

Service Commitment to our mortgage clients

Our primary goal is to provide Ledyard clients with an unsurpassed mortgage experience that is fast and easy.

We believe in and invest in relationships:

A Ledyard mortgage client can expect the highest level of care, with a service commitment to guide our efforts, educate our clients and deliver results. Our team has developed an unmatched level of expertise that, along with Ledyard's local decision-making process, translates into an incredibly easy and fast experience for our clients.

Step 1 – Application

- Client generally meets with a Ledyard mortgage originator or applies online to begin the application process
 - In Person Application - Ledyard mortgage originator explains all steps, answers questions and provides application forms to the client
 - Online Application – Ledyard mortgage originator will contact the client within 24 hours of submitted online application to welcome the client, explain all steps, answer questions, and provide the Borrower's Certification & Authorization form to the client

Step 2 – Preliminary Disclosures and Welcome from Ledyard

- A loan estimate is sent to our client within 3 business days of completed application
- A property appraisal is ordered and the settlement agent (attorney) is contacted.
- The client receives a "Welcome Message" from one of our Mortgage Processor within 3 business of completed application introducing them and letting the client know the names of the appraiser and attorney.
- Ledyard Mortgage Processor contacts the client's realtor letting them know the names of the appraiser and attorney.

Step 3 – Appraisal Site Visit

- The client is contacted within 7 days of appraisal order date to verify that the appraisal site visit has been scheduled

Step 4 – Lending Decision Notification

- The client is notified by the Mortgage Processor via e-mail or phone of his/her decision status within 24 hours of the date that the underwriting decision has been made
 - Written confirmation of the decision is mailed at that time
 - Ledyard mortgage originator contacts client's realtor of the decision

Step 5 – Appraisal Delivery

- Ledyard Mortgage Processor mails or e-mails a copy of the appraisal report to the client within 24 hours of receipt of final appraisal.

Step 6 – Client Communication and Setting Expectations

- Ledyard contacts the client to answer questions as well as provide additional information regarding the loan process, including status, next steps and closing date confirmation
- Ledyard Mortgage Processor will update the client's realtor

Step 7 – Closing Disclosure

- Client receives a copy of the Closing Disclosure from Ledyard within 3 days of scheduled closing date

Step 8 – Closing

- For the majority of our mortgages, Ledyard attends the closing to provide additional support to our client, answer any remaining questions and ensure satisfaction with our process and effort
- The end-to-end process spans 45-60 days