

NEWSLETTER



November 2021



A Closer Look at Your Human Resource Team

by Margarita Yates, H.R. Manager

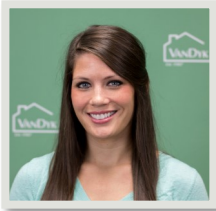
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A Closer Look at Your Human Resource Team

It's hard to believe that we are nearing the end of 2021! So much has happened this past year and we are proud to have worked alongside of you. Your H.R. Team has grown in staff and responsibilities, as we continually find ways to improve to better serve our now 565 employees!

As we have grown to know you this year, we thought you might also be interested in getting to know your HR Team and knowing who to contact for various questions.



Shelby Losinski, Licensing Specialist, slosinski@vandykmortgage.com— As our Licensing Specialist, Shelby's main function is to manage the licensing for branch and LOs and ensuring that Continuing Education and renewals are completed timely.

Fun Fact: *I used to show rabbits and dogs in 4-H when I was a kid.*

Hobby: *Running*

I can assist you with: *Getting licensed, adding another state, FHA, VA, CE, and Renewals.*



Mackenzie Wright, HR Generalist, mwright@vandykmortgage.com—As the H.R. Generalist, Mackenzie takes the lead on New Hire Onboarding and Orientation and oversees the Employee Suggestion Program and other recognition/engagement programs.

Fun Fact: *I love to watch Wheel of Fortune and Jeopardy.*

Hobby: *Crochet, Volleyball, Cake decorating*

I can assist you with: *Directing new hires on who to reach out at VDM for various issues; Paylocity questions.*



Sarah Shilling, Payroll Specialist, sshilling@vandykmortgage.com—Sarah may just be one of your favorite HR professionals! As our Payroll Specialist, her main function is to make sure you are paid accurately and on time!

Fun Fact: *Favorite bands are Panic! At the Disco and Twenty One Pilots*

Hobby: *Coach the Grand Valley State University Pompon team*

I can assist you with: *Any questions regarding your paycheck, changing your direct deposit and/or tax setup, PTO questions, and general 401(k) questions.*



Devin Thompson, HR Generalist, dthompson@vandykmortgage.com—As our HR Generalist, Devin's main role is Benefit Administration and the processing of performance reviews.

Fun Fact: *I have 8 siblings.*

Hobby: *Reading novels*

I can assist you with: *Answers to your health, vision, dental questions; Short Term disability, HSA/FSA accounts; Paylocity assistance, FMLA & leave.*

A Closer Look at Your Human Resource Team *continued*



Cheryl Vosburg, GR Corporate Receptionist, cvosburg@vandykmortgage.com— As our GR Corporate Receptionist, Cheryl's main role is to direct the calls on the switchboard and visitors at GR Corporate, and publishes our Company Newsletter.

Fun Fact: *I was the tallest person in my 6th grade class.*

Hobby: *Gardening*

I can assist you with: *Editing your timecard and questions about the Newsletter*



Ashley Watkins, Corporate Recruiter, awatkins@vandykmortgage.com—As our Corporate Recruiter, Ashley's main role is to assist Managers across the organization with their hiring needs. Ensuring that we onboard talented individuals.

Fun Fact: *I lived in Germany and Guam*

Hobby: *I make mixed media collage art*

I can assist you with: *Open positions at VDM (also available on our careers page on our website); Coordinating employee referrals; Assist Managers in finding talent.*

As your H.R. Team, we are proud to work alongside you, and so thankful for all you do. The way you serve one another and our customers, makes this Company what it is. Thank you for your willingness to go above and beyond, making VanDyk a great place to work. Enjoy your well-deserved time off, and have a wonderful Thanksgiving!



Margarita Yates, H.R. Manager, myates@vandykmortgage.com

Fun Fact: *Sang on stage with 90's pop star (Jon Secada)*

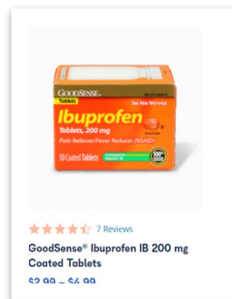
Hobby: *Refinishing/refurbishing vintage furniture*

I can assist you with: *Policy related questions; work related concerns; managing COVID scenarios.*

The FSA and HSA Online Store

For those of us that have either an HSA or FSA, it can be confusing to know what we can use our account funds on. Back in June, I wrote an article on what things are considered eligible expenses for these kinds of accounts. However, there is another place where you can use your HSA/FSA funds and guarantee that the purchases will be considered eligible: the [HSA](#) and the [FSA](#) online store, respectively.

For both online stores, they have over 4,000 items for sale that are 100% guaranteed to be HSA and FSA eligible. You can buy medicine and treatments, feminine hygiene products, thermometers, CPAP supplies, diabetes management supplies, vitamins, joint and muscle pain relief, family planning supplies, and more. Below are some examples of specific items that you can buy using your HSA or FSA card.



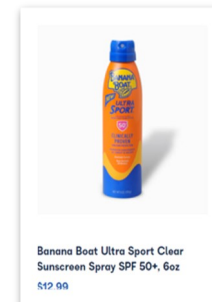
Ibuprofen



Band-Aids



Smoking Cessation Aids



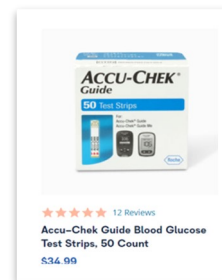
Sunscreen



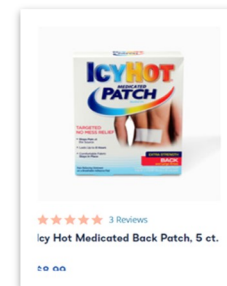
Allergy Relief



Wrist Support Braces



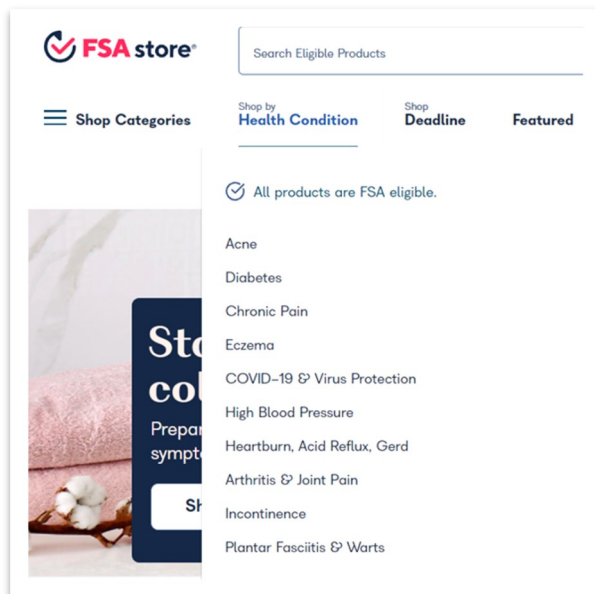
Glucose Test Strips



Muscle Pain Relief

The FSA and HSA Online Store *continued*

In addition to searching by categories, you can also search by medical conditions to get more ideas of items that would be beneficial to you, as seen below.



Using the HSA or FSA online store can be a great way to save money, and to ensure that you are using the funds in your HSA or FSA account for what it is intended for. Most households need Band-Aids and other over-the-counter medications, so why not use the funds from your pre-tax health accounts instead of buying it at the local grocery store with using your regular debit or credit card?

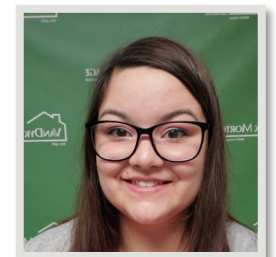
Use the links below to check out either the HSA or FSA online store today!

The HSA Online Store: <https://hsastore.com/>

The FSA Online Store: <https://fsastore.com/>

If you have any questions regarding HSAs or FSAs, please contact Devin Thompson at dthompson@vandykmortgage.com, or via Teams!

Devin Thompson—HR Generalist





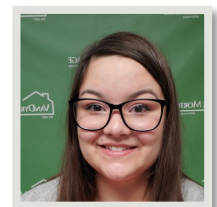
It's that time of year again to soon enroll in 2022 health benefits! The open enrollment period to elect your benefits via Paylocity begins **November 8 and ends on November 19**. Early this month you received an email from the HR Department titled “Exciting News about Open Enrollment for 2022! (Nov. 8 - Nov. 19).” This email contains PDF attachments of our 2022 Benefit Guide, as well as plan information for each benefit. Premiums and rates will be in those documents for you to review.

There are a few exciting changes to 2022 benefits that we would like to highlight:

- The premiums for medical, dental, and vision plans have all decreased. You can find the premiums rates in your 2022 Benefit Guide.
- For improved service, SunLife will be replacing Unum for critical illness, hospital indemnity and accident coverage.

To help prepare you and help you make your choices for open enrollment, we will be having our insurance broker, Hylant, present a live webinar. This webinar will be on **Monday, November 8th**, and there will be two different times you can attend as shown below. For those who are unable to attend these webinars, there will be a webinar recording that will be available to you at a later date.

More information regarding enrolling via Paylocity, and webinar links will soon be provided via email! If you have any questions regarding open enrollment or benefits, please reach out to Devin Thompson at dthompson@vandykmortgage.com, or via Teams!



Devin Thompson—HR Generalist

Health and Fitness Tip of the Month

November 2021

Hold It For The Holidays

Pumpkin pie, turkey, mashed potatoes, sugar cookies, fudge, peppermint bark, and holiday cocktails.... the list goes on and on with all the goodies that the holiday season brings. It's no surprise that most people gain weight over this two-month holiday span. This year, we have decided to help you keep that weight at bay by offering you to participate in our companywide *Hold it for the Holidays* challenge. All VanDyk employees are welcome to join in on the fun with this seasonal employee wellness challenge.

Challenge overview:

Participants weigh in with their pre-Thanksgiving weight and pledge to practice healthy diet and exercise habits over the holidays. The participants commit to entering the New Year weighing less, the same, or within two pounds of their initial weight. Weigh-ins are conducted on a semi-monthly basis. On each pay date, you will email Shelby Losinski. In the email, please state whether you stayed the same weight, gained x amount, or lost x amount. The goal is to stay the same weight over the Holidays. Hence, the "hold it" part of the name.



How to Enter the Challenge:

- Email Shelby Losinski at slosinski@vandykmortgage.com by November 19th to advise that you will be participating in the challenge.
- On each pay date thereafter, email Shelby whether your weight stayed the same, decreased by x amount, or increased by x amount.
- Final check-in date will be January 6th, 2022.



Health and Fitness Tip of the Month

November 2021

8

Hold It For The Holidays continued

Tips to Avoid Holiday Weight Gain:

Follow these seven tips from *ThinkHealth* to stay on track this holiday season.

Never Arrive Hungry – Plan ahead and have a healthy snack before you leave the house. That way, you will be less tempted to reach for the unhealthy options. If you don't have time for a pre-party snack, drink a glass of water as soon as you arrive.

Focus on Family and Friends – Parties are about more than just the food. Focus on spending time with your family and friends instead of filling up your plate.

Manage Your Stress – The holiday season provides added responsibilities on top of your already busy schedule and these tasks can cause feelings of stress and frustration. A study by Ohio State University showed that stress can lead to weight gain, cravings for unhealthy food, and inability to burn calories as fast. To help combat stress-eating, make sure to say no to obligations that may be too much for your schedule.

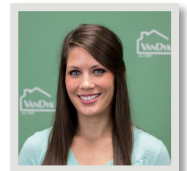
BYOD (Bring Your Own Dish) – Bring your favorite low-calorie entrée or dessert to the potluck. You will have a delicious dish to enjoy and the more sinful options on the table will be less tempting.

Take it Slow – Don't give yourself a limit and say you're only eating during the first hour of the party. You will be more inclined to overfill your plate or eat faster than normal to keep to your limit. Instead, chew slowly, set your utensils down in between bites, and take the time to really enjoy your food. This will give your body time to realize it's full and you'll be less likely to overeat.

Outsmart the Sweets – Before hitting the dessert table, grab some fruit first. The natural sweetness of fruit will help satisfy your sweet tooth.

Amp up the Exercise – Help keep those extra calories at bay by making small adjustments to your exercise routine. Add an extra mile to your run or spend an extra 20 minutes lifting weights. Better yet, get the family involved. Start a new tradition and go for a walk after dinner to check out the decorations in your neighborhood.

If you would like to join VanDyk's *Hold it for the Holidays* challenge, please email Shelby Losinski at slosinski@vandykmortgage.com by November 19th. The more the merrier! The challenge will conclude on January 6th, 2022.



Shelby Losinski-Licensing Specialist

Recipe of the Month | November 2021

Roasted Potatoes, Carrots, Parsnips and Brussels Sprouts (courtesy of The Food Network)

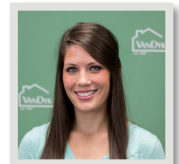


Ingredients

- 3 medium carrots (about 3/4 pound), cut into 1 1/2-inch thick circles
- 1 1/2 cups Brussels sprouts (about 1/2 pound), halved
- 4 cups red bliss potatoes (about 1 pound), cut into 1 1/2-inch thick slices
- 3 medium parsnips (about 1 pound), cut into 1 1/2-inch thick slices
- 1 cup sweet potatoes (about 1 pound), cut into 1 1/2-inch thick slices
- 1/2 cup extra-virgin olive oil
- 1 tablespoon dried oregano
- 1 tablespoon dried rosemary
- 1 teaspoon dried thyme
- 1 teaspoon dried basil
- 1/4 cup sea salt
- 2 tablespoons freshly ground black pepper

Directions

- Preheat oven to 400 degrees F.
- In a large bowl, add the carrots, Brussels sprouts, red bliss potatoes, parsnips and sweet potatoes. Toss well with olive oil, herbs, salt and pepper.
- Spread the vegetables evenly on a large baking sheet. Place on medium rack in oven and bake for 35 to 40 minutes.



Shelby Losinski— Licensing Specialist

Marketing Spotlight | November 2021

Digital Marketing in a Virtual World

If there's one thing a successful business must learn how to master, it's the ability to adapt, and quickly. When many of us found ourselves suddenly making the transition from in-person to remote working, we needed to find a way to continue connecting with our market, when connection felt strained. Which is why these next few months we are recognizing a few of our extremely talented Loan Originators who, with a bit of ingenuity and a lot of hard work, became a master at digital marketing in a virtual world.

First up, Jonathan Johnson's Home Buying Seminar

Determined to discover different ways to effectively grow new leads, Jonathan Johnson began looking to others in the field who were finding unique ways to drive success. Feeling inspired after attending a few home buying classes hosted by VanDyk Loan Originator Elizabeth Hole, Jonathan decided to start his own monthly home buying seminar. In his words, "Educating people is one of my highest passions and hosting a consistent class to not only educate people but to motivate them to take the next step in getting pre-approved seemed important."

A monthly educational webinar geared towards home buyers and agents looking for information on the mortgage loan and home buying process, Jon Johnson's Home Buying Seminar provides educational resources and tools for first-time and seasoned home buyers looking to purchase a new home, curious about refinancing, or simply those looking for help navigating this ever-changing market.

Since starting this initiative 2 years ago, Jonathan has seen much success. What started as 1 or 2 people attending the class at his local church once a month, has turned into a group of 15-30 students who consistently attend online. Many have gone on to purchase a home after attending the class. An incredible initiative with incredible results! Kudos to Jon and everyone who made it possible to run such a successful program.



Jonathan Johnson-Team Loan Originator

Marketing Spotlight | November 2021

Digital Marketing in a Virtual World *continued*



Just see what he and one of his trusted team members had to say:

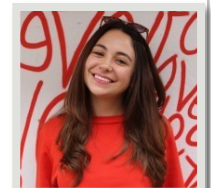
“What’s most important is the marketing around the class. The marketing efforts show to buyers, realtors, and my friends and family that since I am a mortgage teacher, I am knowledgeable about this field, so when they choose to use me as their lender there is trust already built up.” – Jonathan Johnson, Team Loan Originator.

“When Jon transitioned his homebuying seminars to Zoom and Facebook live over two years ago, he was already laying out the vision for the growth potential to provide value-added education, turn leads to business relationships and, consistency in an ever-changing market. Regarding the seminar itself, I have not missed any! It is the cumulation of all the teamwork done behind the scenes and to provide the additional support for a smooth presentation from Jon to his guests. From the beginning of the presentation, where Jon introduces himself and his passion to teach classes, his homebuying origin story, and bringing up-to-date market updates, Jon gives his all to his class.” – Gabriela Cernas-Frantz, Administration Support Coordinator.

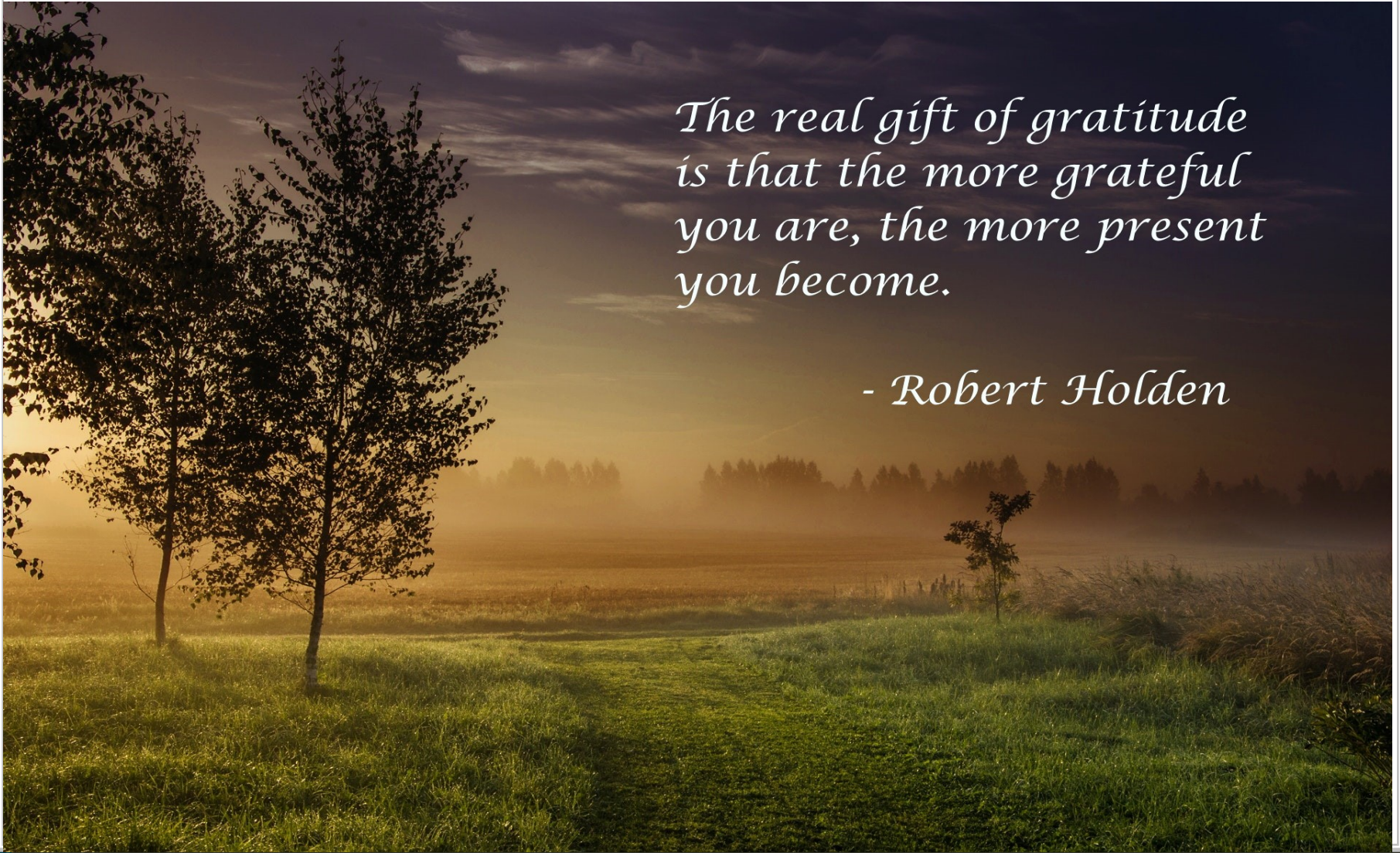
For more information on Jonathon’s Home Buying Seminars, follow his [Facebook page](#).

Next month we will showcase [Angela Pacey](#), and the [Mortgage Chicks with Hot Tips!](#)

Katy Prohira-Marketing Copywriter



Quote of the Month | November 2021



*The real gift of gratitude
is that the more grateful
you are, the more present
you become.*

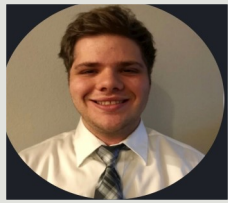
- Robert Holden

Shout Outs! | November 2021



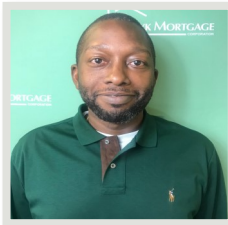
Shout Out from Lisa Emmerson to Scarlott Gleeson and Taryn Chatel

I want to take a minute in a negative world where so much hatred and conflict are so much a part of everyday life and express my extreme appreciation and gratitude for the work both of these employees have demonstrated time and time again. I have been a loan officer for 35+ years, most of it with one company. However, I have never had such support and kindness as I do with this company. These two especially have made my life and my customers' lives pleasant. And this enables me to go out in public and be a productive loan officer. I have only been with this company a short time, but in that short time both my clients and realtors have expressed how great we (VanDyk Mortgage) have been to work with. They always respond immediately and get the job done. I really appreciate you both. Thank you, Scarlott and Taryn, you truly make a difference.



Shout Out from Sarah Shilling to Adam Morolla and Alec Coleman

Hi Kim, Just wanted to send a quick shout out to your team, specifically Adam and Alec, on my graphic request for holiday reminders. Each time I submit a request, they are SO quick with getting it back to me. Usually I get it same day, and this time I got it back **less than 2 hours** after I submitted the request. I'm sure it's a relatively easy request to take care of and that's why it was so quick, but regardless I appreciate their efforts to always get it to me so much faster than I anticipate.



Hero List for October* November 2021

**TOP
20
LOs
YTD**

Name	Units	Rank
Daen Manriquez	265	1
Shawn Miller	194	2
Joe White	189	3
Timothy Hart	162	4
Greg Morga	159	5
Bill McDonald	142	6
Mario Flores	132	7
Clyde Penton	129	8
Brian Forrester	128	9
Keith Riley	123	10
Daren Crockett	117	11
Shawn Landez	116	12
Taylor Perry	115	13
Amy Garmon	112	14
Chris Kenworthy	107	15
Michael Burchette	106	16
Stephen Katz	103	17
Robert Young	102	18
Joe Longobardi	100	19
Leith Grasteit	100	19

**TOP
20
TEAMS
YTD**

Team	Manager	Units	Rank
724	Justin Kelly	583	1
723	Shawn Miller	484	2
131	Mario Flores	435	3
123	Grand Rapids	385	4
204	Wilson/Grasteit	359	5
493	New Mexico	356	6
401	Young/Viox	339	7
714	Tampa Corporate	275	8
235	Daen Manriquez	267	9
200	Daren Crockett	234	10
453	Tim Hart	231	11
208	Amy Garmon	227	12
517	Stephen Katz	211	13
530	Chris Kenworthy	209	14
511	Joe White	207	15
721	Brian Forrester	205	16
238	Greg Morga	196	17
586	Bill McDonald	190	18
488	Shawn Landez	188	19
234	Clyde Penton	147	20

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



Top 20 Teams for October* November 2021

Team	Manager	Month Count	Rank
724	Justin Kelly	60	1
131	Mario Flores	42	2
723	Shawn Miller	41	3
123	Grand Rapids	38	4
401	Young/Viox	36	5
204	Wilson/Grasteit	33	6
235	Daen Manriquez	24	7
493	New Mexico	24	7
208	Amy Garmon	22	9
488	Shawn Landez	21	10
200	Daren Crockett	20	11
453	Tim Hart	20	11

Team	Manager	Month Count	Rank
517	Stephen Katz	20	11
586	Bill McDonald	20	11
238	Greg Morga	18	15
530	Chris Kenworthy	18	15
714	Tampa Corporate	17	17
721	Brian Forrester	17	17
560	Keith Riley	16	19
234	Clyde Penton	15	20

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

Congratulations to you all!



Top 20 Originators for October* November 2021

Name	Month Count	Rank
Daen Manriquez	24	1
Keith Riley	16	2
Shawn Landez	16	2
Greg Morga	15	4
Bill McDonald	15	4
Joe White	13	6
Taylor Perry	13	6
Patricia Adamson	13	6
Mario Flores II	13	6
Brian Forrester	13	6
Amy Garmon	12	11
Chris Kenworthy	11	12

Name	Month Count	Rank
Robert Young	11	12
Shawn Miller	11	12
Timothy Hart	11	12
Michael Burchette	11	12
Angela Pacey	11	12
Jamee Pew	10	18
Stacey Van Schenck	10	18
Daren Crockett	10	18
Clyde Penton	10	18

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

Nice Job Everyone!

Birthday List | November 2021

November 01	Kala Murphy	November 13	Mia DiSalvo	November 24	Kelsey Beam
November 02	Shelby Wardlaw	November 16	Rachel Wheat	November 25	Gary Hamminga
November 03	Lori Novak		Gabrielle Young		Zack Snyder
	Collette Peters	November 17	Ann Arras		Alison Wambach
November 04	Annie Garron	November 18	Keyera Barton		Lauren Akins
November 06	Travis Chorny	November 19	Tiffany Edmead	Taryn Chatel	
	Alexis Phillips		Carey Krein-Ramirez	Joe Dishinger	
	Regina Sittig	Robert Zimmerman	Bethany Harrigan		
November 08	Joseph White	November 20	Kendall George	November 26	Margo Bock
	Carrie Houghton		Jodi McFarlane	November 27	Yesenia Sifuentes
Kurt Kennedy	Kalan Walters		November 28	Steve Richman	
November 09	Sylvia Auclair	November 21	Ashley Favazza	Cynthia Sena	
	Peggy Bradshaw		Kim Laughlin	November 29	Sarah Sundberg
	Talia Bryant		Myra Witko	November 30	Danielle Frazier
	Ashley Watkins	November 22	Amber Martin		Liz Lavender
November 10	Dan Magnano		Bill McDonald		

Anniversary List | November 2021

1

Anthony Bellegante
Sarah Dennis
Brian Ferguson
Karen McDowell
Nicholas Patides
Robert Sawruk
Crystal Smith
Dena Stafford

2

Melissa Bryan
Natalie Giles
Chris Lalena
Jennifer Monahan
April Rainey
Elle Schrader

3

Mario Flores
Jonathan Johnson

4

Brian Dinsmore
Brent Verleger

6

Cheryl Blomberg
Scott Elgas
Shyanne Steed

7

Laura Carucci

8

Kimberlee Harestad

9

Brittney Bennett

12

Shorlette Kemp
Chris Kenworthy

15

Mandy TenHarmself

17

Patty Lacey

24

Jeanie Nivison



Department Directory | November 2021

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

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

Matt Heeringa, Closing Coordinator

mheeringa@vandykmortgage.com and Lisa

Fernandez, Closing Coordinator

lfernandez@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

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

heyboer@vandykmortgage.com

Angela Corson, Loan Delivery & Funding Manager

acorson@vandykmortgage.com

Jon Barnes, Chief Secondary Officer

jbarnes@vandykmortgage.com

Liz Eyer, Post Close Operations Team Lead

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

Employee Benefits

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

HR continued on the next page



Department Directory | November 2021

HR Continued

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.

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

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

RESPA Concerns or Issues

Please direct to:
RESPA@vandykmortgage.com

LENDING

Post-Closing issues and questions should be directed to:

postclosing@vandykmortgage.com

Production Support

Questions regarding URLA, AUS, Training and general loan production support issues can be directed to productionsupport@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

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

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

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

Property Tax related requests can be directed to

propertytax@vandykmortgage.com

Property Insurance requests can be directed to:

propertyinsurance@vandykmortgage.com

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

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

