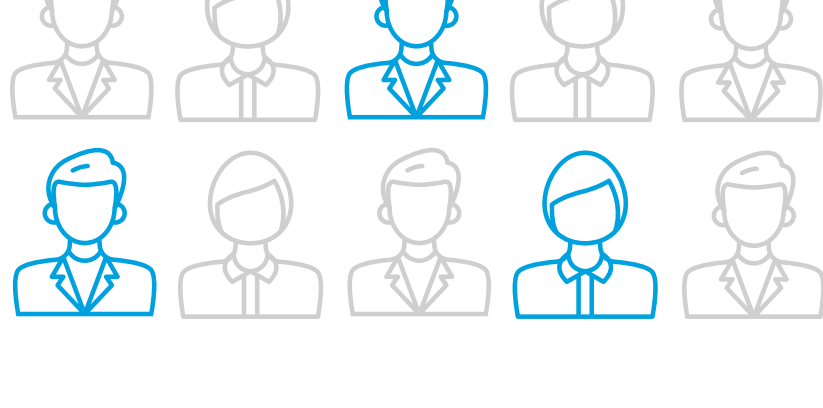
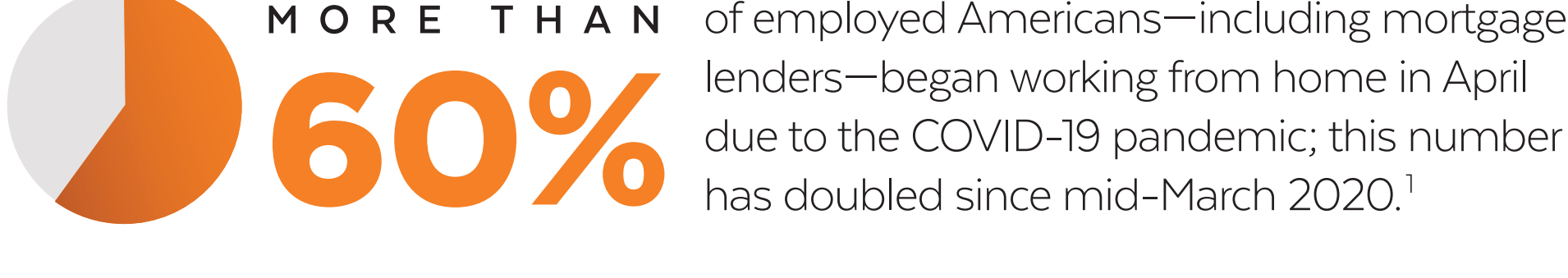


# Working Remotely: What Lenders Need to Know

How to run a business from home during uncertain times



**25-30%** of the U.S. workforce will continue working from home multiple days a week until the end of 2021.<sup>2</sup>

## (OVER)COMMUNICATE WITH CLIENTS

It's more important than ever to keep open lines of communication with clients:

- **Clarify approval criteria**  
Communicate your current process for loan approval, including any new documentation requirements.
-   
To battle economic uncertainty, some mortgage professionals are raising minimum credit score requirements and eliminating certain loan types altogether.<sup>3</sup>
- **Be transparent**  
Let clients know about any service delays.
- **Stay connected**  
Make sure your clients know how to reach you outside of your office.
- **Develop policies to handle changes**  
Create policies related to circumstances such as job loss or reduced income. Consider providing an option that places their loans in deferment.
- **Commit to networking**  
Update your social media to stay as visible as possible. Set up short calls or video chats to collaborate with a colleague or meet with a client.

## IMPROVE CYBERSECURITY

The shift to remote work has provided additional opportunities for cyberattacks as personal tech devices have become a target for hackers. Some ways mortgage lenders can help safeguard data include:



Ensure equipment is up to date and has the latest security system installed



Avoid clicking on emails with unusual grammar or suspicious addresses



Change passwords on a regular basis



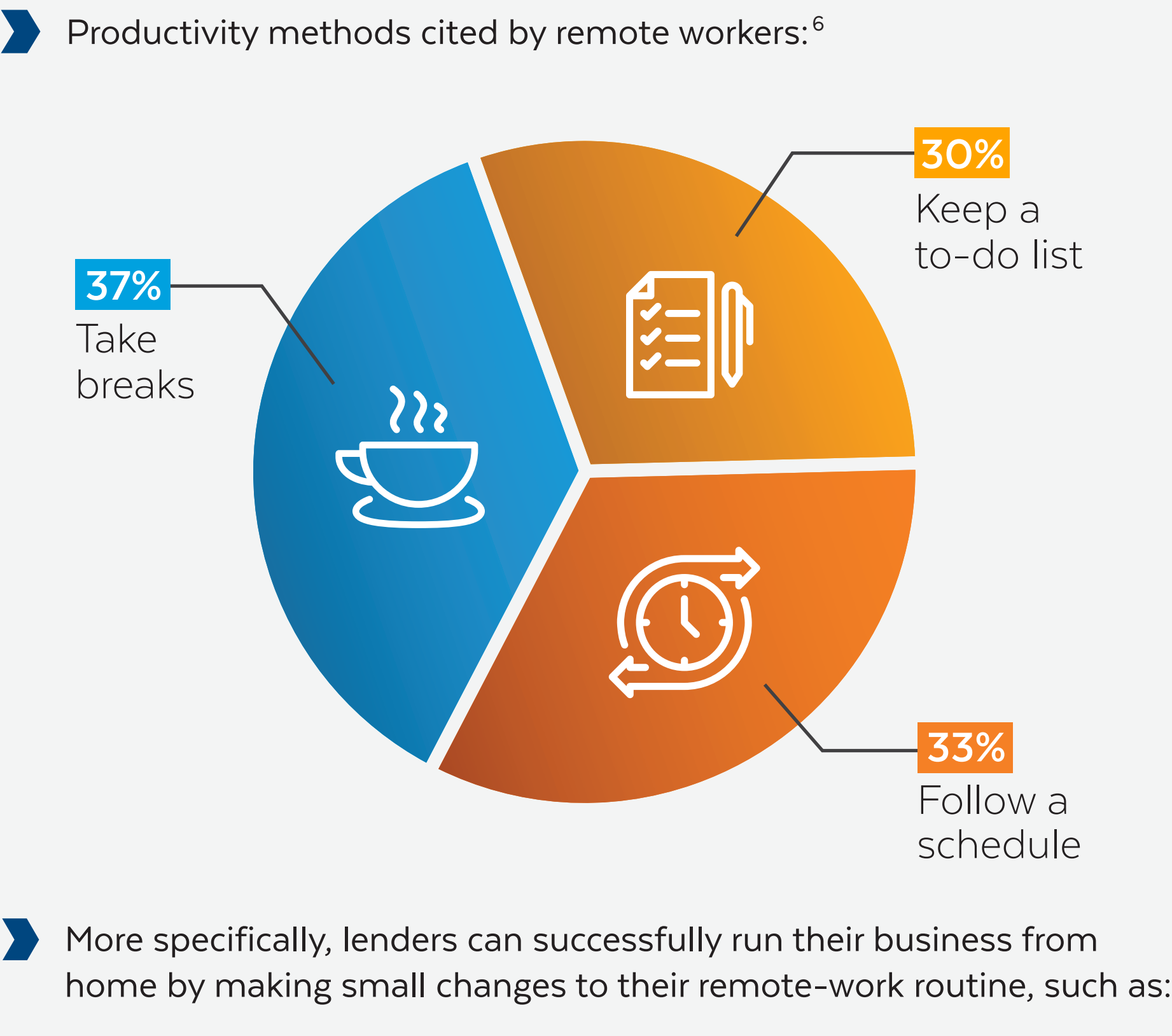
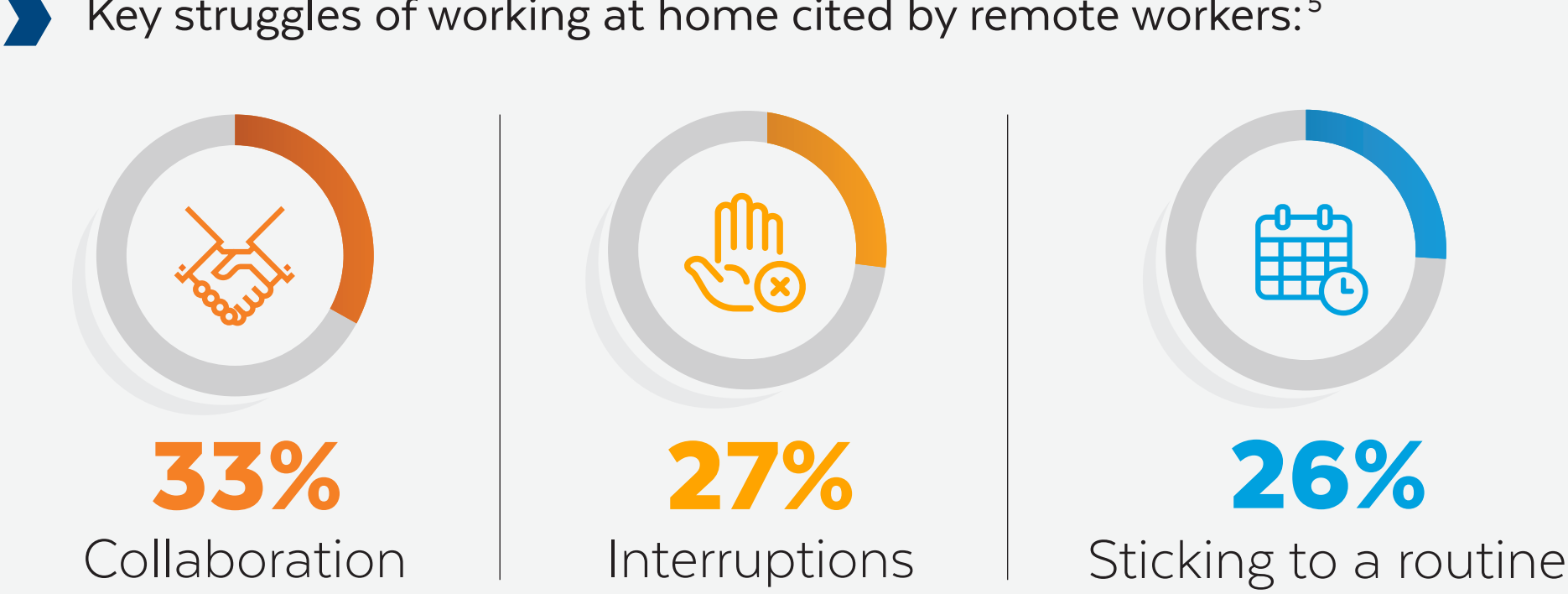
Confirm home WiFi connection is secure at all times



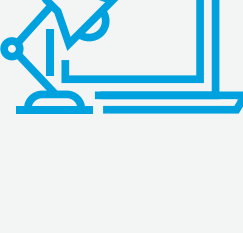
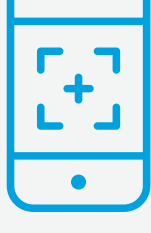
Even before the pandemic, **78% of lenders** cited cybersecurity as a top concern, and risks have only increased.<sup>4</sup>

## INCREASE YOUR EFFICIENCY

It's essential for mortgage professionals to stay focused when working remotely. Here are some steps lenders can take to confidently make the transition to this new, if only temporary, normal:



➤ More specifically, lenders can successfully run their business from home by making small changes to their remote-work routine, such as:

- **Establish a dedicated workspace**  
Finding an area in your home to work is a smart way to mentally prepare for daily tasks, as well as to walk away from the day's work once it's complete. Keep your space tidy and set up a filing and organization system for loan applications.
- **Adopt new techniques**  
Use a phone scanner to replace the fax machine at the office and consider investing in a large external monitor to help make mortgage forms easier to read.

➤ **Succeed in the face of uncertainty**  
Find out how the SunTrust Correspondent Lending team can help you navigate this time of change.



<sup>1</sup> "U.S. Workers Discovering Affinity for Remote Work," April 3, 2020, Gallup  
<sup>2</sup> "Work-At-Home After COVID-19—Our Forecast," 2020, Global Workplace Analytics  
<sup>3</sup> "Mortgage Lenders Tighten Screws on U.S. Credit in Echo of 2008," May 8, 2020, Bloomberg  
<sup>4</sup> "Cybersecurity an Escalated Priority for Mortgage Industry," December 4, 2019, DSNews.com  
<sup>5</sup> "Working From Home During the Coronavirus Pandemic: The State of Remote Work," April 16, 2020, Clutch  
<sup>6</sup> "Working From Home Increases Productivity," March 31, 2020, Business News Daily