

# **NO** **SURPRISES** **Guarantee**



Thank you for your interest in working with my team at Alliance Mortgage Funding. As we go through this process together, it is important for me to express to you my values and ideals.

It seems that in life we have all become accustomed to settling for less service than we deserve. My team and I have worked very hard for the last 10 years to create a system to ensure that you receive the highest level of service possible when obtaining a mortgage loan.

If at any time during this process, you are concerned about the level of service you are receiving from me or my staff, I would ask that you voice your concerns to either me or my staff immediately. Our objective is to make you a client for life and create an “experience” that exceeds your expectations.

As an example of our commitment to this objective, you have our **No Surprises Guarantee**:

**If, at settlement, our lender fees and any Origination and Discount points exceed the amount disclosed on your Good Faith Estimate when you locked your rate, we will pay the difference. This guarantee will not apply if you change your loan program, loan amount, the terms of your loan, or do not close within the Lock-In period.**

We look forward to working with you now and in the future as your mortgage needs may change. Therefore, we want to ensure that you are completely satisfied with the services that we provide.

A handwritten signature in black ink that reads "Craig Brindley".

Craig Brindley  
Residential Mortgage Specialist



**Licensed in Pennsylvania & Maryland**