

A Culture of Integrity and Collaboration

Written by Haley Freeman

Brothers Tom and Rob Briggs have spent their lives and careers in the Huntington Beach community, and together, they have more than 50 years of experience in the real estate and mortgage industries. Raised

was a growing mortgage bank with a lot of integrity and momentum, and we saw it as a blend of the best of both worlds. We can run the branch with the benefit of the company's oversight and systems, but still have the freedom to operate and market the way we want to."

At New American Funding, that means leveraging the company's repertoire of comprehensive loan products and seamless operations to get quick, clear answers and close loans on time. Tom explains, "We do most of our loans in-house, but we can also broker. With so many resources, if



Tom Briggs

by a mother who was a successful real estate broker, Tom and Rob each obtained their professional licenses right out of high school and eventually combined their talents to open their own mortgage brokerage. In 2013, they joined New American Funding as co-managers of the company's Huntington Beach branch.

"As compliance tightened up after the mortgage meltdown, it became increasingly difficult to be a small-to-mid-sized mortgage operation," Rob says. "We knew this

a loan is doable, we can do it. We directly underwrite VA and FHA loans, and we have our own condo department. Whenever there is a question about a loan, someone is always available to get an answer quickly and accurately."



Along the way, borrowers and Realtors® receive regular communication characterized by integrity transparency. Tom continues, "We really try to educate people along the way, give them options and put them in the best loan for their circumstances. Someone is always here to answer questions and make sure everyone is notified at each milestone in the loan process. They can trust us to give them news whether it is good or bad. We have eliminated the frustration that comes when you don't know where your loan is and don't hear back from anybody."

New American Funding's complete marketing program is designed to help real estate partners get maximum exposure for listings and cultivate lifelong client relationships through original, eye-catching multimedia. Marketing continues long after the loan closes, with mortgage statements co-branded with the Realtor's® photo and contact information. The company also sends personal cards to homeowners four times per year on behalf of the agent.

The consistent delivery of service at this level requires the commitment and collaboration of a whole team of dedicated professionals. As producing managers, Tom and Rob lead by example, recalling the business lessons they learned from their mother. "She instilled in us that to be successful, you have to work hard, always keep your word and treat people right," Tom says. "Rob and I don't compete with our people. But at the same time, were still doing business, so we don't get disconnected with what Realtors® are looking for or what buyers need. We walk the walk, so we also don't lose touch with what our loan officers need to succeed."

Repeatedly recognized as a top workplace in the industry, New American Funding promotes a culture of collegiality and support among its employees. Tom and Rob work hard to ensure that their team is running at optimum efficiency inside an affirmative work environment. "We all help each other out and have a good sense of friendship here," Tom explains. "This is a work family, and we all enjoy working together and hanging out socially. The nice thing is that there is mutual respect, and everyone is willing to help one

another get the job done well and grow more business. We keep each other accountable, too."

Always looking to expand the team, Rob says he and Tom welcome both experienced Loan Consultants and those looking for an opportunity to learn. "For seasoned Loan Consultants who have their own book of business, they will benefit from coming to a company that will support them and help them get their loans closed in a timely manner. We also have spots for junior Loan Consultants looking for training -- someone willing to come in and do what it takes to learn to do the business the right way."

In Huntington Beach, the Briggs name has long been associated with trusted and reliable service, making Tom and Rob a perfect fit for a mortgage company with a 360-degree culture of integrity and collaboration. "We are a company, a branch and Loan Consultants in it for the long haul," Rob says. "People can trust us to guide them through the process of financing a home with honest communication from the beginning to the end of a transaction."

Tom Briggs & Rob Briggs
New American Funding
19072 Beach Blvd.
Huntington Beach, CA 92648
Tel: Tom-714-656-1160 - Rob-714-656-1161
Email: Tom.Briggs@nafinc.com
Email: Rob.Briggs@nafinc.com
Web: <http://branch.newamericanfunding.com/huntingtonbeach>
NMLS ID 303474 / 171371



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