

The lines will be muted...

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

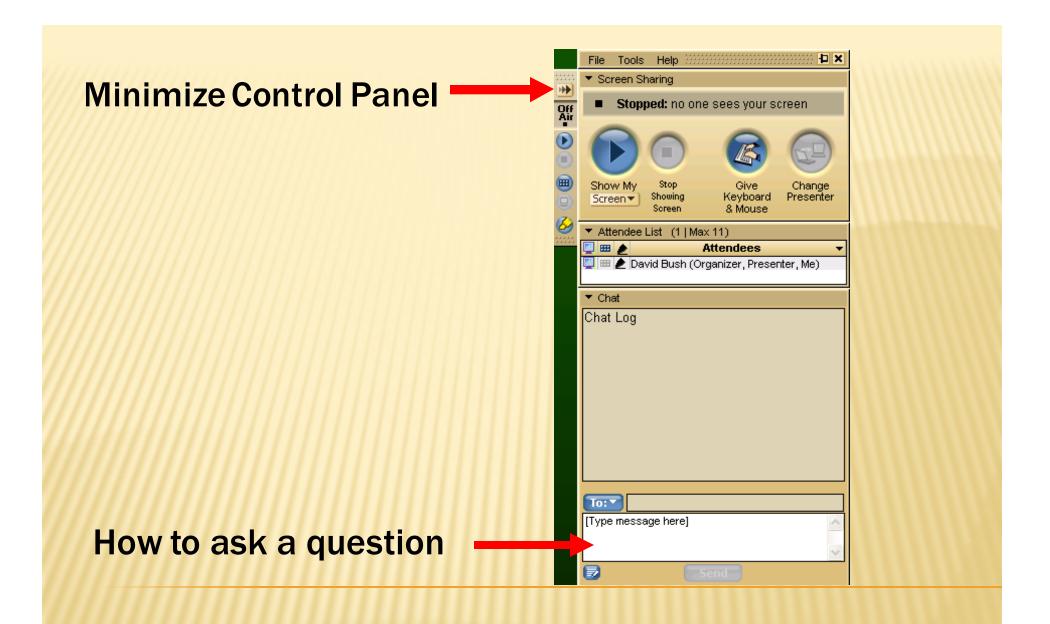
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If you lose your connection—Webinar ID 395-599-627

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MAXIMUM SPHERE AND NEWSLETTER MARKETING

Making Your Business
Cycle Proof

Dave Hershman
OriginationPro
A Certified
Mortgage Advisor
Webinar



DAVE HERSHMAN

- ➤ 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

www.OriginationPro.com

OUR GOALS TODAY

- Legislative updates
- Serve more of your sphere–not a small segment
- Set up a marketing plan based upon your sphere
- Positioning yourself as the mortgage expert advisor
- Not just survive—lead in the future

And
Coaching
—Q&A
on any
topic

LATEST NEWS ON THE HOUSING FRONT

- Bill introduced to put an 18 month moratorium on HVCC.
- > Freddie Mac will allow "open access" to Home Affordable Ref Program:
 - > Allowing the new refinance mortgage to be assessed through Loan Prospector.
 - Requiring a full interior/exterior appraisal for the new refinance mortgage. Please note that use of Home Value Explorer® point value estimates will not be permitted with the new Relief Refinance Mortgage – Open Access. (AVM Model)
 - Lesser of 4 percent of the new refinance mortgage amount or \$5,000 of closing costs and prepaids to be rolled into the new loan. Cash back may not exceed \$250.
- Fannie Mae loosens eligibility for Refi-Plus slightly (can be ineligible for DU but only for excessive debt ratio). Rumor has it that Fannie Mae and Freddie Mac may increase allowable 105% LTV for these programs.
- Fannie Mae eliminates trailing spouse income, tightens age of credit docs & highly recommends lenders get income documentation from IRS before closing,
- Senate bill introduced to increase tax credit to \$15,000 and extend effective date. Also would expand eligibility to all buyers (not just first time buyers).
- PMI to allow underwater borrowers to refi by keeping their policies in place.
- Mortgage Insurance Companies tighten credit again. Minimum credit score at 680 for UGIC (720 for brokered loans); MGIC—non-traditional credit limited to 90% LTV; Radian will no long insure temporary buydowns and 1% adjustables

LATEST NEWS ON THE FHA FRONT

- Chairman of MBA testifies before congress and recommends an increase in FHA net worth requirements—to \$150,000 for brokers.
- > FHA Tax Credit for Down Payment Summary. ML 2009-15
 - Yes, for downpayment, if it is a secured second mortgage or loan provided by a government entity or non-profit (nonprofit can't get money from seller or lender).
 - No, for downpayment if it is advanced by the lender. Can use for closing costs or above 3.5%
- Expanded Energy Efficiency Amounts ML 2009-17
- Manufactured housing requirements ML 2009-16
- New condo requirements coming effective October 1. Will include lender delegated review and 30% maximum concentration of FHA financing ML 2009-19

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 (updated for 2009) 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. New: Co-branding!

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 four 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 dashboard of the NewsletterPro System with list of class dates so you can track. It is your responsibility to track!
- 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.
- You get to pick the topic for continuing education. First new webinar is Targeting Realtors to Increase your Purchase Market Share.

HOW MUCH STRESS?



Not knowing how much you will make next month?

WE WILL GO OVER TODAY.

- Identifying Your Sphere
- Growing Your Sphere
- Prioritizing Your Sphere
- Delivering Value To Your Sphere
 - Position yourself as the expert advisor
 - Focus Newsletter Marketing
 - Other Aspects of Value—Credit Restoration/Debt Reduction

THE SOLUTIONS

- >Increase your sphere
- Provide value to your sphere
- Including those who don't qualify
- Change the numbers—you will change the result

SPHEREMARKETING

It does not matter—

...Loan officer

...Realtor

...Network marketer

The Sphere
Is The Key—
more than just
marketing—
positioning

THE MARKETING PLAN

- Identify Your Sphere
 - Go back to go forward
 - Commonality vs. Relationship
 - □ 1,000 to 10,000
- Grow Your Sphere
- Prioritize Your Sphere
- Deliver Value To Your Sphere

STEP 1: IDENTIFY YOUR SPHERE

Categories

- Personal Sphere- Friends, Family & Neighbors
- Present & Previous Customers
- Previous Prospects
- Associations
- Vendors
- Coworkers
- Professionals
- Realtors-Builders



Personal Sphere

- + Most important category
- + Friends, family members, neighbors
- + Your closest friends
 - × Emotional Bank Account
 - × People do business with people they like

Previous customers (including previous employers)

- + Your best customers are the ones that have already bought from you
- + You are on third base

Previous prospects

- + Largest growing segment
- + Even those who decided to do business with someone else.

Previous coworkers

- + Previous jobs as well
- + Also growing segment

Professionals

- Doctors
- Lawyers
 - Immigration attorneys
 - Bankruptcy attorneys (FDI)
 - Divorce attorneys
- Accountants
- Financial planners

Three Reasons

Vendors

- People that you & your family buy from
- Business and personal
- Those who sell to your targets
- Potential synergy partners—even your competition

Associations

- > Religious, business, academic, hobbies, interests, ethnic, homeowner
- Commonality component
- Largest numbers

STEP 2: GROW YOUR SPHERE

- Now you are going forward
- > Set a goal—one step at a time
 - Go back and identify ____ per day I have lost
 - Go forward and add ____ per day
- Example—5 contacts per day
 - > 1,200 per year
 - > 12,000 in ten years
- Specific marketing actions to grow your sphere—2 to 5 on a regular basis
 - Advertising
 - > Seminars
 - Networking groups
 - Don't just join—an expert leads
 - Use your sphere as the spearhead

STEP 3: PRIORITIZE YOUR SPHERE

- The tool is technology: Database (Velma/Workcenter)
- You can't have lunch with 3,000
- Some targets are more important than others
- Your sphere will resemble a pyramid
 - Goal number one—move people into the sphere
 - Goal number two—move people up in priority within the sphere
- Top priority—Synergy Marketing Partners
- Second? Closest relationships
- Third? Top referral partners
- > Fourth? Previous customers

STEP 4: PROVIDE VALUE 100%

- Here is where positioning comes in—what are you doing to lead/advise your sphere?
- Normal year? 5% are buying or refinancing
- What about the other 95%?
- Typical consumer takes two years from conception to purchasing
- 50% of present Americans can't qualify—largest growing segment
- Even when they do qualify—placing the loan is a challenge
- Solutions?
 - Newsletters
 - Complete Financial Solutions

WHAT WILL IT TAKE TO SUCCEED

- You have to try it—all journeys start with the first step
 - What I ask you to do is spend 15 minutes setting up this system and actually using it
- Build your database—how long have you been promising yourself that you will do this?
 - > 300 or 3,000-it does not matter
- Integrate into you marketing plan
 - From mailings to sales meetings
- Be consistent—do it every week and every month
 - That is why you writing it does not make sense

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—when you join as a rep—you get \$20 monthly for each client that participates! (rep cost a one time fee of as little as \$99 in addition to joining as a member) Note: You can refer your clients without joining.
- * More information: www.hershmanfinancialgroup.com
- × 24/7 Webinar: http://fdi.originationpro.com/
- × Live Webinar tomorrow (Thursday). www.originationpro.com

WHY NEWSLETTERPRO?

- Written by the industry expert for over 20 years—to make you look like an expert but not be over the head of your readers. No recipes or bond charts.
- Unlimited use for one price so that you can market your entire sphereprevious customers, prospects, Realtors, top-level partners
- Print & HTML pieces that are easy to personalize. More than a newsletter—
 - Sales and real estate/finance articles
 - Bonus flyers and letters
- Response mechanisms to make the phone ring.
- Coaching and Training by Dave Hershman (CMA certification)
- Only \$39 monthly for both NewsletterPro & the CMA training program with no long-term obligation.
- Need mail or email fulfillment system? You can upgrade to the VELMA personal marketing assistant—cost \$69 monthly
- Just announced—Co-branding with Realtors and other partners. Free trial during month of July! Pick one or two Realtors to partner with for free.
- Soon to come: Financial Version

NEW! CO-BRANDING OPTION

- You are the master account holder. You don't do anything because your account is already set up.
- The Realtor (or other partner) is given a "sub-account" with a user name and password. You will be sent that as well.
- You should help them set up their account---just logo, picture, contact and personal paragraph.
- Then on a weekly basis, they will receive the HTML with both sets of contact information on the right side.
- > They can send it out to as many as they would like (more the merrier for you!).
- You can always access the system and view a copy or email it to yourself.
- > They also will have access to all other documents through their subaccount.
- > The free trial will run through the month of July.
- > The cost will be \$19 per Realtor afterwards--however, if you want to purchase for several, we will have a group pricing quote for you.

WHY NEWSLETTERPRO?

All these pieces—and more for one low price!



How Much Is The Weather?

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Homeowners Face

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Fewer Selling On Their Own

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REAL ESTATE

CONOMIC COMMENTARY

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Synergy Can Really Make a Difference! HIRING AN ASSISTANT AND..

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ODCINATIONING

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The Real Estate Boom Revisited

real estate boom. Now we are asking-now long will 8 to unit the real that maked The constraint is that it will be to at least one year or more before we start energy agrid. card price appreciation again, that no one can predict the Liture. All we can do in analyze the variation. This month we begin a two-part series analyzing the components at facing the market, earting with the rise of the boom-

Demographics. You can't have a boom without deman The population of the nation was experiencing an immigration explosion as well as the affects of the muturing of Easily Scioniers. In some respects, the Social was a meeting of

a Interest Raise. After 8-11, the allowing of the economy and the response by the Faderal Reserve brought both short-term rates and long-term rates street to record levels. Lower rates helped qualify borrowers and sour demand.

a New Programs. The aftermeth of the savings and ison ones of the late 1990s brough among other frings, an explosion of the secondary market. The brought more mortgage property to the consumer, including normores down, interest only, stated moone, opton adjustation and more. After company of year ?

Did You Know...

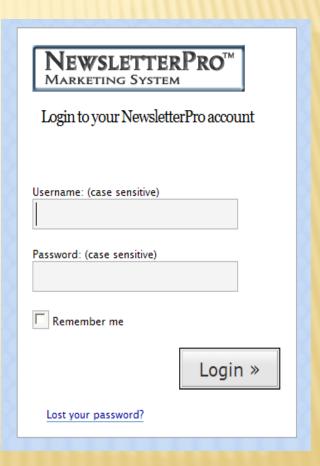
Selected Interest Rates

April 2001

March 19, 2007

FIRST

Log In





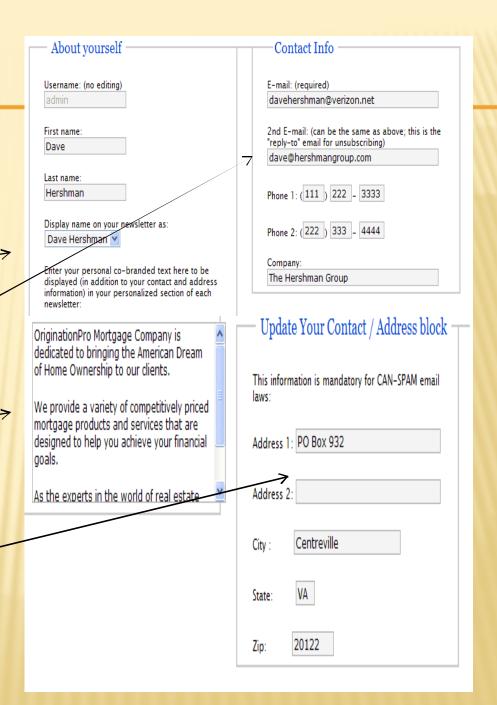
Go to Update Profile



STEP ONE

Update Your

- Name
- ContactInfo
- PersonalParagraph
- AddressBlock



STEP ONE—PART TWO

Button

On same page you Disclosure Mortgage Calculator Links can update your Enter any disclosures that your state and/or Pick the display order and number of calculators licensing status may require. If you require no that you want displayed in your right-hand special disclosures, then leave this field blank. navigation bar. Disclosure Licensed mortgage company in the states Calculate a mortgage payment of MD, DC and VA Choose calculator Compare the cost of owning versus renting links Lower your payments through debt consolidation Update Your Password Change your If you would like to change your password type a new one twice below. Otherwise leave this blank. password New Password: Don't Forget To Hit Type it one more time: "Update Profile" Update Profile »

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 the logo no larger than the size specified



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 the size specified



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

REPORT



May 19, 2009

ECONOMIC COMMENTARY



Has the market gotten ahead of itself?

The stock market has rallied for over two months, oil prices have risen and long-term rates have gone up as well. It is not surprising that the markets have paused to take a breather. Yes, the reports were fairly negative this past week with higher jobless claims and slower than expected retail sales. Even the good news, slow consumer inflation, is indicative of a slower economy. But the markets have been reacting positively through a lot of negative economic news. Why pause now?

It would not be out of the question to view this period as a breather or period of consolidation. The markets are not likely to turn back down unless there are some really surprising negative statistics. We don't rule that out. For now, the breather and lower rates are a great opportunity for homeowners and consumers to take advantage of what might be the last chance to obtain the lowest rates of our generation. At this point rates on home loans have stayed steady despite higher rates on Treasuries and that can't last forever.

WEEKLY INTEREST RATE OVERVIEW

The Markets. Rates on home loans were fairly stable last week. Freddie Mac announced that for the week ending May 14, 30-year fixed rates averaged 4.86%, up slightly from 4.84% the week before. The average for 15-year rose slightly to 4.52%. Adjustables were lower with the average for one-year adjustables decreasing slightly to 4.71% and five-year adjustables falling to 4.82%. A year ago 30-year fixed rates were at 6.01%. "Fixed-rate mortgages were little changed this week following the release of April's employment figures," said Frank Nothaft, Freddie Mac vice president and chief economist. "The economy lost 539,000 jobs, less than the monthly job loss of the past five months, and the unemployment rate rose to 8.9 percent. Adjustables, however, fell slightly over the period. Relatively low house prices and rates are clearly helping first-

time homebuyers. Housing affordability for the median first-time buyer reached an all-time record high in the first quarter since the NAR index began in 1981. Consequently, first-time homebuyers accounted for half of existing home sales in the first three months of this year, the NAR reported."



ORIGINATION PRO**

Dave Hershman, CMC 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

We provide a variety of competitively priced mortgage products and services that are designed to help you achieve your financial goals.

As the experts in the world of real estate finance, we can help you achieve your goals with less stress, making your American Dreams Come True!

Calculate a mortgage payment Compare the cost of owning versus renting Lower your payments through debt consolidation

BUTTHATIS 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 selfmailers.

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

The Hershman Chaup, warm any makampa can

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 mechanisms



SHOULD I BUY THIS HOUSE?

promective home purchase. Before this inancial assects of suitability but there ith regard to mitability. For example.

- ⇒to this house in the right location? Location may be important with regard to higher energy costs and increased traffic higher level of significance.
- ⇒to the home large enough for my present and future family and is this where want to raise thern? This issue require not only the analysis of family size and
- ⇒ is this the home I would like to retire in? For those whose children are older the major maintenance that you don't have
- his yard for children to play in or for kitchen and dining room in order to
- ⇒If I were to leave quickly, how marketable or rentable is this house? The best "buy" which is most affordable because be the best choice for those who need to

choice of the home and location. However, as you may guess there are also financial aspects of suivability. These includecost of the housing payment after taxes because this represents the seal issue with this home may be affordable is because of the tax deduction. However, if you are

⇒Does this home have the amenities my

the benefit of the horne purchase. This is espe-cially true for those who are self-employed and income. The fixture be status of your income

of other deductions, you

If you are employed and will get the benefit of a tax deduction you can

help you afford the payment.

the future and how

not paying taxes became

St. No Code Reserves home actually will be-

affordable on a monthly basis right now by increasing your withholding exemptions of your employer. This will lower your tax withholding on a morthly basis and can make more income available each month to

ability involves whether fixture changes may make the home more or less suitable. We already discussed this somewhat when talking about how adjustable rate mort

what might happen. When short-term rates rise, so do the able rate mortgages especially if the star

There are other issues with regard to the

help you finance debts at a lower-monthly cost that you are paying now. Debtthat access to be very decredit. Of course, the use purposes such as retire

major maintenance in the near- or long-term? The may be very suitable for

tractors. For others, having a home in need of maintenance can be a psychological and financial burden.

⇒Will my situation change in the fixture Retirement, job changes, increases and decreases in income. All of these are

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Government To The Rescue!

get any wider, they do. The last month has given a new definition to the term "Wild and enary." What has happened? The government took over the most important housing entities in the nation-Famile Mac ma Freddie Mac. The government also bailed out a major insurer, AlG to the ture of \$85 billion dollors. While the were doing that, the Feds those to let major financial company, Lehman Brothers, collapse Meanwhile the stock market's Dow Jones Industrial Avenue has been going up and down (mon down) hundreds of points from day-today. Now the government is formulating a else to surchise distressed mortuges from financial institutions.

What is behind this financial malness? The housing crisis. As home prices go down and foreclosures soon the moreages that investors have nurchased are becoming worthless. While housing is the major cause, it is also the solution When home prices step going down and people start buying spain, the makets will stabilize. Actually the crisis will be part of the solution. Interest rates have fallen sharply over the past several weeks as the crisis intensifies. Lower rates translate into increased demand for homes because it makes owning altome more affordable. Coupled with lower homeprices, lower rates will help hasten . If the home is purchased in 2009 the end of the crisis.

likely that the housing recovery will be

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regarding the tax credit authorized by the recent housing legislation. The venment feels that providing an centive to numbrase homes at the sessent time will hels haster, the housing overy and we garee. Here are some s regarding the credit.

2008 and July 1, 2009 qualify for the

- . The maximum credit is \$7500 or 10% of the numbuse noise if lower than a \$75,000 sales price.
- homesuvers can eject to amend 2008 tax returns and claim a tax credit.
- . The tax credit is "recaptured" by the

Population Projections

referend - - years lation phops do pri 0000 30 m/m more casesson-svax-pack to the ountry's charains racia composition from to the massive scope o the increase. What's clear is that the latest numbes will ineviably give the real estate business absost

The Census Bureau is projecting at increase of 135 million people in the U.S., a 44 percent rise, by 2050. That's equivalent to the entire populations of Mexico and Canada anoving to the United States. The bureau estimates that this population boom, langely fueled by immigration, will require 52 million nev housing units, along with more places for people to sloop and work.

The recent housing slump has caused homebuilding to fall significantly below one million units annually, including multi-family units. This means that resent home building activities wi be sufficient to meet the needs of future ropulation growth. The larger the rousing slump continues, the more i the shortage in the future....

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