

### 6 Proven Strategies For Supercharging Your Sales

### (How Top Producers Get More Referrals & Repeat Business on Autopilot)

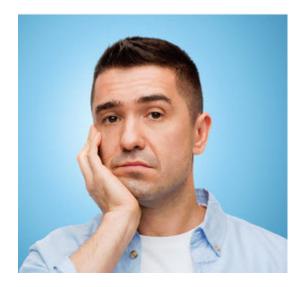
# My Goal...

### **A Brief Introduction**

- CEO and President of Market Focus, Inc.
- Founder and creator of the Mortgage Quest, a marketing and CRM system for the mortgage industry
- Been developing marketing strategies for mortgage professionals for 23 years
- Dozens and dozens of success stories!
- Named one of top 100 innovative companies by Housingwire.com

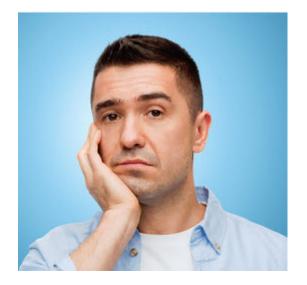


### **Biggest Loan Officer Mistakes...**



- > Not Staying in Touch with Past Clients and Prospects
- Not Having a Consistent Marketing Plan
- Not Marketing at All
- Expecting Agents to be Loyal
- Assuming Agents Will Give Referrals For Good Service
- Not Enough Contact with Realtors
- Not Effectively Expanding Realtor Referral Base

### **Biggest Marketing Mistakes (Cont)...**



- Sending Poor or Inappropriate Content
- Stopping Marketing Because Too Busy
- Stopping Marketing Because Sales Are Down
- Relying on Corporate Marketing Instead of Personal Marketing
- Relying solely on Word of Mouth
- Current System Takes Too Much Time
- > Not Marketing to Everyone (Sphere of Influence)
- Too Much Marketing with Latest Fads and Forgetting the Basics



### Solution! Automated Marketing Strategies

## Strategy #1 Content Marketing

Communicating with Customers and Prospects Without Selling
 Delivering Information That Makes the Buyer More Intelligent
 Delivering Consistent, Ongoing Valuable Information

 Positions You as a Trusted Advisor vs. a Salesperson
 Builds Customer Loyalty
 Improves Company Branding
 Improves Lead Conversion

**Information vs Rate Sheets** 

## **Why Content Marketing Works**

- > 80% Prefer a Series of Articles vs Advertisements
- ➢ 70% Content Marketing Makes Them Feel Closer to Company
- ➢ 60% Content Helps Them Make Better Decisions

February 21, 2012

REPORT

#### ECONOMIC COMMENTARY



The Big Three and the Rock

We are halfway through the first quarter of 2012. The big auestion in everyone's mind is whether the economy continues to grow from here, or does it slow down like it did during the spring and summer of 2011? Remember, only a few months ago we were talking about the danger of a double dip recession. A stronger finish to the year ended that talk, but still many analysts have been predicting some sort of slowdown in 2012. What could prevent such a slowdown and keep the economy on pace to strengthen through 2012? We have already introduced the "big three" factors we will be watching. Not necessarily in order or priority, these factors are employment, housing and Europe. The numbers regarding employment are encouraging. First time unemployment claims last week hit the lowest level in nearly four years and employment growth was strong in January. The first set of January economic releases thus far have been mixed, however the data on housing starts and first time unemployment claims reported last week was very encouraging because of the importance of housing and jobs as two sectors of the "big three "

If the economy keeps producing job growth, then home sales will keep rising and housing will become a positive factor with regard to economic growth in 2012. Economic growth is also the only factor which can pull Europe out of its crisis. All the austerity measures by themselves can't pare down their deficits without growth. Therefore, the key



ALDERUS

Chris Carter L&G Mortgagebanc 56566 Main Street San Diego,CA 98989 ccarter551@qmail.com www.lgmortgagebanc.com (656) 545-6566 (566) 566-6666

MLO: NMLS #49999 Branch/Company ID: Branch 999

Current processing time is 15 days. Rates are low. Weekly Economic Commentary

- Real Estate News
- OriginationPro
  - ➤ (Dave Hershman)

to whether the economy will continue to grow from here is actually the economy itself. Consider a rock rolling down the hill. Last year the rock hit a bump and slowed down. However, the faster the rock rolls, the less likely bumps will be able to slow it down. A stronger economy is self-sustaining. We believe that the economy has reached an important juncture. If growth accelerates from here, it will be harder to stop the rock. The rock is not rolling downhill fast enough now to overcome all the obstacles, however we are not far from that happening and the first half of 2012 will be crucial in measuring the speed of the rock.

### **Industry News**

### Builds Loyalty By Providing Timely Information – FIRST





### The Importance of TRID

If you are working anywhere near the real estate industry, by now you have heard about the importance the regulations known as TRID, which are effective for residential mortgage applications submitted on or after October 3, 2015. There are many questions about these new regulations and in this article we will try to answer these from a consumer and real estate practitioner point of view.

What is TRID?

TRID is the result of the Federal Consumer Financial Protection Bureau's "Know Before You Owe" initiative in which the agency is trying to make the home buying process easier to understand for consumers as well as making important documents available before the actual closing takes place. TRID is an acronym which stands for the *TILA* and *RESPA* Integrated Disclosure Rule. Yes, the government has actually come up with an acronym to replace two acronyms. Thus, first we must explain TILA and RESPA.

TILA stands for the Truth-in-Lending Act. This law regulates all consumer lending, not just real estate finance. For example, if a consumer obtains a credit card, there will be a TIL disclosure issued for the purpose of giving the consumer the "true cost" of borrowing by factoring in borrowing fees into an overall number called the "Annual Percentage Rate" or APR What is unique about mortgages is that an

### **Timely Mobile Alerts**

Kenneth Mascia Prime Capital Mortgage Corp



#### New Law May Affect Closings

Here comes the Truth-in-Lending/Real Estate Protection Act Integrated Disclosure Rule (TRID) effective date. What does that mean for the consumer and those working within the real estate industry? Starting with applications received on October 3rd of this year, the final closing costs on a home loan must be made available to a consumer purchasing or refinancing a home three business days before closing.

This means that all parties must do a much more judicious job of planning a purchase or refinance transaction. Want to go to closing quickly after signing a contract? The best avenue would be to make sure your application is fully pre-approved by your lender's underwriters before you make an Kenneth Mascia Prime Capital Mortgage Corp



#### Federal Reserve Board Keeps Rates Low

On Thursday, September 17, the Federal Reserve Board emerged from their meeting with a message which is very important for consumers and those in the real estate business.

#### What was the message?

Despite the recent strength in our economy and real estate sector, the Fed is keeping rates at historic lows because of concerns with economies overseas. The market's reaction to this message was immediate.

What does this mean for you? According to the Freddie Mac Weekly Survey released today, interest rates on

### In Touch Today Newsletter



#### This newsletter is compliments of:

John Doe Branch Manager Phone: 555-555-5555 www.johndoe.com





#### Thought of the Month

"Be more concerned with your character than with your reputation. Your character is what you really are while your reputation is merely what others think you are." - Dale Carnegie

#### "Be more concerned with your Should You Pay Off Your Mortgage Early?

Talk to a financial advisor and she'll tell you there are two types of debt: bad and good. In most cases, the bad kind includes revolving debt... more



#### Soap Scum Removal Made Easy

Soap residue, minerals, dirt, oil, skin cells and bacteria... the scum coating bathroom fixtures worldwide is more than just soap... more

#### Debt Reduction Tips You Can Use Immediately

The New Year is a time of resolutions—and for many those resolutions include tackling debts. Whether bills and obligations are swamping you or... more





- Consumer Oriented
- Created Monthly
- Branded to Agent
- Interactive Links
- Very Visual



#### Happy Independence Day!

Warm regards,

Lisa Woodall Account Executive



Alderus Financial Advisors <u>www.alderus.com</u> Lisa@alderus.com (988) 545-4545



f in 💱 🗹 🐻

#### NMLS #123456

If you wish to be removed from my mailing list, please reply to this e-mail and type Remove in the subject. Thank you.

Alderus Financial Advisors|2525 Hibert St, #199|Upland, CA 91784 Email designed by <u>MvMarketingIdeas.com</u> Copyright 2013 All rights reserved.

Happy Birthday!

Hope your day is uplifting!

#### Warm regards,

Lisa Woodall Account Executive



Alderus Financial Advisors www.alderus.com Lisa@alderus.com (988) 545-4545

ALDERUS



#### NMLS #123456

If you wish to be removed from my mailing list, please reply to this e-mail and type Remove in the subject. Thank you.

Alderus Financial Advisors 2525 Hibert St, #199 Upland, CA 91784

Email designed by <u>MyMarketingIdeas.com</u> Copyright 2013 All rights reserved.

## Strategy #2 Prospect Marketing

- Stay In Contact with Prospects
  - Automated Drip Marketing
  - Provide Helpful Information (Content Marketing)
- Home Purchase Prospects
- Refinance Prospects
- Automated Campaign Removal

## Why Prospect Marketing Works

- ➤ 70%-80% of Sales Made After 5-10 Contacts
- ➢ 50% Sales People Never Follow Up
- ➢ 25% Stop After Second Contact

## Why Don't People Follow Up? No Marketing Automation & Content



Charles Cozic Mortgage Loan Officer NMLS #010101

Office: (858) 536-9034 Cell: (566) 566-6667 <u>charles@emarketfocus.com</u> www.emarketfocus.com





#### John

Now is a great time to refinance. However, it's sometimes difficult to decide whether or not to refinance because there are so many things to consider. Each person has different financial situations and particular financial goals that should be considered.

People refinance their homes for a variety of reasons:

- 1. Save money with lower payments
- 2. Home improvements
- 3. Pay off credit cards
- 4. Secure funds for college expenses
- 5. Restructure the type of loan (ARM to Fixed)
- 6. Pay off the mortgage quicker by converting to a shorter term

Refinancing can be a complicated and stressful experience because of all the decisions you have to make. I would very much like to help you through this process. I am certain that I can recommend the best possible financing based on your unique situation.

I hope that we'll be able to do business with one another very soon. If you'd like to start the preapproval process now, just click the link below to access your credit report. I'll then contact you to go over the details.

Please call me anytime if you have any questions.

Regards,

Charles Cozic



## Strategy #3

## **Loan Cycle and Post Closing Marketing**

- Send Loan Status Updates to Everyone Involved with Loans
- Generate Referrals from Everyone Involved After Closing
- Build Relationships with Realtors You Don't Know But Are Involved in Your Transactions

### Loan Status Communication

Document Verification	Credit Report	Home Appraisal	Underwriter Review	Rate Lock	Loan Funding
cument	Lredit eport	lome praisal	eview	Rate Lock	oan
Veri	02	APH	Und		



"Michigan's Mortgage Loan Pros!"

www.primecapitalmortgage.com

#### **Status Update**

Property: 1919 Lainer Road, Royal, MI Buyers: Ann and Fred Burns



Selling Agent John Adkins RE / MAX Classic jadkins@remax.com (734) 565-6566



**Listing Agent** 

Gale Addis Coldwell Banker Professional gales@coldwell.com (854) 656-5666

Milestones	Completed	
Sent to Processing	12/28/14	
Submitted to Underwriting	01/05/15	
Appraisal Received	01/07/15	

#### Ken Johnson

Prime Capital Mortgage Corp 36400 Success Rd San Diego, CA 48304 (858) 644-1200 (858) 644-1201 (fax)

### **Post Closing Marketing**



- Email Everyone Involved in Transaction
  - Listing Agent
  - Buyers Agent
  - > Borrower
- Ask Your Customer for Referrals at Closing,
  - 3,6,12 Months After Closing
- Remind Realtors at Closing, 3,6,12 Months of Your Successful Closing and Build Relationships

### **Generates Exceptional Results**

## Why Loan Cycle Marketing Works

- ➢ 78% Happy With Their Loan Officer
- ➤ 74% Would Use Loan Officer Again
- ➢ 9% Actually Did Use Loan Officer Again
- ➢ 88% Could Not Remember Their Loan Officer's Name
- It's Time Consuming and Awkward To Ask for Referrals Multiple Times – Automated Email is Easy
- Email is An Effective Way to Build Relationships with Realtors You May Not Know That Well

## Strategy #4 Realtor Cobranding

- Add Realtor Contact Information on Email to Common Clients
- Builds Loyalty By Helping Realtor

## Why Realtor Cobranding Works

- Most Realtors Don't Have Automated Systems for Follow Up and Post Closing Marketing
- Adds Value to Your Realtor Relationships
- Differentiate Yourself From Competition

### **Prospect Marketing**

#### **Charles Cozic**

Mortgage Loan Officer NMLS #010101



Your Mortgage Company (858) 536-9034 charles@emarketfocus.com www.emarketfocus.com



Kim Ahern Realtor DRE #43455 Allstate Real Estate

(925) 708-8587 kim@kimaheam.com www.kimrealty.com





#### John

It was a pleasure speaking with you about your mortgage needs the other day. Looking for a home and considering your finance options can be both exciting and confusing at times. I would very much like the opportunity to help make this process as easy as possible. While looking for your new home, I recommend that you become pre-approved for a mortgage. Becoming pre-approved means you can..

- · Buy with confidence
- · Save time by looking for homes you can afford
- · Negotiate a better price for the home you want to buy

I hope that we'll be able to do business with one another very soon. Please call me anytime to schedule an application. For your convenience, you can also click the link below to begin the preapproval process.

Regards,

Charles Cozic and Kim Ahern





#### March 10, 2015

#### ECONOMIC COMMENTARY



The Jobs Report Surprises Again

Daylight Savings Time is the official start of the spring real estate selling season. With the weather we have had during February, we are sure this early rite of spring caught many by surprise. But in our experience we know that things can heat up quickly. The markets will be monitoring how busy traffic is at open houses, builder sites and more when people are able to go out and drive again in certain areas of the country.

Of course, the markets are also monitoring the jobs data closely as well. The jobs data has been so strong lately that analysts now seem to be expecting around 250,000 jobs to be added each month. In February, the numbers did not disappoint these prognosticators, as the economy added just under 300,000 jobs for the month. The unemployment rate slipped to 5.5% from 5.7%, which was also better news than forecasted.

There were some aspects of the report which were considered not as strong. For one, the rise in hourly earnings was disappointing. This is good news with a meeting of the Federal Reserve Board coming up next week. The Fed will be considering the issue of raising rates and the lack of wage inflation takes some pressure off. Of course, this is bad news for workers. Also on the weaker side was the drop in the labor force participation rate. Some are theorizing that the bad weather in February may have discouraged some from coming back into the labor force. Bottom line, the economy continues to improve. Now about that weather...

#### WEEKLY INTEREST RATE OVERVIEW



The Markets. Fixed rates fell for the first time in nearly a month in the past week. These numbers were released one day before the jobs report came out and pushed rates higher. Freddie Mac announced that for the week ending March 5. 30-year fixed rates decreased to 3.75% from 3.80% the week before. The average for 15-year loans fell to 3.03%. Adjustables were mixed, with the average for one-year adjustables unchanged at 2.44% and five-year adjustables decreasing to 2.96%. A year ago, 30-year fixed rates were at 4.28%, which continues to be approximately 0.50% higher than today's levels. Attributed to Len Kiefer, deputy chief economist, Freddie Mac -- "Rates on home loans fell across the board, with the 30-year fixed rate reading 3.75 percent this week. Real GDP growth for the fourth guarter was revised down to 2.2 percent. Consumer prices fell more than expected in January. tumbling 0.7 percent." Rates indicated do not include fees and points and are provided for evidence of trends only. They should not be used for comparison purposes.

Current Indices For Adjustable Rate Mortgages



FINANCIAL SERVICES

Charles Cozic Your Mortgage Company 56566 Main Street San Diego, CA 98989 charles@emarketfocus.com www.emarketfocus.com (858) 536-9034 (566) 566-6667

NMLS #302235





Fred Aalto Jordon Realtors 8989 Success Blvd Irvine, CA 39999 gtesfa@yahoo.com (925) 416-9139



### Dear John,

Wishing you bountiful blessings at this time of year. Happy Thanksgiving!

#### Warm regards,



Charles Cozic Mortgage Loan Officer Your Mortgage Company www.emarketfocus.com charles@emarketfocus.com (858) 536-9034

## HomeBridge FINANCIAL SERVICES



Fred Aalto Realtor Jordon Realtors www.jordan.com chris@emarketfocus.com (925) 416-9111



NMLS #302235 \ Branch 999 Your Mortgage Company, 56566 Main Street, San Diego, CA 98989

Email designed by <u>www.EmarketFocus.com</u> Copyright 2015 All rights reserved.



## Strategy #5 Video Email Marketing

- Video is More Powerful than Text
- More Personal
- Builds More Trust
- Connects Better with Clients
- Fastest Growing Segment on the Internet
- View times, click through, purchase, brand recall they all get better with Video

Visuals are processed 60,000 times faster than language. It means answer-centric content, not commercials and interruptions

### Video Email Service – Add On Service





www.covideo.com

- Integrated Into Mortgage Quest
- Add Custom emails to Newsletters, Ecards, and Email
- Create Video Email Drip Campaigns
- Create Video Library for Easy Access
- Outlook Plugin Makes it Super Easy to Record and Send On Demand

### **FastForward Stories – Video Content Service**





- Starter 30 Videos
- Basic 60 Videos
- Advanced 100 Videos
- Emailed using Mortgage Quest Advanced Email Technology
- Create Video Drip Marketing Campaigns
- Company Branding and Generic Options

## Strategy #6 Improve Email Deliverability

- > 20% of Wanted Emails Never Reach the Inbox
- Increasing Deliverability Equals Increased Sales
- Avoid Missed Opportunities
- Remove Email Limits



### **Email Marketing**

### **High Deliverability Features**

- Dedicated Email Service (SPF,DKIM Certificates)
- Email Statistics (Open and Click Rates)
- List Management (Opt-Outs, Bounces, Blocks, Invalid) Update Database Automatically

### **Email Features**

- Send HTML
- Send Individual Email (Not Distribution Lists)
- No Advertisements
- Send Broadcast Email Specific Groups of People
- Personalize Email Address by Name
- Email Borrower and Co-Borrower To Import Results



### Market Focus, Inc.



- First to Develop Custom CRM for the Mortgage Industry in 1992
- 20,000 Clients in U.S., Canada, Australia, New Zealand
- Automated Marketing Strategies
- High Quality Marketing Content
- System Integration with MS Office, Encompass, Calyx, etc
- Expansion to Real Estate, Insurance and Sales Professionals

Top 100 Innovative Companies 2014 (Housingwire.com)



## What Is Mortgage Quest?

- Automates Marketing Strategies Discussed Today
- Internet Based System Accessed From Anywhere
- Integrated with Loan Origination Systems, WebForms
- Full Featured CRM (Notes, Tasks, Appointments)
- Lead Management Dashboard
- Referral Tracking
- Single Users and Branch Systems For All Loan Officers
- And Much More

## **Review: Bob Goodnight**



"Mortgage Quest has dramatically increased my production with Realtor based business at least 20%. I especially like the joint marketing campaigns with Realtors. My Realtor partners love it and I have a very long list of satisfied agents.")

## **Review: James Nelson**



"I have been using Mortgage Quest since 1996 and I think it is a tremendous product. During the loan process, the constant communication with everyone is a huge time saver. The post closing communication with past customers has been very productive in customer retention, especially during the latest refi boom. I highly recommend Mortgage Quest."

## **Review: Scott Fourier**



"The follow up process from closing through 12 months after the loan closes has been excellent. It builds continuity and consistency that has helped generate referrals from agents."

## What Your Going To Get

- > 1400 Email and Letter Library (Value \$2,000)
- Real Estate Report Newsletter (Value \$45 per month)
- Holiday, Seasonal and Birthday E-Cards Value (\$97)
- Prospect Marketing Drip Campaigns
- Weekly Mobile Alerts
- Loan Cycle Marketing System
- Realtor Cobranding Service (Unlimited Realtors)
- Sendgrid Email Service (Value \$89/month)

### Total Value \$2231

- > We Your Import Data Encompass, Calyx, Excel, Fannie Mae
- ➢ We Scrub Email Your Addresses
- We Customize Newsletters with Your Photo, Logo and Contact Information

### **Mortgage Quest Webinar Special Offer**



- ≽ \$65 Per Month
- ≽ \$35 One Time Setup Fee
- Month to Month No Long Term Contracts
- Unlimited Training and Support
- Personal Marketing Consulting (Chris Carter)
- Importing and Setup Done For You

### Special Webinar Bonus #1 – Coming Home



#### This newsletter is compliments of:

John Doe Branch Manager Phone: 555-555-5555 www.johndoe.com



- ➢ Add \$15 Per Month
- Emailed to Your Database

### **\$95 Per Month Value**



xpert insight / Home & Garden / Dollars & Sense / Health & Wellness / Living the Good Life / The Best Possible You / Words of Wisdom / Delicious Dishes

#### Thought of the Month

"Be more concerned with your character than with your reputation. Your character is what you really are while your reputation is merely what others think you are." - Dale Carnegie

#### Should You Pay Off Your Mortgage Early?

Talk to a financial advisor and she'll tell you there are two types of debt: bad and good. In most cases, the bad kind includes revolving debt... more



#### Soap Scum Removal Made Easy

Soap residue, minerals, dirt, oil, skin cells and bacteria... the scum coating bathroom fixtures worldwide is more than just soap... more

#### Debt Reduction Tips You Can Use Immediately

The New Year is a time of resolutions—and for many those resolutions include tackling debts. Whether bills and obligations are swamping you or... more





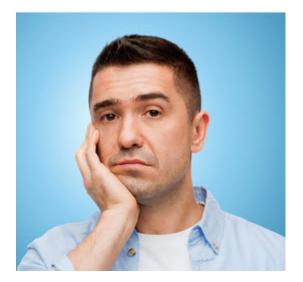
### Special Webinar Bonus #2 – 30 Free Videos

TRID: Loans Covered By TRID Disclosures TRID: Loans NOT Covered By TRID Disclosures TRID: Can Lenders Request More Information? TRID: Refunds: If Your Loan Exceeds Your Estimate TRID: Understanding Loan Estimate Comparisons What Is Loan-To-Value (LTV)? Key Factors In Mortgage Payments After Your Loan Application... How To Compare Loans What Is Escrow? Pre-Qualifying vs Pre-Approval Key Steps To Secure Your Loan What's A Qualified Mortgage? How Large A Down Payment Do I Need?

First-Time Mortgages? How Interest Affects Mortgages Fixed-Rate Mortgage Advantages What Is Prime? If You Fall Behind On Your Loan... **Choosing Your Lender** Find Your Credit History Fixing Credit History Errors What Are The Steps In FHA Loans? Major VA Loan Types What's The VA COE? VA Funding Fee Exempt? VA Loans & Your Discharge VA Loans: More Than Once? VA Loans: For Rentals? VA Loans And Divorce

### **Starter Package – Not Customized**

### **One Decision – Two Stories**



No Automated Marketing



Automated Marketing

### Order by 12/31/2015

