

The lines will be muted...

To ask a question during the presentation, simply submit your question using the GoToWebinar program on your desktop.

Do Not Put Us On Hold During Intros!

Call this number 1-218-339-2620 723039# For Audio **If you can't hear us**—

REDIAL

If you lose your connection— Webinar ID <u>830-483-075</u>

For any other questions, please email us at success@hershmangroup.com

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	To: [Type message here]
How to ask a question	

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GREAT MANAGEMENT SKILLS FOR LEADERS

It is not rocket science..

Dave Hershman OriginationPro

Dave Hershman Top Industry Author and Speaker

- Produced almost 600 transactions in his first 18 months in the industry—including closing 60 in his 12th month;
- Run sales forces for large production organizations;
- Directed the sales force for the largest mortgage technology organization;
- Written seven books in the areas of finance, management, sales & marketing—including two best-sellers published by the MBA;
- Helped found a Federal Bank, serving as a board of director;
- Been a keynote speaker at hundreds of industry events





OUR OBJECTIVES TODAY × Recognize you are lucky Commitment to change something × Simplify management: The Rules Increase your results to obtain your goals **×** Lower your stress levels

LATEST NEWS ON THE HOUSING FRONT

- > HUD Secretary Donovan says you can use the tax credit for downpayment on FHA loans using a bridge loan—but where is Mortgagee Letter?
- > HR 1728 Mortgage Reform and Anti-Predatory Lending Act of 2009
 - Lenders assure borrowers reasonable ability to repay based upon analysis of all factors as well as "net-tangible" benefit for refinances.
 - Prohibits financial incentives for subprime loans. YSPs may be affected.
 Limits prepayment penalties for subprime loans
 - Make secondary market also responsible for standards
 - Originator must retain 5.0% of risk of loan that they sell
 - Expand consumer protection for high-cost mortgages, including prohibiting financing of points and fees.
 - > Additional disclosures
 - Protect tenants of homes that go into foreclosure
 - Creates Office of Housing Counseling within HUD
 - Mortgage Bankers Association opposes this bill.

SAFE ACT

- Safe and Fair Enforcement Licensing Act of the Housing and Economic Recovery Act of 2008 signed into law July 30, 2008
- CSBS (Conference of State Bank Supervisors) and AARMR (American Association of Residential Mortgage Regulators) Model State Law
- Licensed MLOs are originators who were licensed before July 31, 2009 under a state law that was in existence before July 31, 2008 A state must bring these into MLOs into compliance with SAFE by January 1, 2011
- Non-Licensed MLOs who did not hold a license as of July 31, 2009. Due to exemption from state law, no law in state or were not in the industry. They must be brought into compliance as of July 31, 2010.
- × Each statewide regulatory agency will establish its own deadlines.

SAFE ACT IMPLEMENTATION PLAN

- * Between 7/31/09 and 7/31/10 Non-licensed MLOs
- Between 7/31/09 and 1/1/11 Licensed MLOs
- × Criminal history Information record checks—must provide finger prints
- × Credit report checks. Must provide credit authorization
- × National testing of mortgage loan originators—Must pass test by above dates.
 - + Test will include a Federal and State component.
- Nationally approved pre-licensure and continuing education courses
 - + 20 hours complete by above dates (licensed MLOs exempt if already complete 20 hours of state required)
 - + 8 hours annual continuing ed. Not needed in year license is issued
- Surety bond/recovery fund requirements. Companies must have based upon total originations or implement a recovery fund. Net worth on mortgage originators or companies not required but can be by state.
- NMLS&R call reports. (National Mortgage Licensing System & Registry) Annual statement of condition of the company including financial statements and production activities.
- * Public Access: Includes disciplinary and enforcement actions
- × Consumer complaint processing. There will be tracking of complaints

THE MOST IMPORTANT \$39..

...You will ever spend

Start with a free package..

Package, includes—Book of Home Finance (soon to be updated) and more; Audio Marketing Seminar; Performance Library of articles all accessible on the dashboard of the system;

Add in the most comprehensive sphere marketing system...

The NewsletterPro Marketing System is the most effective marketing tool to your most important target.

Then top it off with

A complete certification program that comes with coaching from the number one industry expert

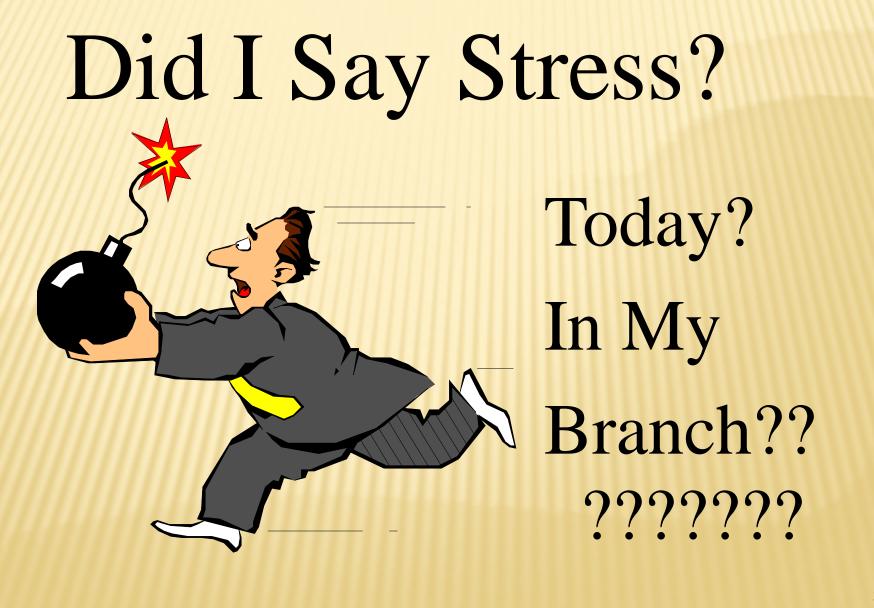
And there is no obligation: you can cancel at any time Upgrade available-Includes MyMortgageCommunity & Velma Velma/MyMortgageCommunity Trial Members: Welcome

WHAT IS CMA?

Certified Mortgage Advisor

- Ten webinars including today's. There is a choice of at least three webinars for the tenth webinar.
- Includes three part planning/advisor course.
- Schedule on <u>www.certifiedmortgageadvisor.biz</u>
- Six months to attend all 10 courses (15 hours of training)--must attend LIVE!
- Certification page posted on site (above) with list of class dates so you can track. It is your responsibility to track!
- Continuing education---CMA Case Studies--We don't want you to stop learning
- Must be a NewsletterPro Marketing System subscriber for six months
- Test is issued. Passing score gives you CMA certification
- Marketing materials coming as well..Logo, seminars and more!
- New: Webinar registrations, slides and audio all on home page of newsletter system.
- Next Week Special Webinar-Tuesday: Management Skills. Open to public and next webinar a week from that Thursday. Tell your boss!

HOW DO YOU **SPEND YOUR TIME?** Personal Production Fighting Fires Supervising Recruiting Administrative Tasks



THE COMMITMENT Change Your Life? Not! Do not eliminate present activities No more than one to five Goals must be specific Commit publicly & in writing Implement immediately

THE RULES × Hire the right people × Fire the wrong people ×Get specific about the job × Give the right people the tools ×Let the right people do their job × Monitor, but get out of the way

ONE GOOD LOAN OFFICER What is the value of one loan officer for a period of five years?

> \$14,000 Gross Revenue Per Month 10.0% ROI **\$84,000**

RULE #1: HIRE THE RIGHT PEOPLE •The Vision Pareto's principal Improving our chances Sub-rule #1: define objectives

TYPICAL JOB AD

Mortgage Banking

Loan Originator

Two years experience producing.... Currently producing X million.... Self starter. Reads want ads every Sunday religiously.



A FEW QUESTIONS × Ideal make-up of my staff? × Most likely to retain? Diversity-geographic & more? **×**Staff support? xTechnology changes? ×Where, where, where? The ideal characteristics?

WHO ARE YOU? What is your company culture? What is your company USP?

SUB-RULE #2: **INCREASE YOUR CHOICES** ×You must have a recruitment plan ×Every plan has goals, tools, actions & targets

RECRUITMENT PLAN ×Targets— +More than top producers +More than "full-time" +More than experience Actions—Networking & Synergy **×Tools**—Recruitment Package

SYNERGY MARKETING

Applied to Recruiting

- × Rule One—Multi-Tasking
- Rule Two—Leverage
- Rule Three—Prioritization
- × Rule Four—Tool Selection
- Rule Five—Adding Synergy
- Rules Six & Seven–Value

RECRUITMENT PACKAGE

- ×A major tool
- × Differentiation—your USP
- The key to listening
- Many components already exist
- ×What would you include?
 - +Hint: evaluations are a key

NETWORKING YOUR SPHERE

Better than Interviewing

- × Personal
- Previous customers & prospects
- × Previous/Present employees
- × Vendors
- × Associations
- × Professionals

SUB-RULE #3: **KNOW THY PROSPECTS Interviews Not** The Most **Effective Tool**

REFERENCE CHECKING

Importance
 Reference Checking Rules
 Reference Checking Skills

SETTING UP CHALLENGES *Success is not an accident *Testing *Special challenges for rookies

RULE #2: FIRE THE WRONG PEOPLE

The Dead Fish Concept
Identification of the deadly sin
Why it is so hard

RULE #3

Define The Job For The Right People The key is *retention*

DEFINING THE JOB

- Specific responsibilities--setting expectations
- ×Workflow

What have they misunderstood in the past?

RULE#4

Give The Right Employees The Tools Necessary To Do Their Job • Second element of retention • It is called **Support**

ORIENTATION

The importance of the first day
Rules for the first day
Orientation program
Orientation package

TRAINING

Three elements of training
+Basic, advanced, program training
Mentor program
Buddy program

ONE-ON-ONE COACHING

Types of coaching calls
Group coaching
Learning the truth—Reluctances
Be SPECIFIC!
Practicing—role playing

MARKETING PLAN

Same importance as recruiting
Basis must be sphere
Part of total inventory
+Even shortcomings
Why are they unique
Format

USING THE SKILLS Conducting Effective Sales Meetings

RULE#5

Let The Right Employees Do Their Job-Monitoring • Get Out of Their Way!

THE COMPLETE MORTGAGE MANAGEMENT KIT

- X Developing a great recruitment plan
- Firing and defining the job
- Supporting your staff
- X Monitoring the results
- Not just text: Materials from job descriptions to letters to reports that you can use starting tomorrow.
- Today get \$200 off the purchase price of \$499 using NewsL200 coupon code at <u>www.OriginationPro.com</u> or call 1-800-581-5678.
- Bonus: Audio of our two day management conference included (\$299 value).

Tons of valuable material that I will be able to implement immediately. Will help immensely in running a more profitable net branch operation. - Phillip Gurule Allstate Home Loans Long Beach, CA

ARE YOU SERIOUS ABOUT SUCCESS AS A MANAGER?

The reason we put this program together was because Managers don't have the time or resources.. •CMA Program: Complete Training

- NewsletterPro: Marketing Program
- Mentorship

Your number one recruiting & support tool

Enterprise Pricing— For A Complete Training & Marketing Program

\$39/Mo For One User \$34/Mo For 2-5 Users \$29/Mo For 6-10 Users \$24/Mo For 11-24 Users \$19/Mo For 25 Or Over

Email <u>Dave@hershmangroup.com</u> or call 1-800-581-5678

FINANCIAL DESTINATION

FDI—A Comprehensive Solution to Risk-Based Premiums And getting transactions to happen

- Professional credit restoration improvement—not a bandaid
- Debt reduction plan
- Unlimited budgeting and other financial advice (such as the tax benefits of owning) from CFPs and CPAs
- Cost? Less than most charge just for credit services. \$59 monthly.
 \$15 to join. No long-term obligation.
- Even better—you can chose—just refer deals in without joining. Or when you join as a rep—you get \$20 monthly for each client that participates! (rep cost a one time fee in addition to joining as a member)
- ***** More information: <u>www.hershmanfinancialgroup.com</u>
- × 24/7 Webinar: <u>http://fdi.originationpro.com/</u>
- × Live Webinar (Thursdays) <u>www.originationpro.com</u>

NEWSLETTERS

Ultimate Value Delivery

- Expertise. Portray you as an expert —no handy homeowner hints— Test-Realtor Sales Meeting
- > Understandable—no complex bond language
- Relevant up-to-date news they can use today
- Easy—it can't take your time to write, personalize or send
- Flexible—different pieces for different segment of your sphere—some targets are more important than others.

NEWSLETTERS

Ultimate sphere marketing-(Con't)

- Response. Designed to make the phone ring with more than one piece available. You are not Proctor and Gamble.
- Flexible (again)—different formats from HTML to PDF to Mail pieces

(even 1 to 4 page)

Leverage. Consumer pieces to give to Realtors to send to their consumers.

WHY NEWSLETTERPRO?

- Written by industry expert for over 20 years
- Unlimited use for one price
- Print and HTML pieces that are easy to personalize
- More than just a newsletter—
 - 4-pages and 1-page
 - Sales and real estate/finance article
 - Bonus flyers and letters
- Coaching and Training by Dave Hershman (CMA certification)
- The cost is \$39 monthly for both NewsletterPro & the CMA training program.
- > You can cancel at any time
- Need mail or email fulfillment system? You can upgrade to MyMortgageCommunity and the VELMA personal marketing assistant—cost \$69 monthly

WHY NEWSLETTERPRO?

All these pieces and more... for one low price!

See 2017 How Much Is The Weather? The Weather? The Weather? The search of the sea	<section-header></section-header>		An and the stream of the strea	The second secon	a other response we have the first of the set of the	ing of the state o
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Log In

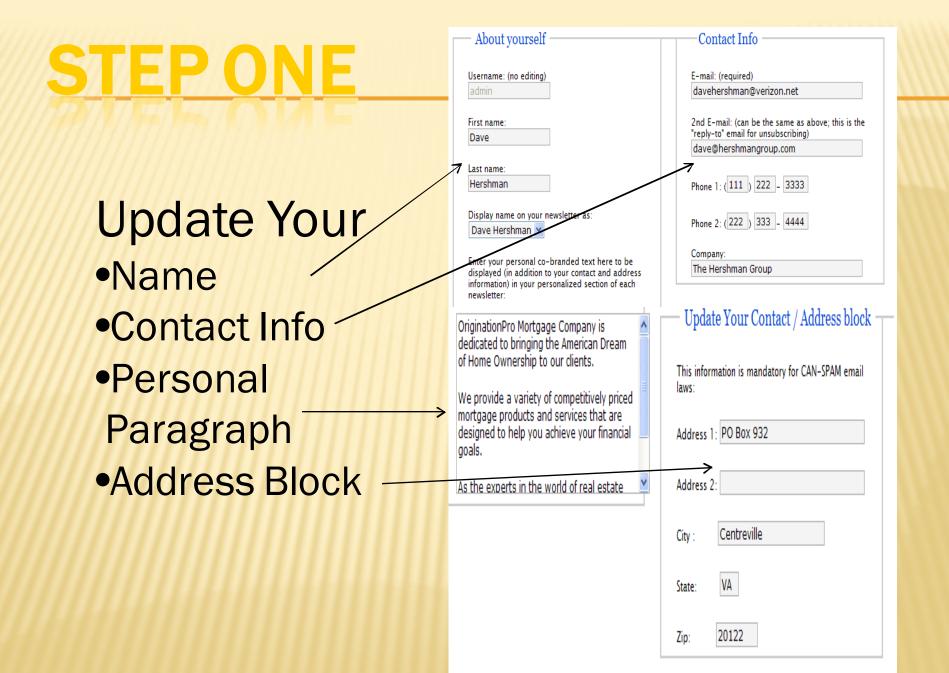
NEWSLETTERPRO TM Marketing System
Login to your NewsletterPro account
Username: (case sensitive)
Password: (case sensitive)
Remember me
Login »
Lost your password?

THEN...

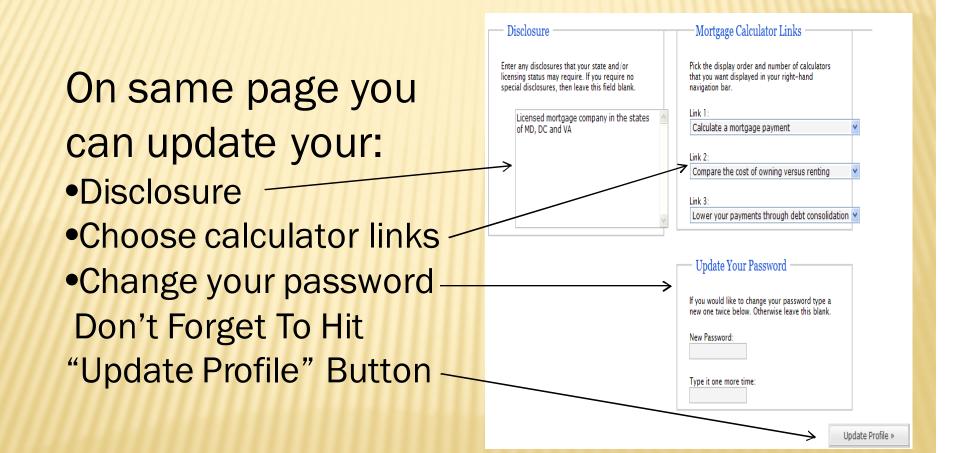
Go to Update Profile

MARKETING SYSTEM Dashboard Write View Newsletters Users User Guide Dashboard Welcome to the NewsletterPro Dashboard Use these links to get started: Update your profile or change your password NewsletterPro Marketing System documents: Startup documents and Back Pages The Real Estate Trends[™] The Real Estate Pages[™] The Sales Update[™] The Real Estate Update[™] The Real Estate Report[™]

Flyers and Letters[™]



STEP ONE-PART TWO



STEP TWO

After you update your profile, you can then download your company logo— •Click on "Company Logo" on profile page •Locate your logo on your hard drive to upload •Click "Upload File" •Make sure your logo is no larger than size specified

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>	File:		Browse
1	Upload File		

STEP THREE

Back to the Profile Page you can now download your picture •Click on "Personal Photo" •Locate the photo on your hard drive •Click on "Upload File" •Make sure the photo is no larger than size specified

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Upload File

AS EASY AS 1-2-3: YOU ARE SET UP

REPORT

February 5, 2008

ECONOMIC COMMENTARY



Super Tuesday

This economic commentary is being published of all days on Super Tuesday. By the end of the day we may know who one or both of the Presidential candidates will be. This is the same day that either New York or Boston will be hosting Super Bowl parades-making it a real "Super Tuesday." We will boldly make a prediction. Whatever two candidates arise from the fray, they will claim that they have the plan to rescue the economy and the real estate foreclosure issue. But is this reality? Of course, not. The Federal Reserve Board has moved rates down 1.25% in less than two weeks. Finally they are acknowledging the severity of the problem. As we have said all along, this move will do more to help the markets than anything else. Adjustables will not adjust upward as much and rates are more affordable to finance real estate in general.

ORIGINATION PRO

Dave Hershman The Hershman Group PO Box 932 Centreville, VA. 20122 davehershman@verizon.net (111) 222 - 3333 (222) 333 - 4444



OriginationPro Mortgage Company is dedicated to bringing the American Dream of Home Ownership to our clients.

BUT THAT IS NOT ALL.

- The main page/dashboard also gives you access to all print materials, including archives
- Each document has a version in Microsoft Publisher. If you have that program (part of Office Professional)—you can edit in any way. These then can be turned into PDFs or included in an email.
- Each document also has a "PDF" version which allows you to add your name in the box. The PDF version can be mailed or emailed as an attachment.
- VELMA will help you automatically personalize the 4-page newsletter

Dashboard

Welcome to the NewsletterPro Dashboard

Use these links to get started:

Update your profile or change your password

NewsletterPro Marketing System documents:

- Startup documents and Back Pages
- The Real Estate Trends[™]
- The Real Estate Pages[™]
- The Sales Update[™]
- The Real Estate Update[™]
- The Real Estate Report[™]
- Flyers and Letters[™]

START-UP DOCUMENTS

The start-up documents include—

- A sample welcome letter to your newsletter prospects;
- Instructions to add a banner to your Outlook Signature so that those you email can sign up;
- Back Pages. These help turn the one-page documents into self-mailers.

Start-up documents:

Welcome Letter For Real Estate Newsletter

Letter To Prospect

Outlook Signature File and Installation Instructions

(These documents allow you to configure your email signature in Outlook and O encouraging additional opt-ins to your program)

Back Pages:

Back Page #1 for Letter Size Newsletters

Back Page #1 for Letter Size Newsletters - Publisher Version

Back Page #2 for Letter Size Newsletters

Back Page #2 for Letter Size Newsletter Publisher Version

Back Page #1 for Legal Size Newsletters

Back Page #1 for Legal Size Newsletters Publisher Version

THE REAL ESTATE UPDATE

- × Four page document
- Traditional self-mailer
 newsletter
- For all parts of your sphere
- Industry news,
 economic
 commentary, charts
- Includes finance article



THE SALES UPDATE

- It is not enough to distribute news, you must teach your B-to-B targets how to sell which is the ultimate value
- Realtors, financial planners, CPAs, title companies, insurance agents
- Designed as great sales meeting material for presentations



Make Your Business Cycle Proof—Part Two IMPLEMENTING THE 100% MODEL

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THE REAL ESTATE PAGE

- Consumer articles on finance and real estate topics
- Can be used for prospect conversions when topic is right (archives become important)
- Can give to Realtors and **Financial Planners to send** to their clients—leverage.
- Can use as response X mechanisms



SHOULD I BUY THIS HOUSE? For example, last month we spoke of the is called a "tex cost of the housing payment after taxes payment were t the past two months we have because this represents the seal issue with

regard to affordability. Part of the reason

this home may be affordable is because of

not paying laxes because

of other deductions, you

may not receive most of

the benefit of the home

purchase. This is espe-cially true for those who

are self-employed and may use their status to

"write-off" much of their

cornes an issue when the

income. The fixture be

status of your income

and deductions change. It

home actually will be-

come more affordable in the flature.

If you are employed and will get the benefit of a

make the home more affordable on a monthly basis right now by

help you afford the payment

rates rise, so do the

payments on adjust

able rate mortgages especially if the star

increasing your withholding exernitions of

your IRS form W-4 which is filed with

your employer. This will lower your tax

withholding on a monthly basis and can make more income available each month to

Another financial issue with regard to asi ability involves whether fixing changes

tax deduction you can

tallord about the issues of quallrion and afordability while es try to answer the question-should J oh's house. This month we will talk at the issue of asirability in regard to a romective home nurchase. Before this eint, all of our analysis has focused upon he area of finances. Certaidy there are financial aspects of suitability but there se also other "non-financial" questions ith regard to mitability. For example, ⇒ts this house in the right location? Location may be important with regard to commuting to jobs and adjuites. With higher energy costs and increased traffic in urban areas, commuting takes on a higher level of significance. ⇒to the home large enough for my present and future family and is this where want to raise them? This issue require not only the analysis of family size and ctivities and other services. ⇒to this the home 1 would like to retire in! For those whose children are older the question of retirement comes into play. For example, does the house require mator maintenance that you don't have

the ability totalse on during retirement? Close this home have the gnenities my family desires? For example, do I want a his yard for children to play in or for other enjoyment? Do I want a hig kitchen and dining room in order to ⇒tif I were to leave quickly, how market-

may make the home more or less mitable. able or rentable is this house? The best We alwady discussed this somewhat when "buy" which is most affordable because talking about how adjustable rate mortit is in the middle of the country may no gages may change i be the best choice for those who need to the future and how he mobile We could go on and on regarding the what might happen. choice of the home and location. However, as you may guess there are also financial When short-term

aspects of usirability. These include-

62005, All rights received. The Hamburg. Group, provide strike the second

payment were to rise by \$200 to \$1,000 per month, depending upon the size of the loss There are other issues with regard to the the tax deduction. Now- ever, if you are future. For example ⇒will the loss preciation of the home RHA Advantages help you finance debts at a lower-monthly cost that you are paying now. Debt-🚔 Los Doso Parmen consolidation loans using 🚔 No Cash Researces very popular in a nation 🔿 No Condit Score that acerns to be very dependent upon the use a 🔿 Co-Bonners Bon' credit. Of course, the use Have To Occupy The Property of this equity means that carmot be used for other purposes such as retire-- Pland Rate Assault ⇒will the home requir

Adjustables With Lose mator maintenance in the near- or long-term? The purchase of "fixer-uppers Libral GR Poley may be very mitable for those who are handy or have liquid assets for contractors. For others, having a home in need of maintenance can be a psycho-

logical and financial burden. ⇒Will my situation change in the fixture Retirement, job changes, increases and decreases in income. All of these are relevant to analyze

Ocalification, affordability and mitability purchase your next home... D

Place Your Card Here. Xerox and Go! 1/800-581-5678

THE REAL ESTATE TRENDS

- × One page print document
- × Legal size
- Can be turned into a mailer or PDF
- × Industry news, economic commentary, charts



present time will help hasten the housing

recovery and we agree. Here are some

First time homelences who enchose

es subo li que obrecha

\$75,000 sales mice.

tax returns and claim a tax credit.

a principal residence between April 9,

cts reasoding the credit.

What is behind this financial malness? The housing crisis. As home prices go down and foreclosures soor, the montages that investors have nurchased are becoming worthless. While housing is the major cause, it is also the solutor When home prices step going down and people start buying main, the makers will stabilize. Actually the crisis will be not of the solution. Interest rates have fallen shapply over the past several weeks as the crisis intensifies. Lower rates translate into increased demand for The maximum credit is \$7500 or 10%. homes because it makes owning alsome more affordable. Coupled with lower homeprices, lower rates will help hasten. the end of the crisis.

day. Now the sovemment is formulating

from financial institutions

a plan to purchase distressed morpages

The longer the crisis goes on, the more · The tax credit is "receptured" by the likely that the housing recovery will be IRS, and is an interest-free loan and

United States. The bureau estimates that this rorulation boom lanely fueled by immigration, will require 52 million new housing units, along with more place for people to shop and work.

The recent housing slump has caused homebuilding to fall significantly below 2008 and July 1, 2009 quality for the one million units annually, including tax credit and it is remonstive for nulti-family units. This means that present home building activities will not re sufficient to meet theneeds of future population growth. The longer the housing slump continues, the more ac the shortage in the future

Did you know.

 Activity is aloneing in the commercial ma marker in response to rightenin of the purchase price if lower than a credit and usual economic generit according to the National Americation of If the home is purchased in 2009, homosyyers can dect to amend 2008 Realtons. In its latest Commercial Real Earare Ourlook, the NAR reports that financing problems scenaring from the crisis on Wall Senser, nor a lack of demond. an cashi na

BONUS FLYERS & LETTERS

- We can produce flyers and letters that are topical for every environment
- We integrate response mechanisms into the flyers so they can call for articles or special reports
- More than a Newsletter we offer a complete marketing system

Have The New Lending Rules Locked You Out Of Obtaining A Mortgage? Now there is a professional solution!

- Subprime mortgage solutions are disappearing.
- Fannie Mae and Freddie Mac are charging more for those with lower credit scores.
- A low credit score is correctable with the right plan.
- For the average consumer*, we can increase your credit score in the short term and give you a plan to keep your credit score higher in the future.

A low credit score will cost you thousands of dollars in extra borrowing costs over your lifetime. It can even Contact Me for My Free Report...



Did you know that a low credit score can increase your costs for insurance and even hinder your search for a job? WHAT WE COVERED **×** Recognize you are lucky Commitment to change something × Simplify management: The Rules Increase your results to obtain your goals **×** Lower your stress levels

MY GIFT TO YOU.

If you stay a member of the NewsletterPro and after the 30 day trial period —after six months you will be eligible for Certified Mortgage Advisor Certification Questions or have not received password? Email us at success@hershmangroup.com

Also-want my OriginationPro Mortgage School DVDs or Complete Mortgage Management or Marketing Kits? NewsL200 for \$200 off!

www.OriginationPro.com