



Empower Your Outreach – Episode 4

VO [00:00:01] Welcome to Empower Your Outreach, a Freddie Mac podcast series for real estate professionals. In this series, housing industry leaders share insights and actionable strategies that real estate professionals can implement to become trusted advisors in the communities they serve.

Monica La Crue [00:00:20] Welcome to our fourth episode of Empower Your Outreach podcast series. Throughout the series, we've shared insights and ideas on how you can strengthen your role as a trusted advisor within the housing industry. I'm your host, Monica La Crue, Single Family Affordable Lending Manager, and I'm excited to introduce you to our guests for our final episode of our four-part series. Today we have Malyna Phan of Big Valley Mortgage. Malyna is a branch manager with over 20 years of experience in the finance service industry. She brings many years of experience into the home loan mortgage process for our listeners today. It's a pleasure to have Malyna with us today. We truly appreciate you joining us. We're looking forward to learning from you and your firsthand knowledge of accessing down payment assistance, and how loan officers can navigate the mortgage process.

Malyna Phan [00:01:02] Hello, Monica, it's such a pleasure to be here. Thank you for the invitation to be a part of this very important conversation. This is a critical topic to share with your listeners.

Monica La Crue [00:01:11] Yes, it definitely is. So let's dive in. Based on your experiences, are your clients aware of down payment assistance and based on those interactions with your borrowers? What kind of programs do you recommend?

Malyna Phan [00:01:23] Great question, Monica. In my experience, the awareness of down payment assistance or DPA programs among clients varies, you know, varies because some clients come to me while informed about specific programs they've heard about, while others may have limited knowledge or none at all. Regardless of their background knowledge, most clients acquire about first time homebuyer programs or any valuable assistance they may qualify for. So, in such situations, a sense, originators and practitioners must refrain from recommending a specific DPA program until we, you know, get the client fully vetted to kind of get their criteria and know exactly what they may qualify for before making that recommendation. I always share with my potential clients about the different programs available in the area that they want to purchase and with that, you know, kind of guide them through the pre-approval process so that we can tailor them to their specific qualification needs to meet their lending opportunities.



Monica La Crue [00:02:20] That's very insightful. Thank you. I know that you are a user of our resource, DPA One. For our listeners, DPA one is a searchable database of DPA programs that helps housing professionals quickly find, understand, and match eligible DPA programs to their buyers in search of assistance. Please share your guidance on how you use Freddie Mac's DPA one tool.

Malyna Phan [00:02:41] Thanks, Monica. I believe that every client deserves the opportunity to explore their options when it comes to down payment assistance. DPA One serves as an invaluable resource for our originators, guiding them through a comprehensive assessment of the borrowers financial situation. This includes factors such as credit score, income, and debt to income ratio. Since different DPA programs have varying eligibility criteria, it's essential to match bars with programs that they may qualify for. This involves a thorough review of program benefits, assists and amounts, interest rates, repayment terms, and any additional requirements or restrictions. DPA One streamline this process by providing a comprehensive list of eligible programs based on the bar's profile, including offerings from other agencies such as Fannie Mae, FHA, USDA, and VA.

Monica La Crue [00:03:33] Awesome. We know that it definitely takes a village to close on a home and to get everybody moved in, right? So, can you share how loan officers and real estate professionals can best collaborate to get borrowers who require financial assistance a seat to the closing table and into a home?

Malyna Phan [00:03:49] Absolutely. Collaboration between loan officers and real estate professionals is essential to ensuring borrowers are successfully guided to homeownership. Loan officers should prioritize educating real estate practitioners about local and regional DPA programs, tailoring recommendations based on the borrowers preferences by fostering open communication and sharing knowledge. Both parties can work together seamlessly to ensure borrowers receive the support they need to achieve their homeownership goals.

Monica La Crue [00:04:22] Absolutely right. Working together and having some knowledge about these programs right is definitely going to help everyone. So, what are some of the misconceptions that mortgage loan officers or real estate professionals may have regarding borrowers who require down payment assistance programs?

Malyna Phan [00:04:38] Great question Monica. Several misconceptions exist regarding borrowers who require down payment assistance. One common myth is that these bars may be less creditworthy. However, DPA programs often have credit risk-based requirements, ensuring that borrowers demonstrate financial responsibility and readiness for homeownership. Another misconception relates to the financial stability as far as utilizing DPA programs, these programs serve to offset upfront homeownership



costs and empower guards to maintain mortgage payments effectively. Additionally, some professionals may believe that the process of accessing DPA funds is overly complex and time consuming. However, many lenders now advocate for a TBD or what we call to be determined or pre-approval process with underwriters. This expedites the credit approval and reducing contingency timelines. This approach enhances efficiency for both professionals and borrowers to facilitate facilitating smoother transactions.

Monica La Crue [00:05:40] Absolutely right. So, it's really about education not only educating the buyers, but educating our real estate professionals on the programs that are out there so that they're better equipped to help their buyers utilize the programs that are out there. So, thank you so much for taking the time to chat with us about this very important topic. And thank you to our listeners for tuning in on the last episode of our Empower Outreach podcast. We hope you found our discussion to be beneficial and informative as we explore opportunities for homeownership. Please remember, you can subscribe to our Real Estate Professional subscription list for more information and episodes about the series. We appreciate your valuable feedback and feel free to comment and leave us a review. Thank you again for tuning in and being engaged. This is Monica signing off and we appreciate your support and engagement with the Empower Your Outreach podcast series. Have a great day!

VO [00:06:29] Empower Your Outreach is brought to you by Freddie Mac where we make home possible. Join us for upcoming episodes by subscribing to Home Starts Here anywhere podcast are available. If you enjoyed this episode, please rate, review and share with your network.