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December 18, 2020

RE: Rocket Mortgage (Quicken Loans) Loan: 346 – Questionable Business Practices

To whom it may concern,

When my fiancé and I decided to purchase a home this past August of 2020 and needed a pre-approval, we went to Rocket Mortgage. We chose this company because I had seen many commercials for the company, and the entire process sounded honest and straightforward. Within a few days, we had a pre-approval letter from Rocket for a 2.99% interest rate and began to shop for a house with that.

The experience at this point was acceptable, and we were happy with the terms offered. In our phone and email conversations with Rocket employee, President's Club Banker Saba Nahar, there was no mention of additional fees such as mortgage points. However, over the next weeks, we did realize that details provided by Ms. Nahar were partially inaccurate and omitted information we requested (all emails available if needed). However, we stayed with the company as we felt that the Quicken Loans brand's overall reputation would provide us a satisfactory experience.

We compared the rate/terms (2.99% and no points) with an independent mortgage broker I often work with on previous home purchases who confirmed that this mortgage offer matched the best terms he could provide us, which also had no points. On Saturday morning 8/29/2020, we had a call with our new banker (we were informed that Ms. Sahar was replaced on our account), and this is when the relationship went south. During this hour-long call with Quicken employee Jon Budiongan, he walked us through updated documents that contained the full terms of the loan. I quickly noticed a line item that was large and unfamiliar. **There was now a \$4,800.00 line item for mortgage points on the Rocket terms of the loan.**

After reviewing the document thoroughly, I asked Mr. Budiongan about the new \$4,800 fee. He responded that those were simply the mortgage points that we were buying to obtain a lower rate of 2.99%. I responded in complete surprise that mortgage points had never been mentioned in any of our previous messages/discussions with any member of the Rocket team and that this was the first we heard of this fee. The timing could not be worse either as we had just entered into contract on a property (Dr, Phoenix, AZ 85015) and were now in a crunch to arrange financing and close the transaction within 30 days. Mr. Budiongan explained that adding a mortgage points fee of \$4,800 was a standard process for Rocket. When I balked at this explanation, he said that he would get on the phone with his Vice President and see what he could do. As we waited for him to make this call, we wondered what was actually happening behind the scenes with Mr. Budiongan. We pondered if a phone call was even taking place or if this was merely a sales tactic.

When Mr. Budiongan returned to the line, he stated that he had talked to the Vice President and was lower the fee, reducing our total cost to \$2,500 for these mortgage points. He told my fiance and me that this was the best we could do and that all other banks would do the same. As we were still hesitant to pay an



additional \$2,500 than had been discussed before, he finalized his pitch by telling us that his vice president's offer was contingent. We would need to accept the offer by providing our debit card for a \$500 lock fee by the end of the day, or else we would have to pay the full \$4,800.00 as before.

Reluctantly and feeling taken advantage of, we signed. I then called my broker and told him what had happened with a bad taste in my mouth. **Was Mr. Budiongan correct?** Would my broker's banks also have added mortgage point fees to our loan as well? My broker quickly confirmed that the banks he works with would not. He stated that he had heard of high-pressure tactics among some bankers and that Mr. Budiongan had duped us. Now very unhappy, I sent an email titled *'Please Hold on Processing of Loan Number 346'* (see attached) to Mr. Budiongan and Director of Mortgage Banking Danny Francis to stop the process as this loan was now off the table.

The email proved useful as I shortly received an email from Mr. Francis stating that he would call me to discuss what had happened. When that call occurred, he apologized and **removed the entire \$4,800 fee**. Mr. Francis said that Rocket bankers should have discussed the mortgage point fee with us from the beginning.

Finally, we were back to obtaining a fair mortgage. We closed the loan in September and moved into the house.

However, while our loan finally worked out, over the next few months, I couldn't get over the awful feeling about how many customers get duped by bankers such as Ms. Nahar and Mr. Budiongan. **How many Rocket customers don't have the time or resources available to help them avoid \$4,800 fees added on by unscrupulous bankers?**

I am asking to have our loan (346) investigated to determine whether Ms. Nahar and Mr. Budiongan did perform their jobs honestly. I have worked with Quicken in many capacities as a small business owner and do not believe that this reputable company would allow its employees to perform in this manner. I would like to understand how my concern will be addressed to prevent our experience from happening to other home buyers.

I sincerely appreciate your attention to this matter. Thank you.

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