
WHY?
HIGHLAND MORTGAGE
HM
WHERE AMBITION MEETS
Achievement

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Boxcar Mortgage, LLC DBA Highland Mortgage NMLS #1969375
nmlsconsumeraccess.org

WELCOME **MESSAGE**

As an independent and employee-owned company, decisions stay close to the people they affect.
We aren't answering to distant shareholders or external agendas. That independence keeps our focus on the work itself—guided by relationships, accountability, and long-term thinking.

If you're considering what's next, this is simply an invitation to look closer.
The path forward is shaped by experience and built with intention.

About Us

Choosing Boxcar Mortgage comes with several key advantages. With a **diverse portfolio** of brands, including Highland Mortgage, Valor Home Loans, and Retire Secure, Boxcar offers a comprehensive range of products and **in-house solutions**. Backed by Fannie and Freddie with **over 130 years of combined leadership experience**, we bring unparalleled expertise to every transaction.

The Numbers

2020 (FOUNDED IN SEPT.)
VOLUME: $22,640,895
UNITS: <100

2021
VOLUME: $403,184,537
UNITS: 1000+

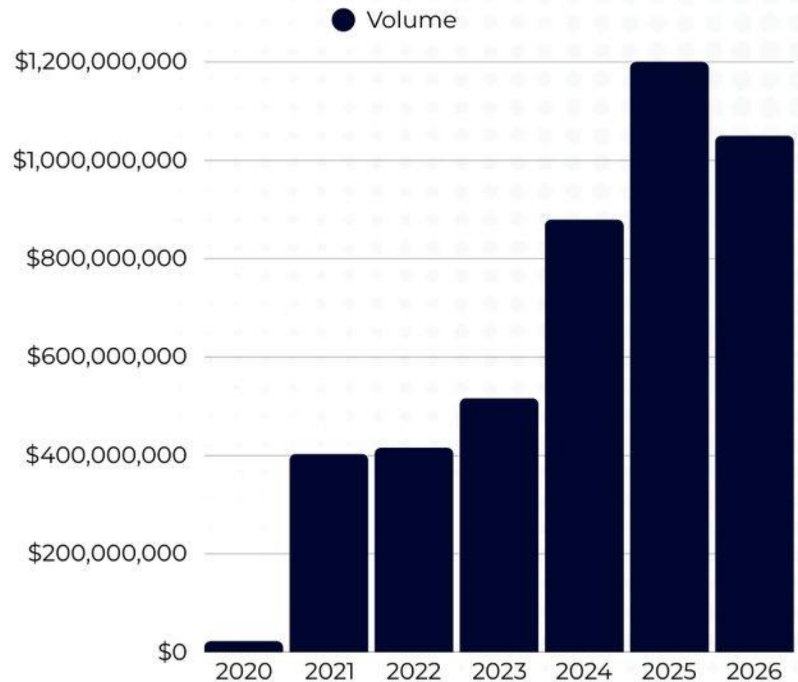
2022
VOLUME: $415,705,285
UNITS: 1000+

2023
VOLUME: $516,490,927
UNITS: 1500+

2024
VOLUME: $879,339,762
UNITS: 2000+

2025
VOLUME: $1,200,000,000+
UNITS: 3000+

2026 (AS OF AUGUST)
VOLUME: $1,050,000,000
UNITS: 2,800+



HIGHLAND MORTGAGE

OUR **MISSION**

Highland Mortgage was created with one mission:

to better the lives of our clients, referral partners and employees through transparency, simplicity and expert guidance.

OUR ~~VALUES~~ Behavior

Be Accountable • Be Respectful • Be Willing

While most companies emphasize corporate values, Highland's focus is on company behaviors. It is not merely what is said, but what is done that truly matters. The willingness to act is what separates the genuine from the aspirational. Highland's leadership team exemplifies winning behaviors that consistently deliver positive outcomes for our clients and strengthen our balance sheet.

Fannie Mae FreddieMac

FANNIE MAE &
FREDDIE MAC APPROVED

THE HIGHLAND DIFFERENCE:

Us

MINDSET:
MLO FIRST

- What's best for the MLO
- Your brand, not ours
- We conform to your strengths
- We need you
- Trust = Behavior/Time

BOOK OF BUSINESS:
YOU OWN IT

We respect your hard work. That's why we're dedicated to ensuring your success going so far as to include language in your offer that safeguards your book of business.

OPERATIONS:
SPEED TO SOLUTION

We prioritize a solution-based Operations Model.

Our commitment to *Speed to Solution* fosters customer satisfaction, trust, and predictable outcomes for both sales and operations.

Our Operations Model: Ensuring all loans are handled swiftly with a proactive and collaborative mindset.

Them

MINDSET:
COMPANY FIRST

- Volume at any cost
- Our brand, not yours
- Conform to us
- You need us
- Company Control: "we know best"

BOOK OF BUSINESS:
WE OWN IT

- One-sided employment contracts
- Company valuation based on
- your book remaining
- Assign your BoB to another when you leave

OPER ATIONS:
SPEED TO DECISION

- Quick turn times as long as everything is perfect
- Sales owns solving problems

TRUST = BEHAVIOR / TIME

Meet Our LEADERSHIP TEAM

MARK **MILAM**
CEO | FOUNDER

PATRICK **HUEFNER**
PRESIDENT | FOUNDER

REBECCA **ADAMS**
CHIEF OPERATING OFFICER

MORGAN **CLEMM**
DIRECTOR OF CAPITAL MARKETS

JAMES **DICKSON**
CHIEF INFORMATION OFFICER

LAURA **WITTE**
FOUNDER | OWNER

ERIC **ROTHBERG**
FOUNDER | OWNER

MARK **WITTE**
VP | VISION & GROWTH

ADRIENNE **HOLMES**
VP | SALES

BRYAN **LOVELL**
VP | SALES

AUSTIN **TAYLOR**
DIRECTOR OF MARKETING

MELINDA **WATSON**
DIRECTOR OF HUMAN RESOURCES

SCOTT **HUDSPETH**
VP | TALENT ACQUISITION & GROWTH

GLENN **SEDGWICK**
DIRECTOR OF COMPLIANCE

130+
Years of Experience

50
Awards

1200+
5 Star Google Reviews

HIGHLAND MORTGAGE

Licensed IN 44 STATES

IN-HOUSE REFERRAL DESK

Highland gives you the flexibility to pursue your individual license from coast-to-coast, opening up new avenues of production. Next up on the licensing list: Alaska and Hawaii!

Expand your reach and maximize your opportunities by pursuing your license in any eligible state.

HIGHLAND MORTGAGE

TRANSPARENCY:

Service is the lifeblood of a referral-based business. We believe in tracking every step of our process, then reporting the data in real time to the entire company. Part of Highland's mission statement underscores the importance of transparency. Our service level dashboard ensures the engine that powers your referral-based business is running at peak efficiency.

2025 Average

3,200+ CUSTOMERS SERVED

SETUP TO CTC = **16 DAYS**

CTC TO CLOSE= **3.7 DAYS**

2026 SLA *Tracking*

APP TO SETUP
3.54 DAYS

APPROVED TO CONDITIONS
7.15 DAYS

DOCS ORDERED TO CLOSE
3.52 DAYS

OPENING TO CTC
16.45 DAYS

SETUP TO PROCESSING
0.43 DAYS

CTC TO CLOSE
4.13 DAYS

DOCS ORDERED TO DOCS OUT
1.46 DAYS

OPENING TO DOCS OUT
18.55 DAYS

PROCESSING TO SUBMITTED
2.93 DAYS

CONDITIONS TO CTC
0.81 DAYS

DOCS OUT TO CLOSE
2.11 DAYS

OPENING TO CLOSE
20.56 DAYS

SUBMITTED TO DECISION
1.67 DAYS

CTC TO DOCS ORDERED
0.63 DAYS

ICD ISSUED TO CLOSE
7.51 DAYS

APP TO CLOSE
24.18 DAYS

TAILORED GROWTH SOLUTIONS FOR YOUR *Business Expansion*

GROWTH DOESN'T ALWAYS MEAN STARTING OVER.

We support a range of paths. Whether that's scaling an existing operation, opening a new branch, or structuring something more independent. The focus stays on flexibility, clarity, and practical support — *shaped around how you work.*

THE HIGHLAND MODEL

A

HIGHLAND RETAIL

A branch designed for seamless launch, subsequently supported and resourced by the company to facilitate production growth.

B

HIGHLAND P&L

A P&L branch model offering complete control over structural, staffing, expense management, and overall team administration.

C

REGISTERED TEAM NAME

(RETAIL OR P&L)

Putting the power of Highland behind your personal brand and reputation.

HIGHLAND MORTGAGE

Marketing

PREMIUM AS A STANDARD

A strong marketing department should deeply understand the business it supports. Understanding mortgage products, compliance guidelines, and how loans actually move from application to closing makes a measurable difference in the quality of marketing we produce.

We work alongside loan officers, referral partners, and vendors to create marketing that's practical, compliant, and visually sharp.

From personal branding to logos, websites, and a full online presence strategy, our team helps you build something that truly reflects who you are and how you work (see pages 16–17).

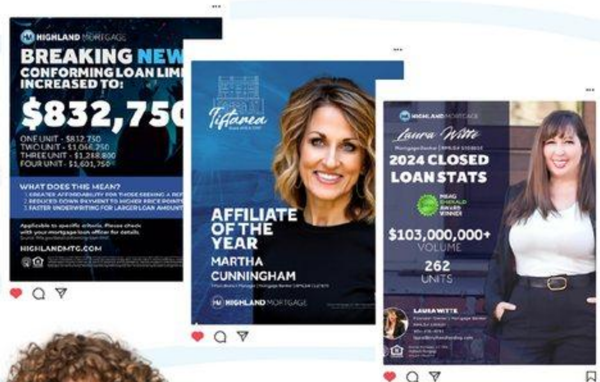

THE
RAMOS MORTGAGE
TEAM

Ashley Milam

GV
WHERE LOCAL AND LENDING MEET

MARKETING


Highland Mortgage
BETTER
FASTER
STRONGER
OUR WORK IS NEVER OVER
INDEPENDENT + EMPLOYEE OWNED
Highlandmtg.com


HIGHLAND MORTGAGE
BREAKING NEW
CONFORMING LOAN LIMI
INCREASED TO:
$832,750
ONE UNIT - $832,750
TWO UNIT - $1,066,250
THREE UNIT - $1,288,800
FOUR UNIT - $1,601,750
WHAT DOES THIS MEAN?
HIGHLANDMTG.COM
AFFILIATE OF THE YEAR
MARTHA CUNNINGHAM
HIGHLAND MORTGAGE
Laura Witte
2024 CLOSED LOAN STATS
$103,000,000+
VOLUME
262
UNITS


$125
HIGHLANDMTG.COM/SAY-HELLO
Say HELLO


HIGHLAND MORTGAGE


PLAY THE LONG GAME
HIGHLAND MORTGAGE
ESTD
2020


THIS PROPERTY IS ELIGIBLE FOR
UP TO
$4,500
In Rate Relief
(404) 542-5995


Candler Park
HIGHLAND MORTGAGE
SPONSORED BY:
CynthiaBaer
HIGHLAND MORTGAGE
WHAT COLOR IS YOUR MORTGAGE?
Highland Mortgage's commitment to our community and our planet includes a fully paperless process, e-closing technology, a remote-work policy for employees, and carbon neutral servers. Our partnership with One Tree Planted© ensures that for every client, one tree is planted.
1-1 Tree Planting
It's simple. We plant one tree for every closed client.
Carbon Neutral
Our Microsoft servers have been carbon neutral since 2012.
Remote Work Policy
E-Closing
Our e-closing platform even lets clients preview and sign digitally.
Learn More
highlandmtg.com/go-green
BRUCE WAYNE
MORTGAGE BANKER
NMLS# 123456789
(999) 123-4567
bruce.wayne@highlandmtg.com
APPLY TODAY
HIGHLAND MORTGAGE
7 PREDICTIONS FOR 2026
HAPPY Hanukkah
VOTED BEST MORTGAGE LENDER
THANK YOU!
"REAL ESTATE CANNOT BE LOST OR STOLEN, NOR CAN IT BE CARRIED AWAY. MANAGED WITH REASONABLE CARE, IT IS ABOUT THE SAFEST INVESTMENT IN THE WORLD."
SMALL BUSINESS Saturday
HAPPY Thanksgiving

Your Brand
AT **HIGHLAND MORTGAGE**

COMPLIANT

TAILORED

YOURS


THE
GIBBS
TEAM

IN-HOUSE **TECH**

We are committed to **building technology that makes day-to-day work easier and faster** to manage. Developed internally and shaped by how our teams actually operate — **not by one-size-fits-all systems.**

SCOUT
MORTGAGE OS

Our proprietary point-of-sale platform that powers the full borrower experience — from application to document collection to preapproval.

- SECURE INTAKE & AI DOCS
- VOICE & VIDEO 1003
- LIVE STATUS & MESSAGING
- SSO FOR STAFF & CLIENTS

STMNT
COMMISSION PORTAL

A real-time electronic commission system that gives branches and originators full transparency into earnings and performance.

- LIVE TRACKING, 24/7
- MOBILE-READY DASHBOARD
- FLEXIBLE P&L STRUCTURES
- BUILT-IN PRODUCTION INSIGHTS

guroo
BUSINESS INTELLIGENCE

A centralized business intelligence tool designed to help originators analyze performance, manage pipeline, and build strategy.

- PIPELINE & TREND INSIGHTS
- TIME-BASED COMPARISONS
- INDUSTRY BENCHMARKING
- VOICE ACCESS, ANYWHERE

Switchyard
FINANCING CALCULATORS

A suite of advanced calculators built to support strategic lending conversations and data-backed borrower decisions.

- EQUITY GROWTH MODELING
- REFI COST INSIGHTS
- PRICING STRATEGY COMPARISONS
- RENT VS. BUY ANALYSIS

Products

NOT YOUR MOM AND POP MORTGAGE SHOP

HIGHLAND'S NEIGHBORHOOD Advantage

RATE RELIEF PROGRAM

- Up to $4,500 used to buy down interest rate for eligible properties/transactions
- Based on property Census track requirements, in compliance with fair lending requirements

BRIDGE LOANS

ZERO INTEREST / ZERO PAYMENT

Buying a new home while managing personal debt can feel overwhelming. Highland Mortgage's Debt Reduction Bridge Loan is here to make it easy with zero interest and zero payments during the loan term.

HEROES - ADVANTAGE -

SERVICE REWARDED WITH LENDER SUPPORT

We recognize the commitment of our military personnel, law enforcement officers, licensed medical professionals, educators, and first responders. Registered lenders offer personal contributions for buying down rate or closing costs.

This is not a commitment to lend, nor should it be construed as lending advice. Loans are subject to borrower qualifications, including income, property evaluation, sufficient equity in the home to meet Loan-to-Value (LTV) requirements, and final credit approval. Approvals are subject to underwriting guidelines, interest rates, and program guidelines, and are subject to change without notice based on the applicant's eligibility and market conditions. Refinancing an existing loan may result in total finance charges being higher over the life of the loan. Reduction in payments may reflect a longer loan term. Terms of the loan may require the applicant to pay points and fees.

The Fundamental Five

Every mortgage is unique, but our approach remains constant: putting your needs at the heart of the process. The Fundamental Five mortgage options we offer are both foundational and flexible, empowering you to make 'home' a reality on your terms.

CONVENTIONAL

Want your choice of fixed or adjustable rates and no PMI after building 20% equity? Try a conventional loan, our most popular option for purchase and refi.

3%

DOWN PAYMENT

FHA

Want flexible credit requirements, easy refinancing options, and potential for down payment assistance programs?

3.5%

DOWN PAYMENT

VA

Want flexible credit requirements and no down payment? If you're an active-duty service member, veteran, or eligible surviving spouse, try a VA loan.

0%

DOWN PAYMENT

USDA

Want a home in an eligible rural area with financing for low to moderate income households? Give USDA loans a try.

0%

DOWN PAYMENT

JUMBO

Want more borrowing power and better interest rates for luxury homes or high-cost areas? Try a jumbo loan on for size.

15%

DOWN PAYMENT

Specialized HOME FINANCING

ALL-IN-ONE
Every payment is applied to principal first, saving thousands in interest

NEIGHBORHOOD ADVANTAGE
Designated regions eligible for up to $4500 lender credits and lower rates

HEROES ADVANTAGE
Lender credits towards closing costs for qualified heroes

BANK STATEMENT
Utilize bank statements to determine qualifying income. No tax returns

DOWN PMT ASSISTANCE
National or state offered initiatives to help clients with their down payment

TEMPORARY BUYDOWNS
Conventional or government 3-2-1, 2-1, 1-1 and 1-0 options available

ASSET QUALIFIER
Utilization of assets to meet qualifying income requirements

INVESTOR CASH FLOW
DSCR loan with no income required. Qualify based on subject property income

CONSTRUCTION
One-Time Close (OTC) Construction available on CONV, FHA, VA and USDA

RENOVATION
Purchase or refinance a home for rehab up to conforming loan limits

BRIDGE LOAN
Intermediate financing with a zero-payment option for quick liquidity without incurring additional debt

REVERSE
For homeowners typically aged 62 or older that allows access to their equity

EXTENDED RATE LOCKS
Lock rate for up to 360 days on conventional conforming or government

LOCK AND SHOP
Relax and shop knowing your rate is locked for 90 days

FOREIGN NATIONALS
Mortgages for individuals who are not US citizens or permanent residents

ITIN
Mortgages for non-US citizens who are residents with unique circumstances

LITE DOC
Reduced documentation and eligibility requirements. Excellent for self-employed

SECOND MORTGAGES
Home Equity Line of Credit and Home Equity Loan available up to 95%

5-24 UNITS
Multifamily residential properties that don't meet conventional guidelines

NO RATIO
No income or employment. Eligibility based on credit score and reserves

CONDOS
Warrantable, Non-Warrantable, and Condotel options

UNIQUE SCENARIO

Need more options?

We have over 8,000 products!

DIRECT LENDERS:

Fannie Mae

Freddie Mac

PRICING PHILOSOPHY

- We use 20+ aggregators for optimal pricing.
- Our Pricing Engine empowers MLO's at POS.
- Pricing transparency is key. Our systems ensure LLPA breaks are captured at POS.

WE UNDERSTAND BUILDERS

Highland Mortgage's Builder's Division is committed to supporting builders with flexible financing solutions, including the ability to buy a block of rates (forward commitment) below market rate.

Our dedicated team brings deep industry knowledge and a passion for helping builders succeed. We're focused on delivering reliable lending options, streamlined processes, and a collaborative approach to meet your needs. Partner with us as we grow together, building strong foundations for the future.

PIPELINE MANAGEMENT:
As a valued partner, we will assign a Dedicated Relationship Manager who will serve as your primary point of contact for all your projects. This manager will work closely with you to understand your specific needs and goals, providing personalized support and ensuring that your projects run smoothly. With a dedicated relationship manager, you can focus on building while we handle the rest.

IN-HOUSE UNDERWRITING:
Our underwriting decisions are made internally at the local level, ensuring that they are tailored to the specific needs of your projects. This localized approach allows us to provide faster and more accurate underwriting decisions, reducing delays and streamlining the financing process. With in-house underwriting, you can expect efficient and responsive service that is designed to meet the unique demands of your construction projects.

BUILDER SOLUTIONS

- 1x Construction to Perm
- Renovation HELOC
- Cashout Refinance
- Fix n Flip
- Lot Loan
- FHA 203K
- Spec Home Lending
- +More!

Benefits

WHERE AMBITION **MEETS ACHIEVEMENT**

Benefits

HEALTH

MEDICAL:

- Multiple plans available
- Routine Physical Exams and Immunizations
Covered in Full
- Well Child Exams and Immunizations
Covered in Full
- Prenatal Maternity
Covered in Full

DENTAL:

- Preventative Services
Covered in Full
- Basic Services 90%
- Major Services 60%

VISION:

- Routine Eye Exams $10 Copay
- Frames $130 allowance plus
- 20% off any balance
- Lenses $25 Copay
- Contacts $130 allowance plus 15% off conventional contact

RETIREMENT

401K:

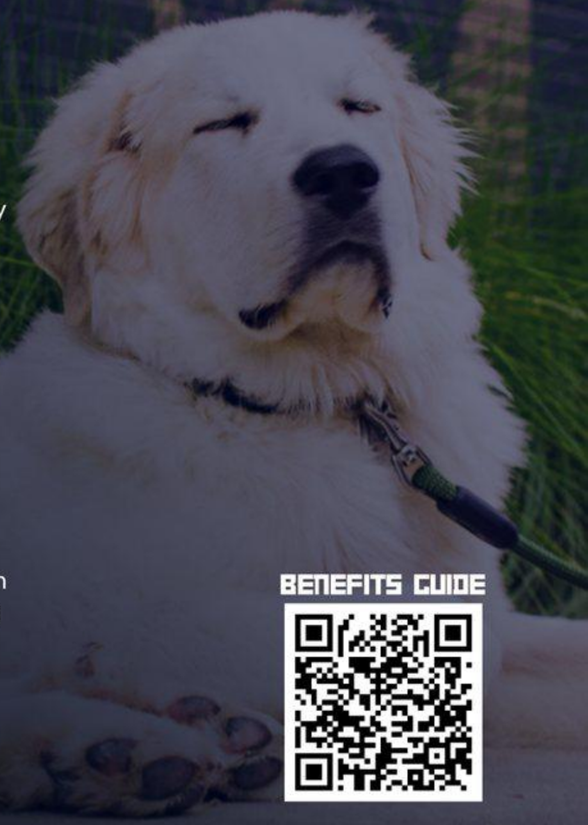
- 20% Company Match
- No Minimum Deferral
- Rollovers Allowed Discretionary
- Contributions Allowed

MATCH VESTING SCHEDULE:

Less than 1 yr	0%
1 yrs but < 2 yrs	20%
2 yrs but < 3 yrs	40%
3 yrs but < 4 yrs	60%
4 yrs but < 5 yrs	80%
5 yrs or more	100%

SUPPLEMENTAL

- Basic Term Life Voluntary Term
- Life Short Term Disability Long
- Term Disability Employee
- Assistance Plan (EAP)



BENEFITS GUIDE

Go Green

HIGHLAND'S COMMITMENT TO OUR PLANET

WHERE AMBITION **MEETS ACHIEVEMENT**

ONETREEPLANTED

8,300+
Trees Planted

Highland Mortgage's commitment to our community and our planet includes a fully paperless process, e-closing technology, a remote-work policy for employees, and carbon neutral servers. Our partnership with One Tree Planted© ensures that for every client, one tree is planted.

Highland Runs on Microsoft

Microsoft has been carbon neutral across the world since 2012 and commits to being carbon negative by 2030. Our remote work policy promotes a healthier work-life balance and seeks to attract top talent from coast to coast.

Remote Work Policy

Highland Mortgage implements a remote work policy - lowering greenhouse gas emissions, decreasing use of fossil fuels, reducing our carbon footprint and fighting air pollution.

Paperless Process

From application through post-closing, Highland is committed to a paperless process. Our easy-to-use mobile application allows you to upload digital copies of your files and communicate effortlessly with your loan officer. After closing, Highland stores encrypted digital copies of documents in accordance with federal law. So long, paper.

APPLY NOW

RICH **REYNOLDS**

PRODUCING BRANCH MANAGER, NMLS# 450982

RICH.REYNOLDS@HIGHLANDMTG.COM | (813) 758-1389

LET'S DO THIS **TOGETHER**