Use it on the first call with a real borrower. Mark each item **Yes**, **No** or **N/A** and jot a short note. The situation pages at the end add the questions for self-employment, VA, gift funds, condos and more: use only the ones that apply.

Fill it in on your own device or print it. Nothing here goes to the Field Guide. Afterward, put it in your company's LOS or approved secure storage.

Borrower / file reference (as your company requires)

Date and time · referral source

Before the call

	Yes	No	N/A	Notes
Reviewed what the referral partner told you	☐	☐	☐	
Somewhere private, where no one can overhear and your screen can't be seen	☐	☐	☐	
Your company's approved place for notes is open (LOS or CRM), not a personal notebook or app	☐	☐	☐	

Open the conversation

	Yes	No	N/A	Notes
Introduced yourself, your company and your NMLS ID	☐	☐	☐	
Asked how they heard about you, and thanked them for calling	☐	☐	☐	
Asked what a successful outcome looks like for them *"What would a successful outcome look like for you?"*	☐	☐	☐	
Asked their timeline and any hard deadline: contract dates, a lease ending, a move date	☐	☐	☐	
Asked how and when they like to be contacted	☐	☐	☐	

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The transaction and property

	Yes	No	N/A	Notes
Purchase, refinance or access to equity?	☐	☐	☐	
How they'll use the property: primary residence, second home or investment	☐	☐	☐	
Property type: single-family, condo, 2–4 units, manufactured	☐	☐	☐	
Where they are: just exploring, need a preapproval, shopping, offer made, under contract	☐	☐	☐	
Target price, and the total monthly payment they're comfortable with	☐	☐	☐	
Working with an agent? An attorney or title company?	☐	☐	☐	

The people

	Yes	No	N/A	Notes
Who will be on the loan, and who will live in the home	☐	☐	☐	
Have they owned a home in the last three years?	☐	☐	☐	
Military service, for them or a spouse	☐	☐	☐	
Current housing: renting or owning, and the monthly payment	☐	☐	☐	

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Income, for each borrower

	Yes	No	N/A	Notes
How they're paid: W-2, self-employed, retired, military or other	☐	☐	☐	
Employer and time on the job; any gaps in the last two years	☐	☐	☐	
Overtime, bonus or commission: how long, and is it steady?	☐	☐	☐	
Read the support-income notice before asking about other income *"You don't have to tell me about alimony, child support or separate maintenance income unless you want it considered for this loan."*	☐	☐	☐	
Other income they want considered: Social Security, pension, rental, disability and so on	☐	☐	☐	
Any change coming: new job, retirement, leave, fewer hours	☐	☐	☐	

Assets and funds

	Yes	No	N/A	Notes
Where the down payment and closing money is coming from	☐	☐	☐	
Where the funds are held: checking, savings, retirement, investments	☐	☐	☐	
Gift funds or help from family	☐	☐	☐	
Earnest money: paid yet, how much, and from which account	☐	☐	☐	

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Recent large deposits, or money moved between accounts	☐	☐	☐	
The cash cushion they want to keep after closing	☐	☐	☐	
Asked them not to move money, open new credit or make big purchases without talking to you first	☐	☐	☐	

Debts and credit

	Yes	No	N/A	Notes
Monthly debts: car, student loans (payment, deferred or income-based?), cards, personal loans	☐	☐	☐	
Support they pay, IRS payment plans, co-signed debts	☐	☐	☐	
Other real estate they own, with mortgage payments and any rent received	☐	☐	☐	
Their estimate of their credit; any late payments, collections, bankruptcy, foreclosure or short sale, with dates	☐	☐	☐	
Permission to pull credit, using your company's authorization process	☐	☐	☐	

The "anything unusual?" question

	Yes	No	N/A	Notes
Asked it word for word *"Is there anything about your income, credit, assets, employment, property or situation that you think I should know?"*	☐	☐	☐	
Followed up on "nothing unusual": one more specific question	☐	☐	☐	

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Close with a map

	Yes	No	N/A	Notes
Summed up their goal and timeline in their own words	☐	☐	☐	
Named the two or three things still open	☐	☐	☐	
Explained what happens next: application, documents, credit, preapproval	☐	☐	☐	
Sent the secure portal link, and told them never to email or text documents	☐	☐	☐	
Set a follow-up date and time	☐	☐	☐	
Told them how their information is protected and who will see it	☐	☐	☐	
Updated the referral partner, with the borrower's permission	☐	☐	☐	
Notes saved in your company's LOS or CRM; nothing left on a personal device or on paper lying around	☐	☐	☐	

The two or three things still open

Next step and who owns it

Follow-up date and time

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Situation pages

Add the pages that fit this borrower. Skip the rest.

If: Self-employed or business owner

	Yes	No	N/A	Notes
How long they've been self-employed, and what they did before	☐	☐	☐	
Type of business and their ownership share	☐	☐	☐	
Personal and business tax returns filed for the last two years?	☐	☐	☐	
Income up, steady or down from one year to the next? Any loss year?	☐	☐	☐	
Deductions that lower the income on their returns	☐	☐	☐	
Business money planned for the down payment or closing?	☐	☐	☐	
A year-to-date profit and loss statement available, if your lender needs one	☐	☐	☐	

If: Overtime, bonus or commission

	Yes	No	N/A	Notes
How long they've received it	☐	☐	☐	
About the same each year, or does it vary a lot?	☐	☐	☐	
Likely to continue? Has the employer changed anything?	☐	☐	☐	

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	Yes	No	N/A	Notes
Shown separately on the paystub and W-2?	☐	☐	☐	
Any recent change in hours or pay structure	☐	☐	☐	

If: New job or a gap in work

	Yes	No	N/A	Notes
Start date, and whether it’s the same line of work	☐	☐	☐	
Any gap over a month in the last two years, and why	☐	☐	☐	
Signed offer letter, if they haven’t started yet	☐	☐	☐	
Probation period, or a change from salary to commission or hourly	☐	☐	☐	

If: Retirement or fixed income

	Yes	No	N/A	Notes
Each source: Social Security, pension, annuity, disability	☐	☐	☐	
Award or benefit letters available	☐	☐	☐	
For retirement-account withdrawals: will they continue for at least three years?	☐	☐	☐	
Any of it non-taxable?	☐	☐	☐	

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If: Divorce, separation or support

	Yes	No	N/A	Notes
Read the support-income notice first *"You don't have to tell me about alimony, child support or separate maintenance income unless you want it considered for this loan."*	☐	☐	☐	
Divorce decree or separation agreement in place?	☐	☐	☐	
Support they pay or receive, and how long it continues	☐	☐	☐	
Who keeps the house, and whose name is on the mortgage	☐	☐	☐	
How joint debts were divided	☐	☐	☐	

If: Gift funds or down payment help

	Yes	No	N/A	Notes
Who's giving it and their relationship to the borrower	☐	☐	☐	
Amount, and whether it's been given yet	☐	☐	☐	
Willing to sign a gift letter saying it doesn't need to be repaid?	☐	☐	☐	
Any down payment assistance program in the picture	☐	☐	☐	

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If: Large deposits or moving money

	Yes	No	N/A	Notes
Any large deposits in the last two months, and where they came from	☐	☐	☐	
Cash kept at home, cryptocurrency, or money from selling something	☐	☐	☐	
Asked them not to move money between accounts until you've talked	☐	☐	☐	

If: A past credit event

	Yes	No	N/A	Notes
What happened, with dates: filed, discharged, completed	☐	☐	☐	
Circumstances beyond their control (illness, job loss, a death in the family)	☐	☐	☐	
Credit they've rebuilt since	☐	☐	☐	
Any open collections, judgments or tax liens	☐	☐	☐	
Any forbearance or loan modification, and its status	☐	☐	☐	

If: Military or VA

	Yes	No	N/A	Notes
Service status: active duty, veteran, Reserve or National Guard	☐	☐	☐	
Used a VA loan before? Is that entitlement still in use?	☐	☐	☐	

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	Yes	No	N/A	Notes
A disability rating, or a claim pending (it can affect the funding fee)	☐	☐	☐	
PCS orders or a move date	☐	☐	☐	
Spouse also eligible?	☐	☐	☐	

If: FHA

	Yes	No	N/A	Notes
Already have an FHA loan on another home?	☐	☐	☐	
Will this be their primary residence?	☐	☐	☐	
A family member co-signing who won't live there?	☐	☐	☐	

If: Rural or USDA

	Yes	No	N/A	Notes
Is the property in an eligible area?	☐	☐	☐	
Household size, and total income for every adult in the household	☐	☐	☐	
Will it be their primary residence? Do they own another home nearby?	☐	☐	☐	

If: Condo or HOA

	Yes	No	N/A	Notes

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Building name and the HOA or management company contact	☐	☐	☐	
Monthly HOA dues	☐	☐	☐	
Known special assessments or lawsuits	☐	☐	☐	
How many units are rented out	☐	☐	☐	
FHA or VA approval, if that’s the loan type	☐	☐	☐	

If: Current homeowner, selling or keeping

	Yes	No	N/A	Notes
Keeping or selling their current home?	☐	☐	☐	
Listed or under contract? Closing date?	☐	☐	☐	
Current mortgage balance and payment	☐	☐	☐	
If keeping it: renting it out? Is there a lease?	☐	☐	☐	
Do they need the sale proceeds to buy?	☐	☐	☐	

If: Investment or second home

	Yes	No	N/A	Notes
How they’ll really use it; occupancy has to be honest	☐	☐	☐	

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Other properties they own, with payments and rents	☐	☐	☐	
Leases or rental history, and property-management experience	☐	☐	☐	
Reserves for every property they own	☐	☐	☐	

If: Refinance or cash-out

	Yes	No	N/A	Notes
The goal: lower payment, shorter term, cash out, remove mortgage insurance or remove a borrower	☐	☐	☐	
Current loan type, rate, balance and payment	☐	☐	☐	
How long they've owned it and how long they plan to stay	☐	☐	☐	
Any second mortgage or HELOC	☐	☐	☐	
What the cash is for	☐	☐	☐	
Any late mortgage payments in the last year	☐	☐	☐	

If: Manufactured or unusual property

	Yes	No	N/A	Notes
Property type and any permanent foundation	☐	☐	☐	
Do they own the land? How many acres?	☐	☐	☐	

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Well, septic or private road	☐	☐	☐	
Known repairs or condition issues	☐	☐	☐	

If: First-time buyer

	Yes	No	N/A	Notes
Owned a home in the last three years?	☐	☐	☐	
Interested in a homebuyer education course?	☐	☐	☐	
Down payment assistance programs in their area	☐	☐	☐	
Total cash they’re comfortable using	☐	☐	☐	

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