



WHY?

HIGHLAND MORTGAGE



WHERE AMBITION MEETS

Achievement

TABLE OF *Contents*



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

03 **WELCOME**

04 **ABOUT US**

12 **BUSINESS MODEL**

14 **MARKETING**

20 **TECH STACK**

22 **PRODUCTS**

25 **BUILDERS FINANCING DIVISION**

26 **BENEFITS**

28 **ONE TREE PLANTED**

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.



WHERE AMBITION MEETS ACHIEVEMENT

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+

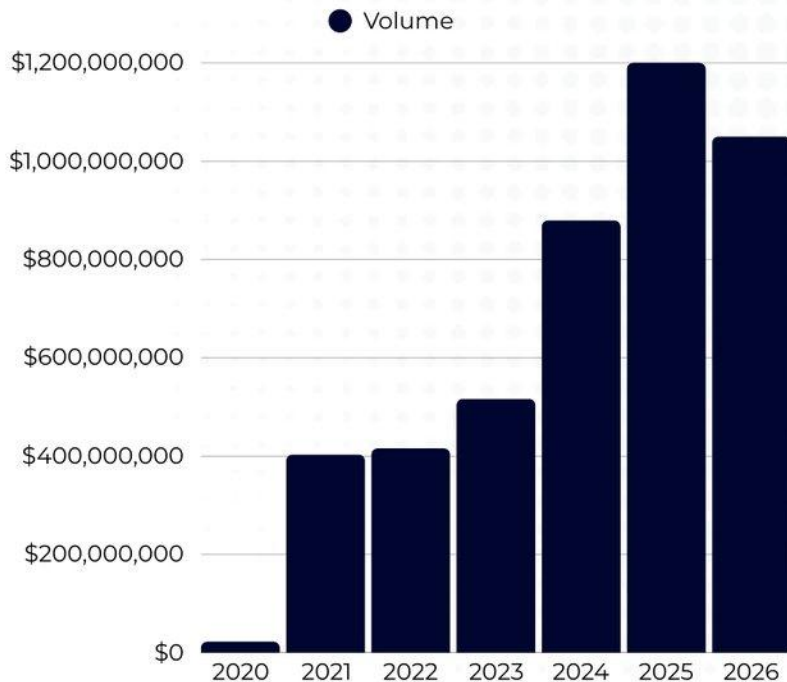
UNITS: 3000+



2026 (AS OF AUGUST)

VOLUME: \$1,050,000,000

UNITS: 2,800+



HIGHLAND MORTGAGE

OUR MISSION

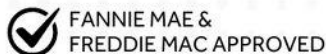
Highland Mortgage was created with one mission:

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.



WHERE AMBITION MEETS ACHIEVEMENT

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

OPERATIONS:

SPEED TO DECISION

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

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

WHERE AMBITION MEETS ACHIEVEMENT

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

HIGHLAND MORTGAGE



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.*



WHERE AMBITION MEETS ACHIEVEMENT

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.

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).



HIGHLAND MORTGAGE







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.

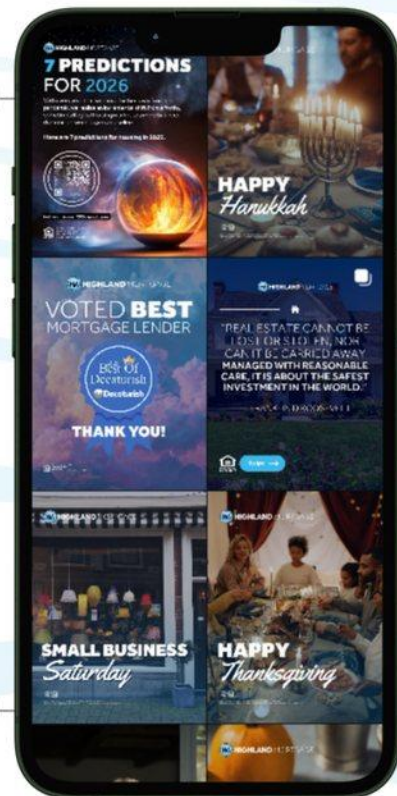
Carbon Neutral
 Our Microsoft servers have been carbon neutral since 2012.

Remote Work Policy
 Reducing greenhouse gases, fossil fuels, and our carbon footprint.

E-Closing
 Our e-closing platform even lets clients preview and sign digitally.

Paperless Process
 Our fully paperless closing process.

Learn More
highlandmtg.com/go-green



Your Brand

AT HIGHLAND MORTGAGE



COMPLIANT



TAILORED



YOURS





HIGHLAND MORTGAGE



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

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.



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.

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

HIGHLAND MORTGAGE

Specialized HOME FINANCING



ALL-IN-ONE

Every payment is applied to principal first, saving thousands in interest



ASSET QUALIFIER

Utilization of assets to meet qualifying income requirements



EXTENDED RATE LOCKS

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



5-24 UNITS

Multifamily residential properties that don't meet conventional guidelines



UNIQUE SCENARIO



NEIGHBORHOOD ADVANTAGE

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



INVESTOR CASH FLOW

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



LOCK AND SHOP

Relax and shop knowing your rate is locked for 90 days



NO RATIO

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



HEROES ADVANTAGE

Lender credits towards closing costs for qualified heroes



CONSTRUCTION

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



FOREIGN NATIONALS

Mortgages for individuals who are not US citizens or permanent residents



CONDOS

Warrantable, Non-Warrantable, and Condotel options



BANK STATEMENT

Utilize bank statements to determine qualifying income. No tax returns



RENOVATION

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



ITIN

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



DOWN PMT ASSISTANCE

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



BRIDGE LOAN

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



LITE DOC

Reduced documentation and eligibility requirements. Excellent for self-employed



TEMPORARY BUYDOWNS

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



REVERSE

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



SECOND MORTGAGES

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

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.



BRYAN LOVELL

VP OF SALES | NMLS# 321330

BRYAN.LOVELL@HIGHLANDMTG.COM | (813) 727-1867

LET'S DO THIS
TOGETHER

Boxcar Mortgage, LLC DBA Highland Mortgage
NMLS ID 1969375 | www.nmlsconsumeraccess.org
Corporate Address: 664 Seminole Ave NE Suite 101, Atlanta, GA 30307
Additional licensing information can be found at: www.highlandmtf.com/licensing

