

Who do you call?

Quick Reference Guide



	Name	Email	Phone
Who was the TRAINER in Newark for Loan Officers? He said something and I want to clarify.	Derek Good	dgood@callequity.net	740-349-7082
Who was the TRAINER in Newark for Production? She said something and I want to clarify.	Erin Gerber	egerber@callequity.net	740-349-7082

Sales Manager

Building sales - Setting Realtor meetings - Goal Setting - Approval for loan under 30 days from application to closing	Bob McKearin— Exec VP of Sales —PA John Garofalo - MD Dana Ferris - MD, VA Rob McGeorge - Southern OH, GT Tony Anderson - NC Pamm Jones - Wilmington, NC, SC Tom Piecenski - OH, MI Michelle Piccari - FL Edward Lanzoni - CT	rmckearin@callequity.net jgarofalo@callequity.net dferris@callequity.net rob@1stbancorp.com tanderson@callequity.com pjones@callequity.com tpiecenski@callequity.net mpiccari@callequity.net elanzoni@callequity.net	614-832-1967 202-262-1824 203-982-7581 513-965-0015 919-615-3152 910-209-5818 614-327-5353 407-342-9195 860-974-9841
Construction Loans —General Construction questions or builder approval	Dustin Comisford	dcomisford@callequity.net	740-349-7082

Underwriting

Underwriting scenario question	Your Sales Manager		
Underwriters - contact when you disagree with a condition on a loan underwritten. Email first and if you want to talk, ask them to call you.	Christina Reynard (CDA & Assistant Underwriting Manager) Kim Cochran (Sr) Jenni Brown (Sr) Steve Spain (Sr) Taylor VanDine (Sr) Colleen Klingensmith (Sr) Paul Brezinski Kevin Yurkovich Bill Dunn Amanda Light Chris Armistad	creynard@callequity.net kcochran@callequity.net jbrown@callequity.net sspain@callequity.net tvandine@callequity.net cklingensmith@callequity.net paul@1stbancorp.com kyurkovich@callequity.net bdunn@callequity.net alight@callequity.net carmistad@callequity.net	No Phone
Underwriting Manager: Contact when you need a loan reviewed outside Priority guidelines.	Roger Welch, <i>Underwriting Manager</i>	rwelch@callequity.net	740-349-7082

Marketing

All things Marketing! (including advertising compliance)	Cathy Zeno, <i>Marketing Director</i>	marketing@callequity.net	740-349-7082
New LO Setup - Picture, Customer Database, Top 20 Realtor List, Business Cards	Angie Caughenbaugh	acaughenbaugh@callequity.net	
ERMA setup & questions, how do I send out flyers to my database, Single Property Sites, Video	Katie Kopp	marketing@callequity.net	
E247 Consumer Mobile App: Initial LO Setup Training and Technical Assistance	Marketing Jared Swayne	marketing@callequity.net JSwayne@callequity.net	
Social Media Marketing Expert - social media questions, schedule auto posts, social media audit, tips	Tiffany Good	marketing@callequity.net	

Loans in Process

Disclosure questions	<i>Dustin Comisford, Disclosure Manager</i>	dcomisford@callequity.net	
In process disclosures - Loan Estimate, Change of Circumstances, questions on timing	Dustin Comisford	disclosure@callequity.net	740-349-7082
Rate Lock Expert - questions on changing loan programs, extension question, re-lock questions	Andy Lohr	secondary@callequity.net	
Bond Loan Locks - do these yourself on the bond website and contact the bond agency with questions, email lock to Sam Weeks	Bond Agency Direct!	secondary@callequity.net	Call Agency
Title Company Approval and set up	Elisabeth Wright	ewright@callequity.net	740-349-7082
Appraisal Orders - check on appointment date, ETA for report (review Notepad 1st)	Chris Smythe	appraisals@callequity.net	
Appraisal Reviewer - condition dispute (email only)	Brenda Wills	bwills@callequity.net	No Phone
Appraisal Issue - this value needs contested, appraiser service issues, appraisers need added to an area	<i>Jamie Drayton, Servicing Manager</i>	jdrayton@callequity.net	740-349-7082
Credit Report - split tri-merge from joint to single, unmarried co-borrowers need credit split, move credit from one file to another, how to re-pull credit, missing the 3rd credit score	Your Processor		
Transfer of case # from other lender to us or vice versa	Your Processor		
Best PMI rates for the borrower	Encompass Home Page or Your Processor		
<i>Processing Managers</i> Communication issues, flow of loan problem, questions on processing	<i>Amanda Cottrell Amy Altier</i>	acottrell@callequity.net aaltier@callequity.net	

Closing & Funding

Closing Manager - contact with closing problems, at the table issue, CD rushes	<i>Kelly Welch Closing Manager</i>	kwelch@callequity.net	740-349-7082
Closing Disclosure changes or questions	Megan Staiger	cd@callequity.net	
Accounting - appraisal check not cleared yet, customer having issues paying appraisal fee online	Makayla McGee	accounting@callequity.net	
Funding - what is the loan wire amount, was the loan funded, title company has not received the money	Jessica Fields	accounting@callequity.net	
Servicing - first payment questions, escrow issues, any servicing question	Summer Gwinn	servicing@callequity.net	
Conditions after closing, suspense from end investors	Elisabeth Wright	ewright@callequity.net	
First payments go to: Equity Resources, Inc. PO Box 5177, Newark OH 43058-5177	www.callequity.net/product/mortgage-payment		

Everything Else

Benefits Questions regarding life insurance or health insurance - Clearpath Benefit Advisors	Bracy McCool	BMcCool@clearpathbenefits.com	855-468-5598 ext. 1662 or 614-754-1662
Business to business referrals of credit unions, banks that want to do business with us	Rob McGeorge	rob@1stbancorp.com	513-965-0015
Computer/IT issues—hardware & software, Encompass technical issues	<i>Art Corell IT Manager</i>	ITHelpDesk@callequity.net	740-349-7082
Loan Officer: licensing, on-boarding, education & renewals	Kate Staggs, <i>HR</i>	kstaggs@callequity.net	
Payroll - commission questions, base pay questions, overtime, timecards	Kate Staggs, <i>HR</i>	HR@callequity.net	
Support Staff: recruiting, interviewing and on-boarding.	Lisa Wade, <i>HR</i>	lwade@callequity.net	
<i>VP of Operations</i>	<i>Melanie Lund</i>	mlund@callequity.net	
Ideas or suggestions for improvement in work flow or communication	Kelly Welch	ideas@callequity.net	
New office, moving offices, leases	Cindi Pratt	cpratt@callequity.net	
Supply Orders	Cindi Pratt	cpratt@callequity.net	

Don't know who you need? Call Esther and ask her! 740-349-7082