



Speak to one of our
Community Account Managers
800-955-0021

APPROVAL PROCESS



Approval Process Flow

Please refer customers to your Community Account Managers with questions.



Apply - Once the customer applies the application is typically decided within 1 business day.



Approval - Once a decision is reached, the customer is notified. If the customer is approved for the loan, they are conditionally approved pending the receipt of necessary conditions to verify the information supplied on the credit application.



Notification - If the customer supplies an email address on the application or opts in for e-delivery if they applied online, we will notify the customer of the conditional approval via email and we will call the applicant and present the approval terms immediately upon the application being decided.



Call - During the call, we will discuss the terms of the approval and the conditions necessary to obtain the loan.



Email - The emailed Approval Notice sent to the customer will also include information regarding the loan amount, payment, rate, term, home information, home address and the required conditions.



Seller Checklist - The seller (Retailer) will receive a Seller Checklist via email indicating what is needed from the seller to complete the loan process.



Contact - If the customer does not supply an email address, we will attempt to reach the customer via phone to inform them of their approval terms and will mail them a copy of their approval notice. We are unable to release the approval terms to the seller until we have notified the customer or until 3 business days has passed since the application was decided. After 3 business days, we will notify the seller of the decision.



Portal - The approval terms and conditions are also able to be viewed online by the customer by accessing their account through the Customer Portal.



Reconsideration - Should the application be denied, the customer will receive notification via email with the reasons for denial listed and also options for reconsideration to approve the loan.

Have Questions?

Please contact a Consumer Community Account Manager at 800-955-0021 ext 2933 with questions.



800-955-0021



Ext. 2933

www.21stcommunitylending.com | www.21stmortgage.com

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