



ANNOUNCEMENT

Announcement Number: 20-04
Date: March 5th, 2020
Subject: Refinance Locks & Turn Times

With the increase in refinance volume, CenterState Bank is recommending that all refinance loans be locked for 45 days or greater.

While we will continue to work diligently on all loans, priority will be given to purchase transactions to ensure they meet their closing dates on time. Estimated underwriting turn times are posted daily to the CenterState portal for guidance on when you can expect your conditional approval.

We are committed to giving you and your borrowers the best possible experience on the day of closing. To make sure we can properly service all loan closings, CenterState will be following the time frames below for Initial CD Disclosure and Loan Closings:

- Initial CD Disclosure – The Initial CD will be disclosed the same day when requested by 12pm EST that day. Initial CD requests after 12pm EST and needing to go out the same day will be subject to management approval. Please note that all Initial CD conditions must be cleared in order for the Initial CD to be requested.
- Loan Closings – Loans must be cleared to close by 2pm EST the day prior closing. Loans receiving a clear to close after 2pm the day prior to closing will require approval from CenterState management.

It is our goal to close all loans on time while providing the customer service you've grown to expect out of CenterState. We value your business and thank you for your patience while we all navigate these busy times.

Please contact your Account Executive with any questions.