

Read Full Testimonials from Our Branches

Brian J Lundin / Branch Manager / Noblesville, IN

I wish to express to you my appreciation for the exemplary service and pleasantness and kindness shown to me on a very important file to me that {closed on time}. The borrowers are dear friends of mine and the service I have been able to deliver to them has been excellent because of {corporate support staff} Laurie, Katie, Meg & Karen. Others may have also helped, but these 4 have answered questions, helped correct inadequacies and explained in detail the nuances of Mortgage Builder and AmeriFirst! The learning curve is shrinking because of there dedication to service and KINDNESS! THANK YOU ladies for EXCELLENT service and for taking the time... {you} brought a huge smile to the faces of 2 dear friends, a dear Realtor friend, a listing agent, a title closer, a seller, a processor and mine! THANK YOU!

Michael McClain / Branch Manager / Indianapolis, IN

It is just incredible how good and effective {the AmeriFirst} staff is. I had an FHA purchase on a condo where there was a question on how many units the builder could own and what qualified as ownership in one community. Faith and I read the guideline prior to sending the file to underwriting (U/W) and thought we were in good shape. Maranda had a different conclusion and when Anne and I spoke she said she thought the language that Maranda reviewed was in fact correct, therefore ineligible.

Now, this is why Anne is so wonderful. She listened to my understanding of the guideline and said "you know Mike, that makes sense" and put a call into Bud for further clarification. Bud said he understood our opinion of the rule, but also was getting conflicting information from HUD which was the way Maranda had originally thought.

Bud and Anne did not stop there. As they went to the condo division under HUD and when this was presented to the proper person at HUD, they agreed with Faith and me. In almost any other company, this deal would have been dead. Most "Head of Underwriting" {staff} would have not taken the time to listen and certainly would not have spent the time to get the proper people involved that had the correct understanding of the rule. This took 3 business days and it was worth it in every sense.

This truly is just one example of why AmeriFirst is second to no-one in this industry, period!!

Michael J. Bain / Branch Manager / Kenosha, WI

When {Patrick} was trying to convince me to come on board he told me two thing that I would encounter:

1. Mortgage Builder would be difficult to learn but in the end I would like working in it. It is and I do!
2. I would like the folks that I would be working with. I do!! What {he} didn't tell me was that everyone would go out of their way to help me learn the systems. That everyone that I would deal with would at some time in the conversation remark that AmeriFirst is a great place to be

and they like it here. That they depth of knowledge that the people that I would be working with was as great as it is and last that I would be excited to be part of the team. I am.

Faith McClain / Loan Processor / Indianapolis, IN

My husband and I ... had been a broker for many years and just weren't sure what we would miss or gain from being a Direct Mortgage Banker {with AmeriFirst}. As a broker we might have a couple of options with wholesale lenders and maybe an extra .25% every once in a while, but there were too many lender specific layered credit guidelines to keep up with and the service was horrible. Underwriting times were sometimes weeks and the closing departments were terrible to work with. My husband has always told me that he doesn't need to be the lowest guy in town to get business, it is about service levels. Service is what sets us apart from our competitors.

After working with AmeriFirst for 2-plus years now, we are very glad that we made the switch. The Underwriting is very consistent (1 set of guidelines), 24 hours or less in Underwriting turn times, 24 hours in clearing conditions or less, and most of all, the ability for me to pick up the phone and speak with our Underwriters about a specific loan is clearly a positive. All Underwriters work to find a way to approve the loans. Other things to consider are we have a great compliance staff to ensure you are always in compliance and our closing department is just tremendous. There is never a need for me to call and ask where the package is or a title company calling asking about the wire. Penni's staff is just great!! You will have to submit very complete and organized packages, that meet guidelines, to expect the fantastic turntimes. There are many staff members who are very knowledgeable and experienced to help you with this. Everyone at Amerifirst has great pride in a job well done.

We found very quickly that the Amerifirst "way" was very effective and allowed my husband to spend more time selling to his Real Estate Agents and not having to get involved on the back end. All employees have the same goal and that is to find a way to get your loan to the table. Everyone gets paid the same way - by closing loans. Everyone at AFC understands this. This has been a very positive move for us, but we certainly had the right mindset going in - that being a broker, in the long run, was making it harder on ourselves.

Taking the Next Step

Ready to take the next step of joining our team? Find out what that step is in the "Getting Started" section.

If you want to hear more about what it means to become an AmeriFirst branch, you can "Hear from Our Recruiters." Or you can fill out our form to hear from a recruiting specialist for yourself.