



Broker Phone Scripts – Prior Client for Refinance

Hello, **[Borrower Name]**. This is **[Your Name]**, your loan officer. I'm calling today to talk about a new mortgage product that I'm able to offer you.

We're excited about this new program, as we're always looking for solutions for our customers' financing needs. Recently, my company introduced a new program for small-balance commercial loans. This new program allows you to secure loans from \$100,000 to \$2 million based on your strong credit and personal financial strength.

I can offer you a commercial mortgage to refinance your commercial property with cash-out transactions along with a very competitive rate. Would that be something that might interest you?

Great! In order to qualify you for this financing opportunity, I just have to ask you a few simple questions. This will only take a few minutes.

- 1. What type of commercial property do you own?**
 - a. 5+ Unit Multifamily
 - b. Mixed-Use
 - c. Office
 - d. Retail
 - e. Warehouse/Self-Storage
 - f. Light Industrial
 - g. Automotive
 - h. Restaurant/Bar
 - i. Mobile Home Park
 - j. Daycare Center

- 2. Is this an owner-occupied property or investment?**

- 3. What was the original price? When did you purchase the property?**

- 4. Do you know the value of the property?**
 - a. How did you derive this value?
 - b. How much money was spent on the property improvements? Can you describe the improvements?

- 5. Is your current financing with a bank or a private lender?**
 - a. What are your current terms?
 - b. Do you have a mortgage balloon expiring? When?

- 6. Do you know your credit scores? We will need a tri-merge credit report, so are there any credit issues we need to discuss?**

Great, I think I have enough information. What we need to do next is set up an appointment so that I can get your approval to start the process. What day and time is good for you?