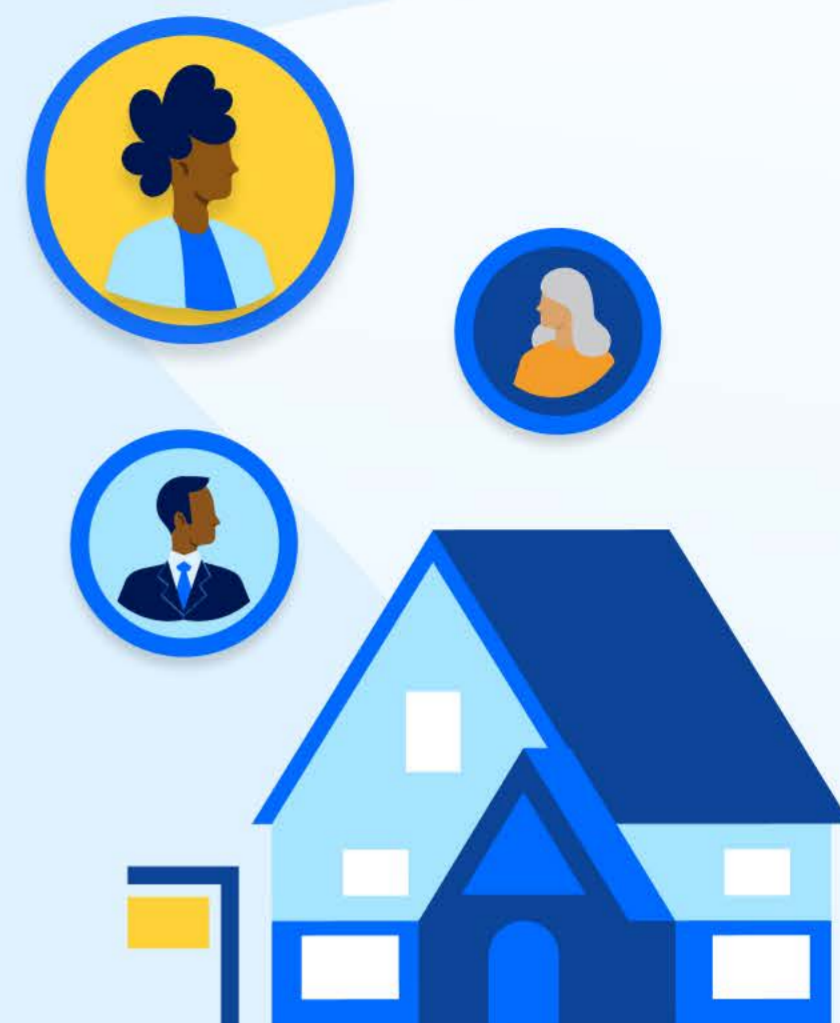


# Your Dedicated Home Buying Team

This team of dedicated specialists will help you navigate the sometimes daunting home buying process and work together to provide you support throughout each milestone so you can focus on what truly matters, moving into your dream home. With your home buying team backing you, you'll see:

- A coordinated buying and lending experience led by professionals who understand your timeline and needs
- Best-in-class service and expert guidance for your unique situation
- A transparent process with consistent progress updates on the status of your loan



## Who's on the team?

### Zillow Home Loans\* loan officer

A Zillow Home Loans licensed mortgage expert guides you through the mortgage process.

- Finds competitive rates and best loan options for your unique mortgage needs
- Manages the pre-approval process and secures financing
- Answers questions about financing, pre-approval, credit, and more

### Real estate agent

The real estate professional has expertise in your local area.

- Navigates the local market, sets up home tours, and helps you find your dream home
- Coordinates the buying process and identifying key deadlines
- Helps negotiate offers to put your best foot forward and facilitates the closing process



### Absolutely amazing customer service

Our loan officer was professional, responsive, knowledgeable, and pleasant to work with. We went into this with a bit of trepidation as first-time home buyers because of horror stories of house hunting/lenders from friends and family, but we had nothing but a great experience. They communicated with us, with our real estate agent, and kept all of us informed every step of the way. They went out of their way to make sure we had what we needed as quickly as they could get to us. I had not heard of Zillow Home Loans before but now I bring it up to anyone who even mentions looking for a home. Thank you for making this a wonderful experience.

- Katrina and Chris S. from Solon, OH

## The Home Buying Process

Purchasing a new home can be daunting, especially if this is your first time. If you're not sure where to start, you're not alone. Check out these simple steps that make up the home buying process and how your home buying team can support you throughout each milestone.



**Industry tip:** It's a good idea to have a pre-approval letter ready before you contact an agent to begin touring homes. Homes can fall off the market quickly and having a pre-approval letter in hand lets you act fast, provides agents with confirmation that you're a serious buyer, and provides sellers with confidence in the offer you're making.

