

MGIC

Facebook Strategies for Loan Originators

Presented by:

Meghan Bitenc Senior Digital Strategist, MGIC

Hello!

I'm Meghan Bitenc, MGIC Senior Digital Strategist

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Email: Meghan_Bitenc@mgic.com

Senior Digital Strategist and part of my role is to oversee content development for MGIC's social platforms such as Facebook, LinkedIn and X (formally Twitter).



Legal Disclaimer

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Welcome! Today's Agenda:

Relevance of social media

Understanding your audience

Facebook Business Page

Facebook Messenger

Creating content

Boosting posts

MGIC resources



Social media is not a direct sales tool — it is a **relationship and brand-building tool**

Meet the expectation!



People don't buy from **brands**, they buy from people they **know and trust**

Understanding your audience

Who's using Facebook?





The KING of Social Media



Facebook is the leading social platform reaching

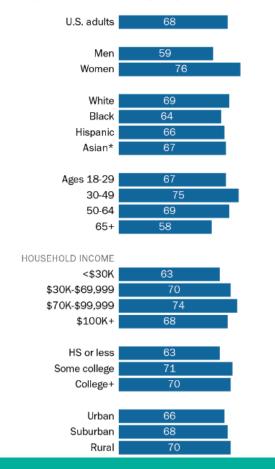
68%

of American social media users

Women, college grads more likely to use Facebook

Women, college grads more likely to use Facebook

% of U.S. adults who say they ever use Facebook



Who is on Facebook?

- Facebook is popular among all demographic groups, though some adults are more likely to use it than others, the same survey shows. Adults who are more likely to use Facebook include:
- Women: 76% of women use the platform, compared with 59% of men.
- Bachelor's degree holders: 70% of adults with a four-year degree or more education use it, compared with 63% of those who have a high school diploma or less.



Time spent on Facebook

2.5 hours per day

75% of users check 1x/day

51%

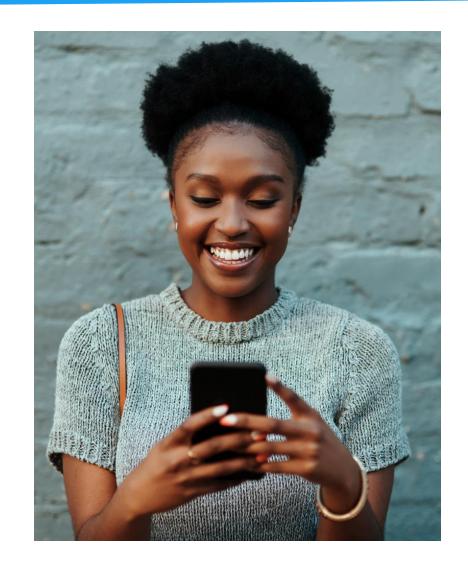
of users check multiple times/day





98.3%

of users access Facebook via mobile devices





You can reach ANYONE at ANYTIME

UNPARALLELED NETWORKING REACH!



81%

of business use social media for brand awareness

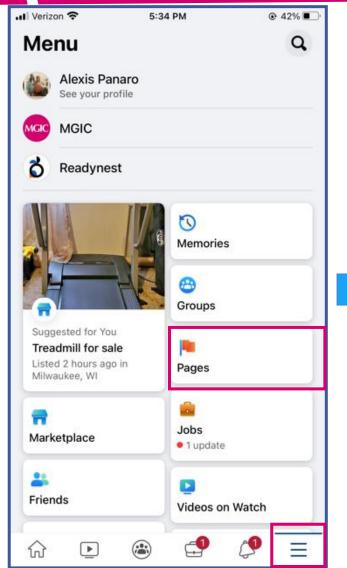


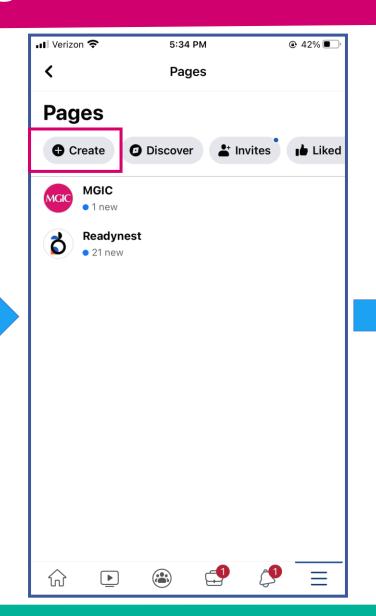
What is a Facebook Business Page?

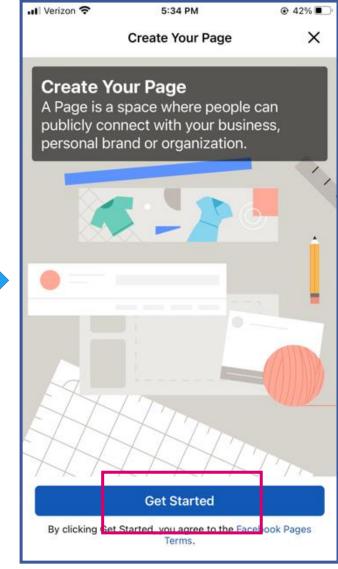
- Professional page separate from your personal Facebook page
- A kind of modern, online "yellow pages"
- Allows people to contact you/your business directly on Messenger
- You can be publicly recommended/reviewed



Business Page Creation 101

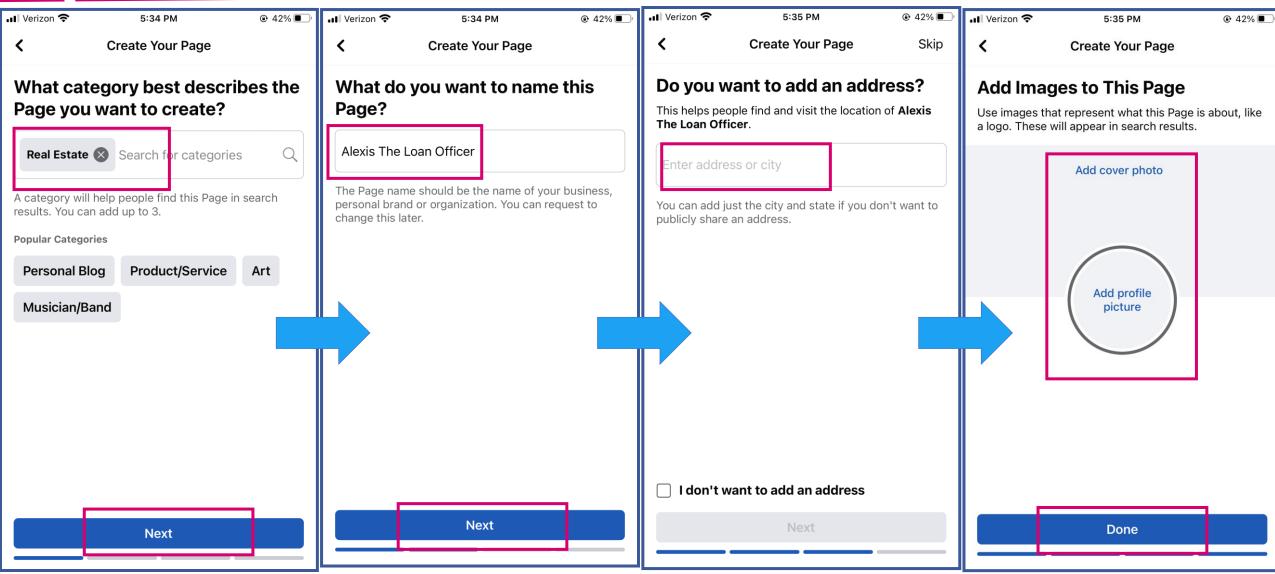






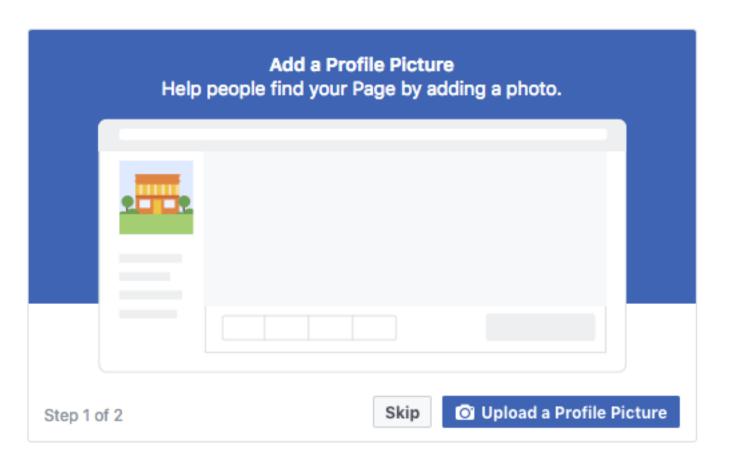


Business Page Creation 101





Choosing & Uploading a Profile Pic



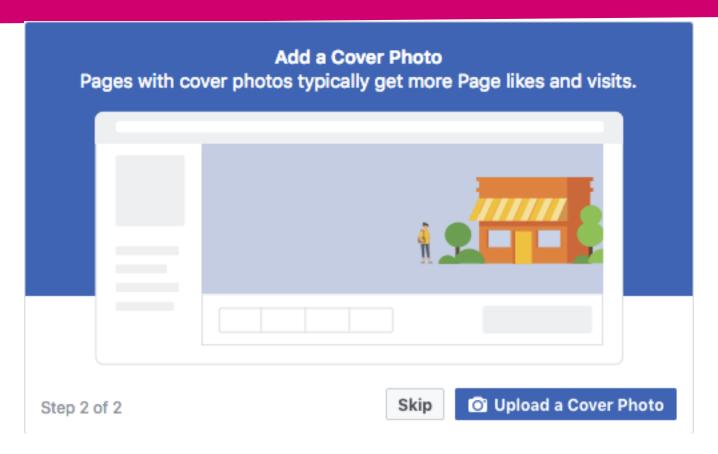
Professional headshot

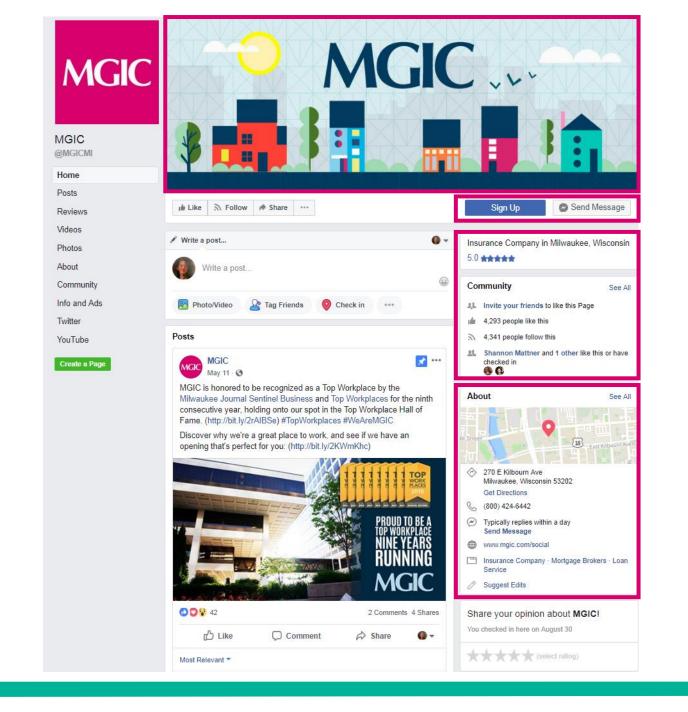
- Could be different from your personal FB photo
- Consistency w/ LinkedIn?



Choosing & Uploading a Cover Photo

- Cover photo = more views
- Potential options
 - Promote your brand
 - Promote an event
 - Local skyline
 - Team photo
- Collaborate with your marketing team







Some Examples...



Matt Russell, Midflorida Credit Union Loan Officer NMLS# 365641 @MattRussellFL













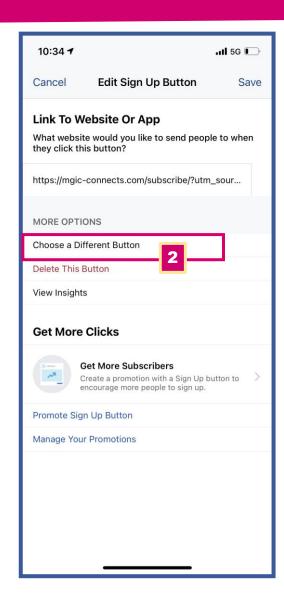
Customizing your Call to Action (CTA)

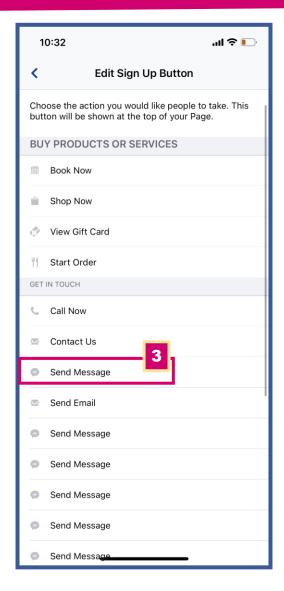
What do you want your visitors to do?

Which offers the path of least resistance and will lead to action (and a potential lead)?

Recommendation: SEND MESSAGE









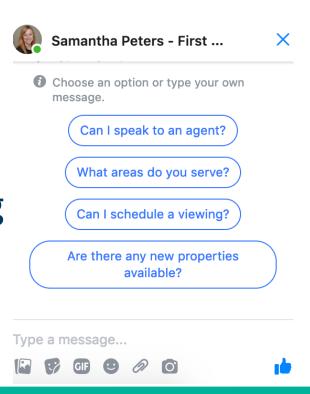
Facebook Messenger for Business

Facebook Messenger

- More than 1.3 billion monthly users
 - Second most downloaded app of all time only behind Facebook!

- Offers path of least resistance
 - Simply type the message and hit enter
- Automate and customize greeting

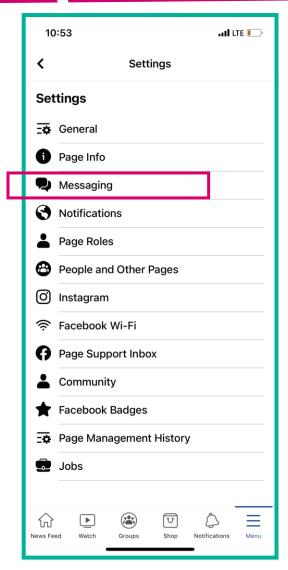
Be where your customers are

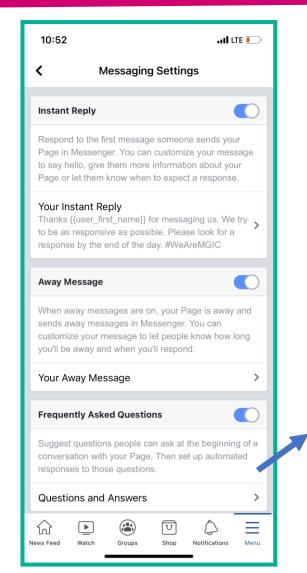


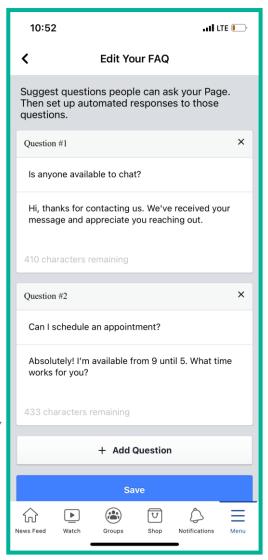




Customizing and Automating Your *Messenger* **Experience**







Instant Reply

- If someone messages you, a reply will automatically be sent back
- Manage expectations of when they might here back from you.

Example: "Thanks for your message! We'll get back to you by the end of the day."

Away Message

- Let people know how long you may be "away" for – for example, maybe you're on vacation or in a meeting
- Example: "I am out of the office until Monday, August 1st. I will respond to your message when I return."

Frequently Asked Questions

 Choose up to 4 FAQs to have ready for your visitors to choose from



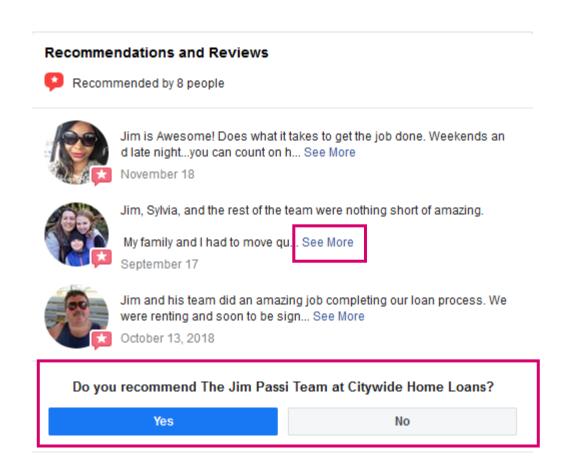
The Power of Reviews & Recommendations

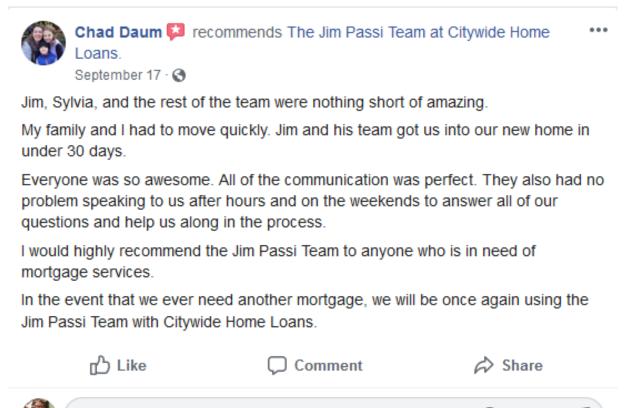
- Millennials and many others do their own research
- Positive recommendations reduce doubt
- Increases reach, validation, & builds relationships
- Build and maintain relationships





Write a comment...







How can I get reviews?

- Check-in with previous borrowers or referral partners
 - This is a nice way to stay connected
 - Or, ask in real time, while you are working with them use the closing photo and ask them to tag you!
- Be honest say you're using the opportunity to build your online presence and would greatly appreciate their help
- Use a "thank you" email from a borrower



Amanda Lynn is with Brady Thomas.

Apr 30, 2021 - 25

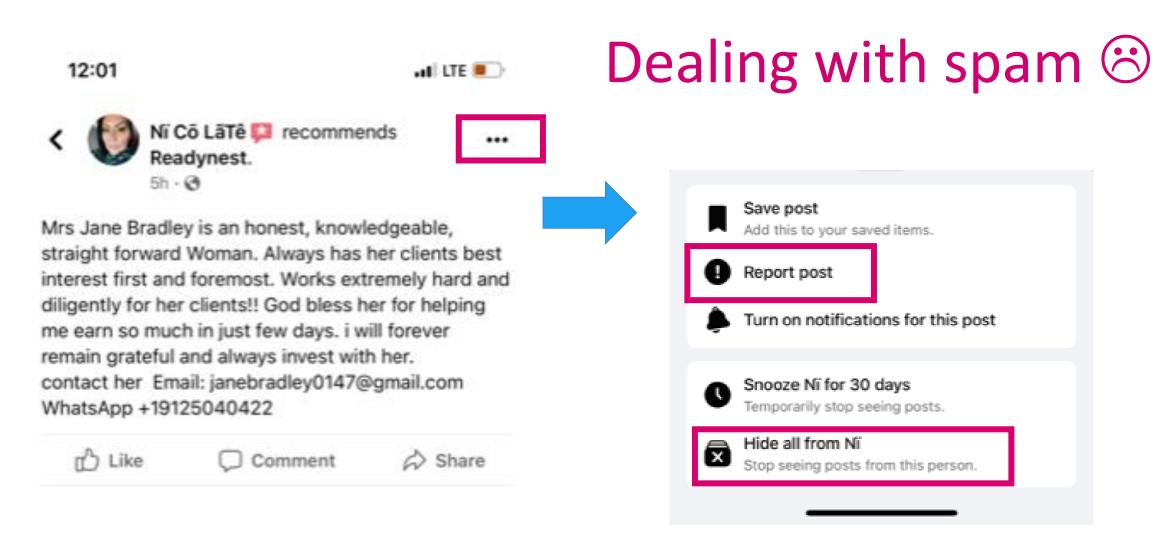
Today we closed on our first home! New beginnings, new memories, new home.

Thanks @cierralouise_shorewest for making this process as exciting and smooth as possible through a crazy market.





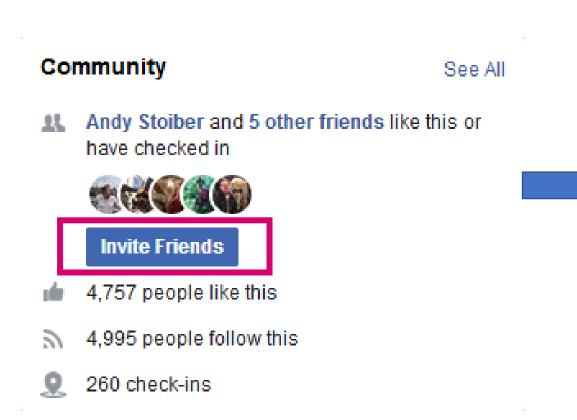


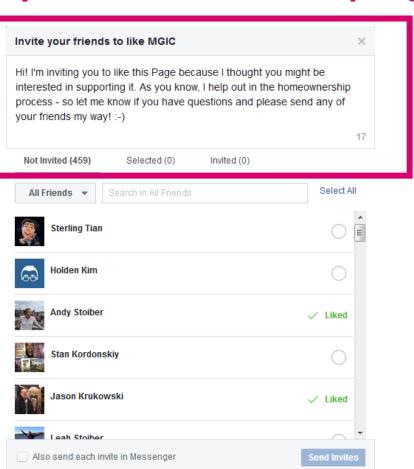




Building Your Audience

Invite your friends to "LIKE" your business page

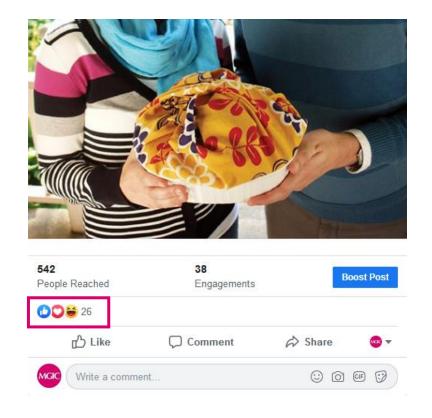




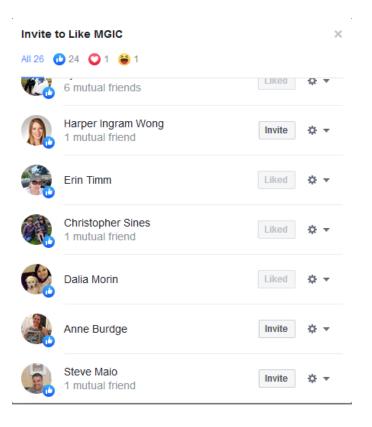


Building Your Audience

Invite those who "LIKE" your content to "LIKE" your page!







Content Best Practices

- All social media channels require content this is how you connect with your audience and stay top-of-mind
- Audience who are you talking to and who do you want to be talking to?
- Think about what behavior and content you want to share with the world
- No hot button issues same for "liking"



Authenticity.

Merriam-Webster's Word of the Year for 2023 has been identified as the top trend in social media for 2024.

This trend underscores the importance of creating genuine content. You must do more than sell a product.

Share and demonstrate your core values – and an industry expert, because you have a great story to tell.

More Trends...

- Video + Audio
- Content collaborations
- Localized + Niche content
- Social first: Content designed to be engaging, shareable, and optimized for social media.



Creating Compelling Content



More than 1/3 of American households own a #dog! Check out this delightful dog #infographic and enjoy some of our favorite customer dog pics to celebrate #InternationalDogDay. http://bit.ly/2G8dMws

MEDIA

+

VALUE

#Hashtags

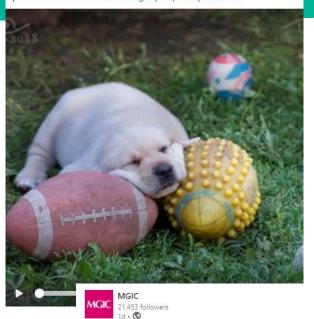
= the perfect post!



#FlashbackFriday to last week's NAHREP® National Convention in San Diego, CA! We had a great time sharing drinks and ideas with other leaders in the industry looking to advance #Hispanic homeownership. See how we can help you connect with Hispanic homebuyers here: http://bit.ly/30NQ5Rz #SomosMGIC - #HispanicHeritageMonth

(cc: NAHREP The National Association of Hispanic Real Estate Professionals)





Gen Z favors homeownership over long-term renting, but 60% overestimate how much they need for a down payment. Use the insights in our latest #infographic to help educate your #GenZ borrowers so they can achieve their dream of homeownership sooner: https://bit.ly/3QwcyMU





Hashtag Cheat Sheet

Category

- Branded (Your Business Name)
- Industry
- Target Audience
- Community
- Content Specific
- Location

#Example

- #WeAreMGIC
- #MortgageIndustry
- #FirstTimeHomebuyers
- #HomeLoans
- #HomeBuyingTips
- #MilwaukeeWl



5 Activities to Grow

Do THIS everyday

- ✓ Post something...anything!
- ✓ Start 5 new conversations with new accounts you haven't met or previous borrowers
- ✓ Engage with other posts from people you follow, on hastags you follow
- ✓ Prepare content for future posts
- ✓ Save 3-5 posts from other accounts you find inspiring



Content Sources

Where to Find Content

- Establish a library of credible and diverse sources for content
- Doesn't have to be SPECIFICALLY about homebuying
- "Share" directly from app or website look for social icon
- Are you going to an event you can share?









MGIC Connects





Guidelines for Posting

Make a strong connection + build community

1. Educational – this is your "value-add"

- Educate your borrowers on the lending industry.
- Offer tools, insights, and resources for potential borrowers and homeowners
- keep customers up-to-date on the last industry news (in layman's terms)

2. Inspirational + Buzzworthy

• Share stories / testimonials of past customers you've worked with

3. Community Based

- Highlight a cause, person, event, or news item that is important to you
- Tie your brand image to your community by posting pics or video attending local events

4. Personal

What makes you, you?

5. Interactive or Fun

- Make a fun poll!
- Meme it up [©]



Educational



Emily Flynn • 2nd Mortgage Loan Officer at Best Advantage Mortgage 3mo • 🔊 + Follow · · ·

Area median income numbers have increased!! This allows more buyers to be able to qualify for Homeready and Homepossible programs!! Reach out if you'd like to know more!!

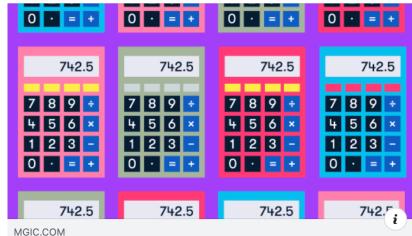
#mortgagebroker #getpreapproved #3%down #homeready #homepossible #twincities #purchasemarket #fanniemae #freddiemac #medianincome #incomelimit #incomelimitincrease #minneapolis #stpaul #minnesota #loanofficerlife #emilyflynnmortgagegal #yourfriendemily #winwithflynn





Numbers don't lie - show #renters the truth about how affordable a #home can be with our calculators! From quick snapshots to detailed comparisons, every borrower can benefit: http://bit.ly/2KrlzGT

...



Consumer calculators

Share consumer calculators from MGIC to help potential homebuyers...





Inspirational or Buzzworthy



As a young bartender, Robert Coomer's chance encounter with an LO patron kickstarted his career in lending where he became a top producer within 90 days.

Today we recognize Robert, President of Robert Coomer Group powered by Celebrity Home Loans, as an LO Leader for contributing a portion of every loan funded to Candlelighters Childhood Cancer Foundation of Nevada - currently totaling over \$70,000!



Loan Officer Leader

Robert Coomer The Robert Coomer Group, a



The Robert Coomer Group, a division of Celebrity Home Loans



€€♥ Kim Schauer and 22 others

10 reposts





#LoanOfficer #MortgageIndustry #AffordableHomeowership #EquitableHomeownership #MBA #MortgageBankersAssociation #WeAreMGIC



NEWSLINK.MBA.ORG

Bridging the Homeownership Gap Through Collaborative and Collective Efforts-Sponsored Content from MGIC - MBA Newslink

There's something different in the air. Within the last 3 to 4 years, there's been a genuine interest and growth in cross-sector collaboration on solving the persistent disparities that exist in homeownership rates between white and minority households.



Community-Based

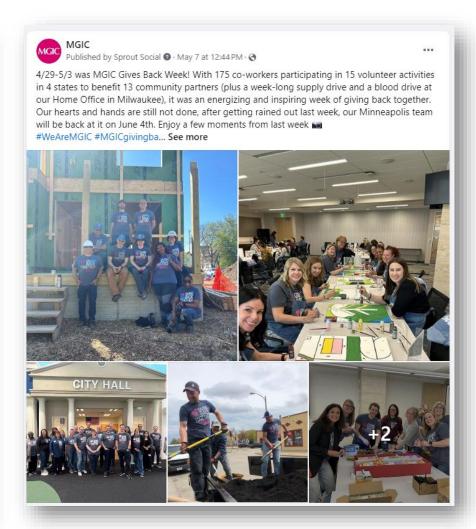


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Published by Sprout Social ② · May 23 at 12:00 PM · ❸

Our partners at United Performing Arts Fund - UPAF such important work bringing the arts to our community that we were inspired to bring the arts to our own Home Office today. Our co-workers were treated to a swingin' set of tunes by the Brew City Blasters, who have a big sound, even when situated behind a tiny desk.







Personal



Happy #NYE! Before we hit the ground running in 2020, we wanted to take a moment to look back at some of our favorite memories we shared with our customers in 2019. We can't wait to see what next year has in store!







Sue Woodard • 2nd Chief Customer Officer at Total Expert | Mortgage Industry Expert

THIS...is exactly how it feels when we knock down a business challenge for one of our amazing Total Expert customers. #movefastandinnovate #totalaxepert





Raquel Borras • 1st

Helping you bring to life a personal brand that is "true to you"!

1 mo • 🕲

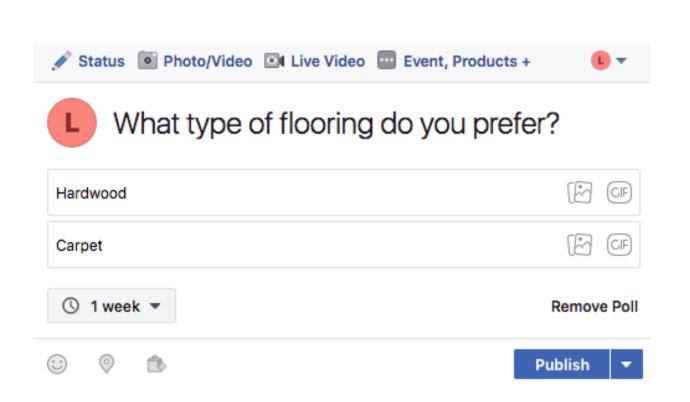
A little Friday humor! I just had to! A 99







Interactive or Fun







Check out this awesome tool!



From our neighborhood to yours, have a wonderful 4th of July weekend!















Instagram

Facebook

Twitter

YouTube

Video Editor



Marketing

Business Cards

Flyers

Logos

Posters

Brochures

Menus



Office

Presentations

Resumes

Graphs

Planners

Letterheads

Calendars



Custom Prints

Custom T-shirts

Canvas Prints

Stickers

Custom Mugs

Photo Books

Labels



Cards & Invitations

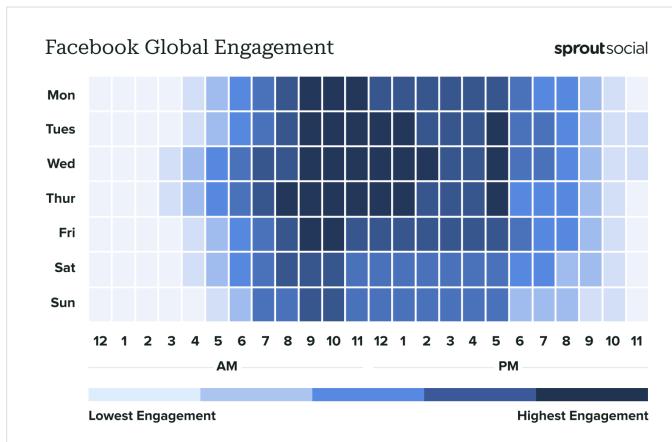
Invitations

Postcards

Greeting Cards



When should I post?

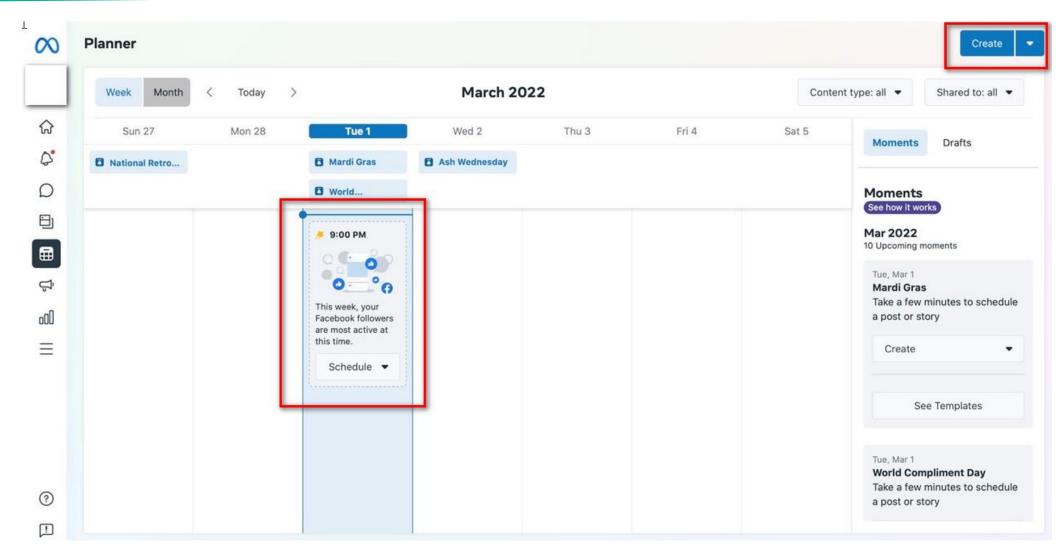


Best times to post on Facebook:

- Mondays from 9 a.m. to noon
- Tuesdays from 9 a.m. to 2 p.m. and 5 p.m.
- Wednesdays from 9 a.m. to 3 p.m. and 5 p.m.
- Thursdays from 8 a.m. to 2 p.m. and 5 p.m.
- Fridays from 9 to 11 a.m.
- •Best days to post on Facebook: Mondays through Thursdays
- •Worst days to post on Facebook:
- Sundays



Business suite - planner





Only about 5.5% of your followers will see your posts





Facebook for Business - Engagement

- Post a photo of a closing
 - Ask permission of the borrower!
- Tag the real estate agent
- Comment and tag a local business

I can't wait to give these out at my closing tomorrow! Thanks Joe-Jen Krueger!



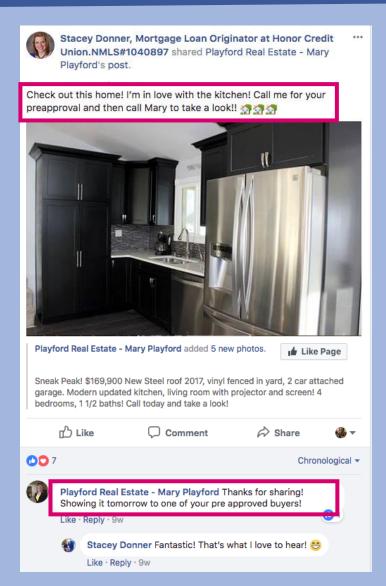




Facebook for Business - Partnerships

Building partnerships

- Share a real estate agent's post
- The agent will be notified
- They should comment, like, or share, helping it gain more views
- Both parties benefit!





Facebook for Business - Partnerships

Partnership Content

Think about how to help each present a community/neighborhood as an attractive place to live

Topics to share:

- Listings!
- Community news
- Things to do, activities, places to go



+ Follow

Homebuyer workshop tomorrow just for YOU! 3:30 P.M. PST. DM, call, or text for details.

Jocelyn Vasquez Genene Huston





Deanne Moore • 2nd

and finance info, text LIST7333318 to (800)701-6509.

Mortgage Loan Advisor - NMLS # 1849847 - at Vault Mortg...

Lovely Decatur reno - inside and out! Must see to believe this beauty. For listing

Felita Carter is looking forward to hearing from you! Need to be pre-approved?



2112 Trailwood Road, Decatur, GA, 30032 - Learn more about this home

listreports.com • 1 min read

1 comment

+ Follow · · ·



More money = More views

- Facebook makes is easy and will prompt posts it recommends to "boost"- with additional budget.
 - However, Facebook has made changes to their ad policy for housing and credit. If your post mentions Mortgage Loans for example there is an additional review by Meta.
- Adjust your budget to fit your needs for estimated reach
- Timely posts can have a shorter duration, evergreen posts can go as long as you'd like
- Think about if this will work in your marketing mix before accepting Facebook's recommendation

Use automatic placements to maximize your budget and help show your ads to more people. Facebook's delivery system will allocate your ad set's budget across multiple placements based on where they're likely to perform best. Learn more. **DURATION AND BUDGET** Duration 6 Total budget \$250.00 USD Estimated People Reached 19 1,200 - 3,600 people per day of 2,800,000 Refine your audience or add budget to reach more of the people that matter to you.

You will spend \$8.33 per day. This ad will run for 30

days, ending on Feb 27, 2020.

Automatic Placements (Recommended)

ON ON



Facebook Recap

- Engage within the Facebook platform to access to unparalleled reach
 - Tag business, share photos of closing, support referral partners, etc.
- Open a new avenue of engagement with Facebook Messenger
- Open yourself up to recommendations and reviews to build credibility and ease doubt
- Build relationships by posting and tagging your partners



Mortgage Connects Knowledge Hub

- www.MortgageConnects.com
- Latest insights from mortgage professionals
- Social shareables, infographics, blog posts, podcast

MGIC Training page

- www.MGIC.com/Training
- <u>Leveraging Social Media and Doing it Compliantly!</u>
- And here is the training handout: printhandler.ashx (mgic.com)

Readynest (first-time homebuyers)

- www.readynest.com
- Articles, infographics, calculators, etc.

Loan Officer Hub

- www.loanofficerhub.com
- blog, infographics, podcasts, strategies





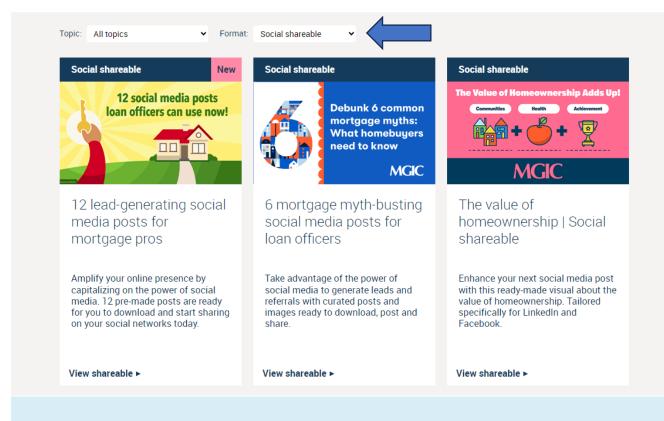


es Underwriting

Ordering / Servicing Training Tools

Mortgage Connects About MGIC



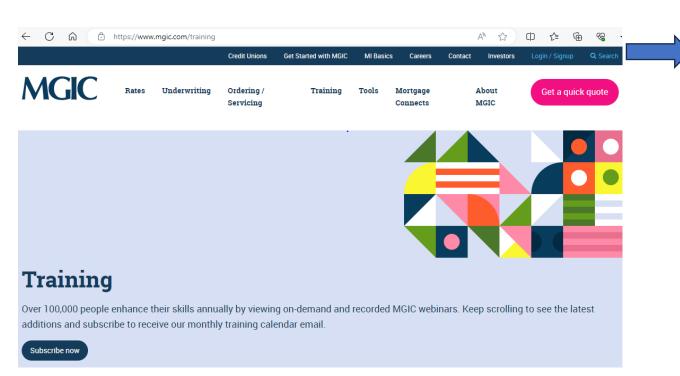


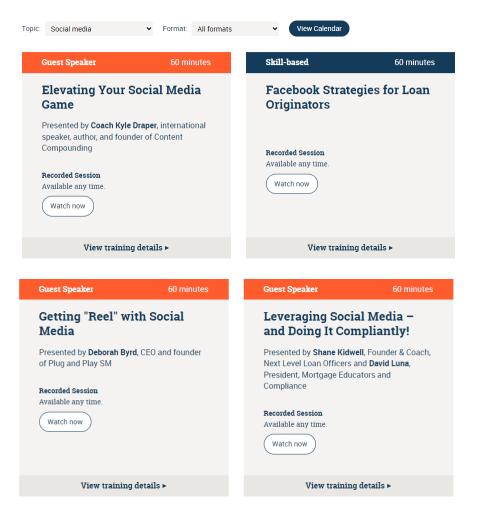
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resources stories

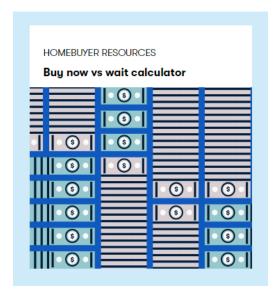






Get ready for homeownership with Readynest by MGIC

Buying your first home can be daunting. We're here to break down the process, so you feel ready to spread your wings. We hope our tips, tools and stories will help you find, afford and love a home of your own.









Workshop for Referral Partners:

• Referrals | MGIC MI

Hispanic Marketing Resources for Lenders

- www.mgic.com/tools/hispanic-marketing
- Mortgage Connects insights for mortgage industry pros (mgic.com)

Contact your MGIC Rep at mgic.com/contact

