortgage.com)

**Angela Corson, Loan Delivery & Funding Manager**

[acorson@vandykmortgage.com](mailto:acorson@vandykmortgage.com)

**Jon Barnes, Chief Secondary Officer**

[jbarnes@vandykmortgage.com](mailto:jbarnes@vandykmortgage.com)

**Liz Eyer, Post Close Operations Team Lead**

[leyer@vandykmortgage.com](mailto:leyer@vandykmortgage.com)

## **HUMAN RESOURCES/PAYROLL**

### Company 401(k) Plan

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

*HR continued on the next page*



# Department Directory | July 2021

## **HR Continued**

### **Employee Complaints**

Any employee-employee complaints can be directed to [hrconcerns@vandykmortgage.com](mailto: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.

### **Payroll**

Questions regarding commission calculations, bonuses, processing payroll, direct deposit, and W4 changes should be directed to [payroll@vandykmortgage.com](mailto: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](mailto:hr@vandykmortgage.com)

### **Referrals**

All employee referrals and fee splitting approvals should be directed to: [referral@vandykmortgage.com](mailto:referral@vandykmortgage.com)

### **Timesheets**

Completed employee timesheets should be submitted to: [timesheets@vandykmortgage.com](mailto:timesheets@vandykmortgage.com)

## **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](http://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](mailto: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](mailto:legal@vandykmortgage.com)

### **RESPA Concerns or Issues**

Please direct to:  
[RESPA@vandykmortgage.com](mailto:RESPA@vandykmortgage.com)

## **LENDING**

Post-Closing issues and questions should be directed to:

[postclosing@vandykmortgage.com](mailto:postclosing@vandykmortgage.com)

### **Production Support**

Questions regarding URLA, AUS, Training and general loan production support issues can be directed to [productionsupport@vandykmortgage.com](mailto:productionsupport@vandykmortgage.com)

## **LICENSING**

Licensing issues or questions can be directed to: [licensinginfo@vandykmortgage.com](mailto: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/](http://marketing.vdmc.net/)

## **SECONDARY MARKETING**

Secondary Manager: Brad Chatel  
Lock Desk Manager: Zuzana Kivakaite

Any questions regarding locks, locking loans, extensions, pricing engine logins, or anything else secondary related should be directed to: [secondary@vandykmortgage.com](mailto:secondary@vandykmortgage.com)

## **SERVICING**

***Going forward effective June 1st, 2021, you MUST retype email addresses to servicing. If you use an old email (reply, forward, copy email address to another email, etc.), it will be returned to sender.***

Payment plans and delinquency related requests can be directed to:

[defaultservicinggroup@vandykmortgage.com](mailto:defaultservicinggroup@vandykmortgage.com)

Escrow, payment processing and payoff related requests can be directed to:

[servicemyloan@vandykmortgage.com](mailto:servicemyloan@vandykmortgage.com)

*Servicing continued on next page*



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### Servicing Continued

Verification of Mortgage requests can be directed to:

[VOM@vandykmortgage.com](mailto:VOM@vandykmortgage.com)

Property Tax related requests can be directed to

[propertytax@vandykmortgage.com](mailto:propertytax@vandykmortgage.com)

Property Insurance requests can be directed to:

[propertyinsurance@vandykmortgage.com](mailto:propertyinsurance@vandykmortgage.com)

Any other requests not meeting the criteria noted above can be sent to:

[servicinggroup@vandykmortgage.com](mailto:servicinggroup@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](https://helpdesk.vdmc.net)

