

Ann Marie Prohaska Commerce Bank Mortgage Real Estate Lending President

Video Transcript

So I am Ann Marie Prohaska and I am the mortgage president for Commerce Bank Mortgage Real Estate Lending. I have been with the bank since May of two thousand and six.

You know, as the president of the mortgage division of the bank, I really have the honor of leading a team of highly skilled mortgage professionals, who hold ourselves to pretty high customer satisfaction and service standards.

So our goal each and every day is to make the home buying process as easy and as painless as possible for our customers.

I've been in the mortgage industry for about thirty years. Early in my career, I started out in our post closing and secondary marketing departments, and I really did fall in love with the industry.

I understood what the endgame was and how we could make an impact on people's lives doing what we were doing. So I made the decision that that's what I was going to do for the rest of my life, and I then just started learning it. I wanted to know everything that I could know. I learned, kind of the ins and outs.

I worked in, like I said, post closing and secondary marketing. I moved into processing.

I did a short stint in sales, until I realized that I actually wasn't very good at it.

I moved into underwriting, which is the credit side of it.

So having held various roles in the in the mortgage mortgage industry, I probably view leadership in a little different way than most.

Our goal is to make mortgages easy.

Mortgages aren't easy. We know they're not easy, and they're highly emotional.

Right? You fall in love with the house and now you've got to go through the process of getting the loan to purchase the home, or we're putting you in a better financial position by refinancing into a lower rate, or whatever the whatever the the refinance need is.

Our goal each and every day is to make it as seamless and as easy as possible for our customers. We do this every day. We know what's needed, what the rules are. People don't buy houses every day. People don't refinance every day.

So our oh, really, our mantra is we're gonna make this easy. We're gonna make this as easy as we can for you.