

# CMG MI's Non-Delegated Customers: Best Practices for Faster Turnaround

## 1 Don't Fax, Submit Your App Online – It's Easy!

Online is always the best way to go. We strongly encourage our customers to submit their applications and documents online via **e-cmgmi (www.e-cmgmi.com)**, our online Origination and Servicing system.

Why is online better?

- Fewer errors when you type in the information

- System prompts you to fill in fields that you might otherwise overlook
- Information that you input online is easy to read and always legible
- Online is secure – documents go straight to the CMG MI Underwriting Network
- Online is *faster*, almost instantaneous – faxes can be delayed by the machine or by human error

### ESPECIALLY:

Always send **appraisals** using e-cmgmi's Document Upload feature, rather than by fax. Uploading is easy, as most appraisers will supply an electronic copy of the appraisal. Faxes can be distorted, difficult to read and the photos are usually too dark to see clearly.

If you are submitting your file by fax, you should still **e-mail the electronic appraisal** to **cmgappraisals@cmgmi.com**.

## 2 Provide the Right Documentation

Different documents are needed for CMG MI's Standard and EZ applications. Sending in wrong or unnecessary documentation with your application can cause delays, as underwriters are then required to review **all documents** before responding.

- Check the required documentation list for CMG MI's Standard App vs. the EZ App. Read Page 2 of our applications (both Standard and EZ) to see what each requires, or review the guide on the back of our "How to Submit MI Requests" flyer.

- Don't send in more information than necessary. Leases, employment contracts, divorce decrees – are they required by the app? If not, don't send them in. The underwriting network will contact you if they need additional documentation.
- Standard Apps – full file **required**
  - ❖ Additional tips:
    - Be sure to provide complete bank statements
    - Check and reconcile address discrepancies on the credit report before submitting the app
- Be sure to complete the entire 1003, including the fields on 2 years' residency and employment, phone numbers and other key information
- Submit DU/LP findings for the app
- If you can't send a complete package immediately, follow up on the outstanding items as soon as possible
- Submit all conditions at one time, rather than submitting them individually at different times

## 3 Take Full Advantage of the CMG MI Underwriting Network

Our Underwriting Network team is here to serve you with customized, patient attention to the individual circumstances of each application.

- Communicate directly with the Underwriter on the file when you have questions. Talking to your CMG MI Account Executive or Regional Sales Director could unnecessarily delay the process. (Names and contact information for each underwriter are posted

online at **www.cmgmi.com/uwteam**).

- Return calls or e-mails from the Underwriting Network as soon as possible. Staff will usually contact you immediately if information is unreadable or incomplete, or if they need more information for the file. The main number for the Underwriting Network is **(888) 746-6264**.
- Our Underwriters also act as a "scenario desk." If your Member's file doesn't meet the eligibility

guidelines, ask your CMG MI underwriter to suggest alternative scenarios – different loan products, loan amounts, down payment structures, seller concessions – under which your Member might be able to qualify.

**And Remember: All conditions must be met prior to approval.**

Using these tips will make for a better, faster underwriting experience with CMG MI.

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