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VERTEXIT RESOURCE

Mortgage Interview Preparation Checklist

Step-by-step preparation guide

A structured checklist to prepare for mortgage operations and underwriting interviews — from company research to mock interviews to follow-up. Use this alongside the Interview Questions guide for the best results.

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How to use this checklist

This checklist breaks interview preparation into 5 phases. Work through each phase in order. Each phase has checkable items — tick them off as you complete them. Aim to complete all phases at least 2 days before your interview.

Phase 1: Research (7 days before)

- Research the company — what they do, their market position, and recent news
- Understand the role — read the job description carefully and identify key requirements
- Research the interviewer (if known) — their background and role at the company
- Understand the loan products the company handles (conventional, FHA, non-conforming)
- Check if they use specific systems (DU, LPA, specific LOS) and review the basics
- Note down 3-5 things that interest you about the company

Phase 2: Knowledge refresh (5 days before)

- Review mortgage fundamentals — loan lifecycle, DTI, LTV, CLTV, AUS concepts
- Review key documents — 1003, credit report, W-2/paystubs, tax returns, appraisal
- Review underwriting decisions — approve, suspend, deny, conditions
- Review income types — W-2, self-employed, rental
- Practice calculating DTI and LTV on sample scenarios
- Review common red flags — large deposits, employment gaps, inconsistent info

Phase 3: Practice (3 days before)

- Practice answering 10-15 common interview questions out loud
- Prepare 3-5 scenario-based answers using the STAR method
- Prepare answers for behavioural questions (caught an error, disagreed with a colleague, handled pressure)
- Prepare 4-5 questions to ask the interviewer
- Do a mock interview with a friend, mentor, or VertexIT counsellor
- Record yourself answering questions and review for clarity and confidence

Phase 4: Logistics (1 day before)

- Confirm interview time, location (or video link), and format
- Prepare your outfit — business professional, clean and wrinkle-free
- Print 2 copies of your resume (for in-person interviews)
- Prepare a notepad and pen for taking notes
- Test your tech (for video interviews) — camera, mic, internet, platform
- Plan your travel route (for in-person interviews) — aim to arrive 10 minutes early
- Get a good night's sleep

Phase 5: Interview day

- Arrive 10 minutes early (in-person) or log in 5 minutes early (video)
- Greet everyone politely — receptionist, interviewer, anyone you meet
- Listen carefully to questions — it's okay to pause and think before answering
- Use the STAR method for behavioural and scenario questions
- Ask your prepared questions at the end
- Thank the interviewer for their time
- Send a thank-you email within 24 hours referencing something specific from the interview

Common interview mistakes to avoid

- Don't arrive late — plan for traffic or tech issues
- Don't speak negatively about previous employers or colleagues
- Don't guess if you don't know an answer — say 'I'm not sure, but here's how I would find out'
- Don't ask about salary or benefits in the first interview (unless the interviewer brings it up)
- Don't forget to ask questions — it shows disinterest
- Don't use filler words ('um', 'like') — pause instead
- Don't interrupt the interviewer — listen fully before responding

Post-interview follow-up

Within 24 hours of your interview, send a thank-you email to the interviewer (if you have their contact) or to the recruiter. Keep it brief — thank them for their time, reference something specific you discussed, and reiterate your interest in the role.

Sample follow-up email:

Subject: Thank you – Interview for [Role Name]

Dear [Interviewer Name],

Thank you for taking the time to speak with me yesterday about the [Role Name] position. I really enjoyed learning more about your team and the work you do with [specific topic discussed].

I am very interested in the opportunity and would welcome the chance to contribute to [Company Name]. Please let me know if you need any additional information from me.

Best regards,
[Your Name]

Ready to practice?

VertexIT's placement assistance includes mock interviews with feedback. Speak with a counsellor to schedule a mock interview before your real one. Visit vertexit.in or WhatsApp +91 97036 86514.