FINEVO



WFG AGENT TRAINING

WFG Mortgage Training Guide

Understand the mortgage conversations that matter, recognize referral opportunities, and know when to bring Finevo in.

- Mortgage Basics
- Purchase Opportunities
- Refinance & Renewal Cues
- Complex & Non-Bank Scenarios

Version 3.1, September 2026

START WITH THE FUNDAMENTALS

Mortgage Basics
WFG Agents Should Know

You do not need to structure the mortgage. The goal is to understand the basic concepts well enough to recognize a client need and start the referral conversation.

Conventional Mortgage

Typically refers to a mortgage where the borrower has at least 20% equity or down payment and borrower-paid mortgage default insurance is generally not required.

CLIENT CUES

- "We have 20% down."
- "We have equity in our current home."
- "We are buying above insured-mortgage limits."

Insured Mortgage

Mortgage default insurance is generally required when the down payment is under 20%, subject to purchase-price and borrower eligibility rules. The insurance protects the lender.

CLIENT CUES

- "We do not have 20% down."
- "How little can we put down?"
- "Does mortgage insurance affect us?"

The basic math

Purchase price	–	Down payment	=	Base mortgage
100% of the price		Client cash/equity		Amount financed

Base mortgage = purchase price - down payment. Mortgage default insurance premiums may be added where applicable.

WFG REFERRAL TIP

Do not try to determine the perfect mortgage product. If a client is buying, renewing, refinancing or asking about borrowing against home equity, bring Finevo in early.

RATES & FLEXIBILITY

Mortgage Rates: What You Need to Know

Rate is important, but it is only one part of a mortgage. WFG agents should understand the language – then leave product recommendations and suitability advice to Finevo.

Fixed

WHAT IT MEANS

The interest rate does not change for the term.

PAYMENT IMPACT

Usually provides more payment certainty.

CLIENT CUE

"I want predictable payments."

Variable

WHAT IT MEANS

Rate moves with the lender's prime rate.

PAYMENT IMPACT

Interest cost changes; payment treatment depends on product.

CLIENT CUE

"What if rates come down?"

Adjustable

WHAT IT MEANS

Rate also moves with prime.

PAYMENT IMPACT

Payment typically adjusts as the rate changes.

CLIENT CUE

"Can my payment change?"

Terms and payment treatment can vary by lender and product.

Open vs. Closed Mortgages

CLOSED

Usually offers a lower rate, but breaking the mortgage before term-end can trigger a penalty. Most still include some prepayment privileges.

OPEN

Offers more freedom to repay early without a standard prepayment penalty, but that flexibility often comes with a higher rate.

DO NOT LEAD WITH RATE ALONE

Penalties, portability, prepayment privileges and future plans can matter as much as the headline rate. Finevo will explain the trade-offs and recommend the appropriate product.

HOW THE MORTGAGE IS STRUCTURED

Term, Amortization & Payments

These concepts often come up in everyday client conversations. You only need enough context to recognize what the client is trying to accomplish.

Mortgage Term

The period the mortgage agreement is in place with the lender. At term-end, the borrower typically renews, switches lenders or pays out the remaining balance.

CLIENT CUE "My mortgage renews soon."

Amortization

The total period used to calculate repayment. A longer amortization can lower the scheduled payment but usually increases total interest over time.

CLIENT CUE "I need a lower payment."

Payment frequency

Monthly | Semi-monthly | Bi-weekly | Accelerated bi-weekly | Weekly | Accelerated weekly

CLIENT CUES

- "I want to pay my mortgage off faster."
- "We may move in a couple of years."
- "Our payments feel too high."

WFG ROLE

Identify the goal and make the introduction. Finevo can model payment options, amortization choices and the longer-term cost for the client.

WHERE THE REFERRAL FITS

The Home Purchase Journey

A WFG agent does not need to manage the mortgage process. Knowing the major stages helps you recognize when a client should be introduced to Finevo.

1

Mortgage Conversation

A client mentions buying, moving, upsizing, downsizing or wanting to know what they can afford.

2

Refer to Finevo

A Finevo mortgage expert can review borrowing range, down payment, credit, income and documentation needs.

3

Home Search

The client shops with a clearer budget and updates Finevo if the property or purchase price changes.

4

Offer & Financing

Finevo works through lender approval and financing conditions with the client.

5

Final Approval & Closing

Finevo supports the client through final approval and works with the lender and lawyer through closing.

CLIENT CUES

- "We want to buy."
- "Can we afford it?"
- "We need a pre-approval."
- "We found a house."
- "Our bank said no."

WHEN THE TERM ENDS

Renewal & Switch Opportunities

A renewal notice is a chance to review the client's mortgage – not simply sign the lender's offer. Finevo can compare options and help the client decide whether staying, switching or restructuring makes sense.

Renewal Offer

Clients often receive a renewal offer directly from their current lender. It may be convenient, but the rate, term and features are not the only options available.

REFERRAL SIGNAL

"My mortgage is renewing." • "My bank sent me an offer." • "Should I just sign it?"

Switching Lenders

At renewal, a client may be able to move to another lender for a better combination of rate, features or flexibility, subject to qualification, product eligibility and any applicable discharge, transfer or switching costs.

REFERRAL SIGNAL

"Can another lender do better?" • "Should I shop around?"

Review Before Renewal

Bring Finevo in early so there is time to review the current mortgage, future plans, possible costs and available lender options before the renewal date.

REFERRAL SIGNAL

"My renewal is coming up." • "We may move or refinance." • "I want a lower payment."

COMMON REFERRAL SIGNALS

Mortgage Opportunities Beyond a Purchase

Some of the best mortgage conversations start with a life event or financial goal – not with the words "I need a mortgage."

Refinancing

Clients may use home equity to restructure debt, fund renovations or investments, or change their mortgage strategy. Standard refinances are typically limited to 80% of the property value, subject to qualification. Specialized programs may differ.

REFERRAL SIGNAL

"We have equity." • "Our debts are expensive." • "We are renovating."

Spousal Buyout

When a relationship changes, financing may help one party remain in the home and complete an agreed equity buyout, where program and lender requirements permit.

REFERRAL SIGNAL

"We are separating." • "We are getting divorced." • "One of us wants to keep the home."

Purchase + Improvements

Some lender programs can finance an eligible purchase together with approved improvements, with funds released according to program rules.

REFERRAL SIGNAL

"The house needs work." • "We need renovations in our budget."

DO NOT SELF-DECLINE THE CLIENT

Spotting Non-Standard Mortgage Opportunities

A client who does not fit a standard profile may still have mortgage options. Recognize the situation and let Finevo assess the file.

New to Canada

Mortgage options may be available for newcomers depending on residency status, employment, down payment, credit history and lender guidelines.

CLIENT CUES

- "I am new to Canada."
- "I do not have much Canadian credit yet."

Borrowed Down Payment

Some programs may allow all or part of a down payment to come from borrowed funds, subject to insurer/lender policy and debt-service qualification.

CLIENT CUES

- "Can I borrow my down payment?"
- "I have income but not enough saved."

Second Homes & Rentals

Finevo can explore financing for vacation homes, rental properties, or a new primary residence while converting the current home to a rental.

CLIENT CUES

- "We want an investment property."
- "Can we keep our current home and rent it?"

If you are unsure, refer.

Avoid telling a client they will not qualify based on a quick conversation. Finevo can assess the full picture, explain what is possible and identify next steps.

WHEN THE BANK SAYS NO

One decline is not the whole market.

Canadian mortgage lending is a spectrum. A client declined by one bank may still fit another lender, depending on income, credit, property, equity, documentation and the purpose of the loan.

Traditional / Prime

Often suited to borrowers who fit standard income, credit and property guidelines.

WFG TAKEAWAY

Finevo may compare multiple prime lenders – not just the client's bank.

Alternative

Can serve borrowers whose income, credit, property or documentation does not fit traditional lender guidelines, including some self-employed or credit-challenged situations.

WFG TAKEAWAY

Greater flexibility may come with higher rates or fees than prime lending.

Private

Asset/equity-driven lending that can solve certain short-term or complex situations when institutional options do not fit.

WFG TAKEAWAY

Higher rates and fees are common. A clear exit strategy is especially important.

WHAT CAN CHANGE THE FIT

Income | Credit | Property | Equity / LTV | Debt servicing | Overall risk | Exit strategy

IMPORTANT

Alternative and private mortgages can carry higher costs and are not appropriate for everyone. Finevo handles the suitability discussion, lender comparison and mortgage advice.

Your job is to identify the opportunity – not to diagnose the file.

THE WFG + FINEVO HANDOFF

You identify the need. Finevo handles the mortgage.

The strongest referral is not one where the WFG agent already knows the mortgage answer. It is one where the client need is recognized early and handed to a licensed mortgage expert.

Broader Lender Access

Finevo can review options across a broad lender network rather than a single institution.

Licensed Mortgage Advice

Finevo explains product trade-offs, qualification and lender requirements directly with the client.

Complex Scenarios

Self-employed, credit challenges, refinances, rentals and other non-standard files can be assessed properly.

End-to-End Support

Finevo manages the mortgage process from initial review through lender approval and coordination to closing.

THE SIMPLE RULE

If a client has a mortgage question, refer early.

REFER A CLIENT →

Finevo.ca/wfg

WFG REFERRAL PROCESS

Spot it. Refer it.
Let Finevo take it from there.

1

Recognize the opportunity

Buying, renewing, refinancing, moving, investing, debt consolidation, bank decline or any mortgage question.

2

Submit the referral

Use the WFG referral form/portal and provide the client information and useful context you already know.

3

Finevo follows up

A Finevo mortgage expert contacts the client, provides mortgage advice and manages the mortgage process.

REFER A CLIENT

SCAN TO OPEN WFG REFERRAL

Use your WFG referral page to start the handoff.

Finevo.ca/wfg

WFG AGENT BOUNDARIES

- ✕ Do not promise an approval or specific rate.
- ✕ Do not recommend a mortgage product as suitable for the client.
- ✓ Do identify the client goal, make the introduction and let Finevo advise.

GENERAL INFORMATION & LICENSING

Finevo Lending Group Ltd. is a licensed mortgage brokerage powered by Dominion Lending Centres. Ontario Mortgage Brokerage Licence: FSRA #12193. Licensed to serve borrowers in participating Canadian provinces: Ontario, British Columbia, Alberta, Manitoba, New Brunswick and Nova Scotia. Managing Broker: Angelina De Boer. Mortgage products, rates and approvals are subject to lender qualification and may change without notice. This guide is for WFG agent training and general information only. Finevo provides mortgage advice to referred clients. O.A.C. E.&O.E.

Finevo.ca | **1-877-355-5750** | **info@finevo.ca**

YOUR FINEVO CONTACTS

Questions or team training? Contact your dedicated RVP.

If you and your team have questions or require team training, please reach out to your dedicated Finevo RVP of Sales.



Dan Steinberg, CFA
RVP Sales, Prairies and Western Canada
Licensed Mortgage Agent

dan@finevo.ca
403-618-0094



Jonathan Marciano, B.Com
RVP Sales, GTA and Eastern Canada
Licensed Mortgage Agent

jonathan.marciano@finevo.ca
438-455-7306

Referral questions
Get help recognizing an opportunity or preparing a referral.

Team training
Book a mortgage training session for you and your team.

Client scenarios
Talk through a situation before making the introduction.

GENERAL INQUIRIES

Not sure who covers your region? Contact Finevo directly.

Finevo.ca | 1-877-355-5750 | info@finevo.ca