

The Play (Call & Conversation Log)

Client Name _____

GREETING

Is this your first time looking into a reverse mortgage program? **Y/N**

If **YES** - What prevented, you from moving forward in the past?

GOALS

What sparked your interest in looking into refinancing at this time? What goals are you trying to achieve?

Info/Rates objection: We have many different types of rates and loan programs, along with information we can get out to you. Allow me to ask you a few questions so I may tailor this directly to you and your goals.

FORESHADOW & QUICK QUALIFY

May I ask you a few questions to help determine all the products and programs you're eligible for?

Are you at least 62 or older? May I have your DOB, please? _____

Do you own a home by yourself, or are you married? _____

If married, ask for the spouse's name and DOB as well. _____

What type of home do you have? (SFH, Condo, Townhouse, Manufactured/Mobile) _____

What is your address? _____

Do you carry a mortgage/liens/line of credit on the home, or is it free and clear? Y/N _____

Balance of mortgage _____

Payment/Rate/Term/Date of Mortgage/ Last Refi / Cash out? _____

What do you feel your home is valued at in this market today? _____

*If needed: Are you comfortable with the funds you've saved? _____

FORESHADOW

- The steps of the process we will talk about in-depth about your credit, income, assets, and property.
- One of the first things we will do is look at your credit - this will help us know what you qualify for and the best fit.
- Then we will jump into the income and assets and go deep into your property value and condition.

CONFIDENTIAL DOCUMENT

Smartfi Home Loans must give prior written permission for this work, or any part thereof, to be used, reproduced, or transmitted in any form or by any means, by or to any party outside of Smartfi Home Loans, its regulators and investors.

CREDIT (WILLINGNESS)

- When was the last time you saw your credit report? Do I have your permission to review a copy credit report with you to ensure eligibility? (If married, ask for permission to check their spouse's credit as well)
 - May I have your social security number? – ask for spouse if applicable.

INCOME / ASSETS (CAPACITY)

What sources of income do you have?

W-2 Earnings _____

Social Security _____

Disability, Pension? _____

Miscellaneous (Rental, Alimony, Other Reportable Sources)

Next, let's talk about your assets.

As far as stocks, bonds, 401k, etc., what do you have saved?

Are you drawing from these assets?

PROPERTY

If we can move forward, an appraisal is part of the process, which involves an appraiser walking through the home, looking at windows, roof, square footage, etc. So, with that in mind, can you tell me about your home?

Other Properties? Other Residents? _____

Beds/Baths _____ Sq. Ft. _____

Have you done any recent upgrades?

Desired Improvements?

Significant Repairs/Issues? Name some of the bigger things (foundation/windows/roof/HVAC)

Solar Panels / Heat Source? _____

Taxes/Insurance _____

PROGRAM HIGHLIGHTS

- When you have this loan, there are no required monthly payments.
- Non-recourse loan.
- Remember you are still responsible for taxes, insurance, and home maintenance, just as you do now.
- A fixed or adjustable-rate line of credit programs offered.
- If you want to make a payment, you are more than welcome to do so; with the adjustable-rate line of credit, the money you pay towards the balance is credited dollar for dollar on the line of credit for future use.

TRIAL CLOSES

- Based on what we've talked about, it sounds like we would be able to accomplish (**Goal 1**) and (**Goal 2**) and (**Goal 3**). How would this have an impact on your retirement? And how soon would you like to make it happen?
- On any given day, I speak with roughly 8 to 10 new clients; on a good day, two, maybe three, can get conditional approval. If I'm confident I can get your loan conditionally approved, is there any reason we wouldn't proceed with the following steps today?
- At this point, it looks like we are in good shape, so I look forward to getting all the specific information over to you so we can review it together. In the meantime, here's what we will do: I will do additional research on your home, thoroughly check your credit report, and customize a real-life solution that meets your goals. Afterward, we'll chat to discuss specifics and the next steps. Can you proceed with the following steps within the next _____ minutes? And is this the best number to reach you on?

Smartfi
HOME LOANS®