

COVID-19 has had an incredible impact on the U.S. economy and the mortgage industry. And while most of the changes have been negative ones, a significant number of customers are taking advantage of recent rates for new home loans. Naturally, this is creating a number of challenges for all of us working together to provide home financing.

What can you do to help with your loan process?



Perhaps the most effective way you can help is to remain patient. At this time, everyone throughout the loan process is working constantly to keep up with the unprecedented demand. The sheer influx of new loans will mean that the process might take a little longer than it normally does. We're doing our best to take care of your loan as quickly as possible.

It's also important to understand that locks may carry a cost or marginally higher rate than you expect. For example, mortgage loans can occasionally result in unexpected costs for lenders, through penalties when a loan is refinanced earlier than expected, or a loss when rates shift suddenly after customers have locked.



How can you avoid delays?



Want to get your loan approved quickly? Documentation is the key.

Be sure to include everything that's requested. Your quick response to inquiries will keep things moving smoothly. And remember, keep your credit sound and do not change jobs during the process.

If you have questions, or experience any issues, please contact your loan officer at 1-866-742-5158, or by visiting our [website](#). We appreciate your patience and look forward to helping you with your mortgage needs, now and in the future.