



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

# LOAN PROCESS

## Steps in the Loan Process

Application

Decision

Welcome Call

Collect  
Conditions

Seller Docs

Closing

Loan Docs  
Audit

Funding

Please refer customers to your Community Account Manager with questions.



### Timetable

**Entire Loan Process** - takes anywhere from 2-5 weeks to complete.

**Application Submission** - Applications are typically decided within 1 business day.

**Customer Conditions** - 21st reviews customer conditions within 24 hours upon receipt. Conditions must be reviewed and approved in order to issue loan contracts.

**Loan Contract Preparation** - Loan contracts are prepared and released once the home evaluation has been sent to the customer and the required disclosure period has been satisfied. Approximately 1 day for used homes and 3-7 days for new homes.

**Loan Processing** - Can take 2-5 days depending on the audit.

**Loan Funding** - Once all items have been received and accepted, the loan funds generally within 1 day and the customer can move in.



### Application Documents

- ✓ Customer Credit Application
- ✓ Communications Disclosure Form
- ✓ CASH Calculation Worksheet
- ✓ Any state specific disclosure required



### Seller Conditions

- ✓ Purchase Agreement
- ✓ Retailer Disclosure
- ✓ Community Certification or Community Site Lease Agreement
- ✓ Copy of home invoice or title in Retailer's name
- ✓ Contract Request form



### Customer Approval Conditions

#### Verification of Income

- ✓ Paycheck Stub
- ✓ Benefit/Awards Letter
- ✓ Court Order/Divorce decree
- ✓ Tax Return/W-2 Forms

#### Verification of Employment

- ✓ Verification of Employment form (dated and received after approval date)

#### Identification

- ✓ Drivers License, Government Issued ID, Social Security Card

#### Verification of Down Payment Source

- ✓ Bank Statements, Gift Letter, Cash, 401k Funds, Tax Refund

**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](http://www.21stcommunitylending.com) | [www.21stmortgage.com](http://www.21stmortgage.com)

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