Real Estate Lender Vetting

Best Choice
REALTY

Use this on every lender interview.
Verify the NMLS number at NMLSConsumerAccess.org.

Today's Date Lender Name

NMLS # Company Name

Phone & Email

Part 1: Their business

1. How are you supported in your business?
2. Where does your business come from, and what areas do you specialize in? What do you do in volume every month, and what is your goal?
3. What is one DPA program you are familiar with? What specialty programs do you offer?
4. What do you do when a borrower is not approved for a price or needs credit repair? What is your follow-up cadence, and how do I get notified when they are ready?

Part 2: Process, communication, and the deal

1. Explain the process for a typical borrower who works with you: consultation, loan application, turnaround for pre-approval, when rates are locked, etc.
2. Is your underwriting done locally, regionally, or in-house? What is your experience with manual underwrites in the event of losing the AUS approval?
3. How will I know when a borrower will receive a property inspection waiver (appraisal waiver)?
4. How do you communicate through the loan process, in addition to what your company automatically emails to me? Will you do a weekly pipeline call on active files?
5. Who do I reach after hours: you directly, or a processor?
6. If a borrower was denied during a pending transaction or a file was delayed, what would be your approach?
7. How do you handle appraisal gaps? What do you tell the buyer before we write?
8. How would you help my seller understand a rate buydown credit versus a price reduction?

Part 3: Marketing and lead generation

1. How can you support my real estate business with marketing and lead generation?
2. Will you co-host buyer classes (first-time buyer, VA, move-up) with me, in person and on Zoom? Who builds the content and who pays for what?
3. Do you refer pre-approved buyers who do not have an agent yet? How do you decide who gets them?
4. What long-term nurture do you run on past clients: annual mortgage reviews, rate-watch campaigns, Homebot or a similar tool? Can it carry my branding?
5. What AI or technology tools do you use, and which of them can I use or share with my clients?
6. Do you have relocation, corporate, or builder referral relationships?
7. Do you have a compliant co-marketing agreement? How is the cost split, and what is your exposure on each piece?

Quick Yes or No

Are you available on the weekends and evenings?   Y / N

Will you call the listing agent to vouch for my buyer's strength?   Y / N

Will you build financing flyers for my open houses?   Y / N

Will you attend open houses with me to pre-qualify walk-ins?   Y / N

Do you cold call leads?   Y / N

Do you hang riders on the sign?   Y / N

Notes: