



DELIVERING THE SERVICE YOUR BUILDERS DESERVE

Flagstar Bank, FSB and Granite Risk Management™ are working together to deliver the service you asked for — and deserve. Feedback from loan officers and brokers alike requested enhancements to speed, communication and innovation in processing builder acceptances, project approvals and funding draws for your builders.

We listened and are listening! We are pleased to announce the following enhancements for completing services more quickly, accurately and efficiently.

- ⬆ We're processing submitted paperwork in one day or less 92% of the time.
- ⬆ With our innovative new video inspection pilot, we are seeing draws being recommended to Flagstar in as little as one business day.

SPEED — FUNDING BUILDER DRAWS MORE QUICKLY

Working in partnership, Flagstar and Granite have improved the turnaround times for completing builder draw requests in 2020, yielding a **34% FASTER TURN TIME** from request to funding recommendation to Flagstar.

RESULT: Draws are funded an average of two to three days faster. With VideoChat inspection draws, draws can be recommended the SAME DAY as the video inspection (if all paperwork has been submitted).

ONE2ONE COMMUNICATION

Providing builders direct access to the Granite staff who manage draw requests has been our top priority in 2020.

- ⬆ **SINGLE GRANITE CONTACT:** Each builder and project will be assigned to the same Granite funder for processing and expediting each draw — from the first draw to the last.
- ⬆ **DIRECT ACCESS:** Builders and their Granite contact will communicate directly through phone calls and email. In addition, builders always have the option of having the portfolio lead or customer service staff assist as well.
- ⬆ **CLEARER, FASTER FEEDBACK:**
 - **KEEP IT SIMPLE** — Granite has simplified the information on the Draw Status reports to make it easier to understand and respond to our requests.
 - **IMPROVED WELCOME EMAILS** — updated and re-designed to make the processes clearer and easier to understand.
 - **FREQUENT FOLLOW-UP** — we are consistently reaching out via phone and email to answer builder questions and/or to obtain additional information needed to recommend the draw faster.

INNOVATION — ROLLING OUT BETTER TECHNOLOGY

Flagstar and Granite are teaming up to pilot and roll out market-leading technologies to fund draw requests quicker.

Our joint pilot for VideoChat inspections for draws has launched and the builders involved love it!

IT'S AS EASY AS 1-2-3

1. The builder or their representative schedules an appointment with Granite's funding staff to conduct a VideoChat inspection at the homesite.
2. The VideoChat inspection is recorded on video with the ability for the builder and Granite to talk about the progress of the project as a whole — and specifically about the budget line items that are included in the draw.

3. The builder and Granite funder can agree on the funding amount for each line, and the funder can answer any questions or provide feedback on information needed to complete the draw recommendation "live" with the builder.

We will roll out this breakthrough process and technology as an offering to the rest of Flagstar's builders in the coming months. **Please let us know if your builders might be interested.**



Visit Granite online: granite-companies.com

Call toll-free: **866-710-4099**

Email Granite: sales@graniteriskmanagement.com