

# Ledyard National Bank

## Service Commitment to our mortgage clients

**Our primary goal is to provide Ledyard clients with an unsurpassed mortgage experience that is fast and easy.**

### *We believe in and invest in relationships:*

A Ledyard mortgage client can expect the highest level of care, with a service commitment to guide our efforts, educate our clients and deliver results. Our team has developed an unmatched level of expertise that, along with Ledyard's local decision-making process, translates into an incredibly easy and fast experience for our clients.

### **Step 1 – Application**

- Client generally meets with a Ledyard mortgage specialist to begin the application process
  - Ledyard explains all steps, answers questions and provides application forms to the client
- Client submits completed application

### **Step 2 – Preliminary Disclosures and Welcome from Ledyard**

- A good faith estimate is sent to our client within 72 hours of completed application.
- A property appraisal is ordered and the settlement agent (attorney) is contacted.
- The client receives a 'Welcome Message' from one of our Mortgage Specialists within 72 hours of completed application.

### **Step 3 – Appraisal Site Visit**

- The client is contacted within 7 days of appraisal order date to verify that the appraisal site visit has been scheduled.

### **Step 4 – Lending Decision Notification**

- The client is notified via e-mail or phone of his/her approval status within 24 hours of the date that the underwriting decision has been made.
  - Written confirmation of the decision is mailed at that time.

### **Step 5 – Appraisal Delivery**

- Ledyard mails or e-mails a copy of the appraisal report to the client within 24 hours of receiving it.

### **Step 6 – Client Communication and Setting Expectations**

- Ledyard contacts the client to answer questions as well as provide additional information regarding the loan process, including status, next steps and closing date confirmation.

### **Step 7 – HUD Settlement**

- Client receives a copy of the HUD Settlement Statement from closing attorney within 1 day of scheduled closing date.

### **Step 8 – Closing**

- For the majority of our mortgages, Ledyard attends the closing to provide additional support to our client, answer any remaining questions and ensure satisfaction with our process and effort.
- The end-to-end process spans 30-45 days.