



# WHY FAIRWAY?

**WE'RE DEDICATED TO PROVIDING AN AMAZING EXPERIENCE FOR YOU EVERY DAY**

## FAIRWAY AT A GLANCE

Since opening our doors in 1996, we have not only been dedicated to providing unparalleled customer service, but also to growing continuously. Starting out with a staff of only 16 employees, Fairway now employs more than 4,500 team members, including over 1,300 producers and over 500 branches\* nationwide. Over the years, our team has helped thousands of Americans achieve their dream of homeownership. With a strong focus on purchase business, we were able to fund \$27.5 billion in 2023.

## QUALITY OF LOAN PROCESS

We are dedicated to maximizing our time and efficiency throughout the entire loan process, including processing and underwriting, as well as expedited decision making.

## EARLY DELIVERY OF CLOSING DOCUMENTS & LOAN FUNDS

Our CEO has maintained his steadfast commitment to loan officers, branch managers and customers for more than 20 years. This commitment is what drives our Closing Department to consistently provide early delivery of closing documents and loan funds.

## EXTENSIVE PRODUCTS

At Fairway, we continuously listen to our loan originators, also known as "The Street," to add cutting edge products to ensure our customers have the right options for all situations.

## AMERICAN WARRIOR INITIATIVE

Fairway's American Warrior Initiative strives to educate, encourage and inspire Americans to give back to the wounded heroes who have served in the United States military. For more information about the organization, please visit [www.americanwarriorinitiative.com](http://www.americanwarriorinitiative.com).



THE  
**SHUMATE**  
TEAM



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## COMMITMENT TO PROVIDING OUTSTANDING SERVICE

We understand that customer service is imperative within every aspect of the organization. Our commitment to providing exceptional customer service to "The Street" flows through to every customer, ensuring an exceptional home loan experience.

## SPEED & SUPPORT

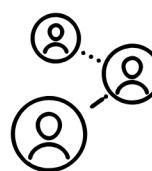
We provide our branches with some of the fastest turn times in the industry, giving a clear advantage in each market. We are fully dedicated to responding quickly.

## BRANCH SUPPORT

Branch Support is our front line and gateway to the entire organization. Understanding urgency and making every effort to respond in minutes allows each branch to sustain maximum efficiency.

## MARKETING SUPPORT

Our full, in-house Marketing Department consistently serves "The Street" by offering a one-stop shop for ALL marketing that is efficient, creative and always evolving. The department includes design, communications, events and support team members to assist with each and every request.



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