



## LendingTree Loan Officer Commitments

1. I commit to represent the LendingTree Network with passion and enthusiasm, kindness and respect, pride and integrity, understanding that my work has purpose and makes a difference in the life of the customer and their family.
2. I commit to call and speak live with every customer assigned to me through the LendingTree channel in a professional, responsive, and timely manner.
3. I commit to put the needs of the customer first. I will listen and understand their needs, then exceed their expectations by doing what is right and delivering upon my promises.
4. I commit to compete honestly and positively to gain the trust and business of the customer. I will win through superior choice, clarity, and service.
5. I commit to educate the customer about the offer(s) I present. I commit to fully explain the loan products and process, toward the mission of a completely satisfied customer at closing.
6. I commit to refrain from criticizing the methods, practices, or employees of another LendingTree Lender. I realize that negative attacks upon a competing Network Lender undermine the confidence of the consumer and weaken the close rates and effectiveness of the entire network and thus myself.
7. I commit to continually work to enhance my sales and communication skills in order to make the consumer experience more satisfying and complete.
8. I commit to support the value proposition of LendingTree. I will strive to win customers by meeting their needs while supporting the LendingTree Network as a whole.

Signed by \_\_\_\_\_

Date \_\_\_\_\_