(Mr. Tenkey's Tips #264) www.mrtenkey.com

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Dear Management:  Your pipelines busting at their seams?  As everyone and their dog are hoping to catch the "newest" level of insane rates...  
  
Sidenote - Remember when 10% was a killer rate?  Damn I'm old...  
  
Anyway, what are you doing to manage your resources?  
  
As, you're not gonna be able to hire/train your way into enough operations support... to solve this refi wave.  
  
Are you prioritizing?    
  
You should be...  
  
And not only operations support, but how are those warehouse lines?  How is the capacity there also?  
  
The worst thing in a mortgage company's life cycle... is to have to say "We can't fund your loan today."  
  
So instead, prioritize your systems to give them a realistic day for funding.  
  
Because a delayed hero is still gonna be a hero... with the rates they're going to be getting.