

Loan Officer Refinance Video Script (Friendly, Clear, and Conversational)

(Approx. 4–5 minutes. Fill in brackets with borrower-specific details.)

1. Intro: Why I'm Reaching Out

“Hey [borrower names], hope you're doing great.

I wanted to send you a quick update on your current loan and where we are in the market. We'll walk through what your loan looks like now, what we're watching for, and when it might make sense to move forward with a refinance.”

2. Your Current Loan Setup

“Let's start with where you are right now.

Your current loan balance is about [\$current loan balance], and your interest rate is [current rate]%. That makes your total monthly payment about [\$current monthly payment], and that includes taxes, insurance, and any HOA dues.

These numbers may shift a little from year to year—mostly because of taxes or insurance changes—but overall, they give us a good base to work from.”

3. The Refinance Plan

“Here's the plan we're working with.

The first step is to refinance when rates drop to around [first target rate]%. At that point, your monthly payment would go down to about [\$first refi payment], which saves you roughly [\$first refi savings] every month.

Then, if rates drop further, we'll look at a second refinance. If we can get closer to [long-term target rate]%, your payment could go even lower—somewhere around [\$long-term refi payment]. That could bump your monthly savings up to about [\$long-term refi savings].

The idea is to take the win when we get it, and then stay flexible if something better comes along.”

4. What Affects Your Rate

“Just a quick refresher on what affects your rate when we do refinance.

One big thing is your credit score. The higher it is, the better your rate tends to be. Keeping balances low and avoiding new debt helps a lot.

Another piece is your home value. The more equity you have—meaning, the smaller your loan compared to your home’s value—the better the options we’ll have.

And last, we look at your income and monthly debts to make sure everything still lines up.”

5a. We’ve Hit Your Target—Here’s What Happens Now

“Good news—as you can see by this chart, rates have reached the level you were waiting for. We’re right at that target of [trigger yield]% and the numbers line up right where we wanted.

Since we’re at your target rate, I’ll get things moving right away. That means locking in your rate, prepping the paperwork, and getting everything submitted for approval.

Timing matters here, so I’ll move quickly on my end to make sure we don’t miss the window. You’ll likely see a few emails come through with disclosures and next steps, so keep an eye out for those.

If anything feels unclear or you just want to talk things through in real time, give me a quick call or text—I’m here and ready.”

5b. We’re Watching for Your Target Rate—How We Know When to Move

“You might be wondering how we know when it’s the right time to go. I track a part of the market called the 10-year Treasury yield. That number tends to move with mortgage rates.

In your report, I’ve included a chart that shows what I’m watching. When that number drops to about [trigger yield]%, that’s our signal to move forward.

You don’t have to follow it closely—I’ll keep an eye on it and let you know when we’re getting close.”

6. Keeping Things Simple and On Your Side

“Now that we’re working together, my job is pretty simple: watch the market for you and let you know when it’s time to act.

You don’t need to guess or stress about timing—I’ll make sure you’re in the loop, and I’ll walk you through every step when the time comes.

The goal isn’t just one refinance—it’s to make sure your loan keeps working for you, now and in the future.”

7. What Happens Next

“Here’s what’s next:

I’ll keep tracking rates and update your report as needed. If anything major changes—like a big drop in rates—you’ll hear from me right away.

On your end, just keep doing what you’re doing. Try to avoid taking on new debt, and let me know if anything in your financial picture changes.”

8a. Wrap-Up and Next Steps

“So, here’s what we’ll do next:

I’ll start prepping everything on my end so we’re ready to lock in your rate as soon as the market hits our target. I’ll also make sure we’ve got all the necessary documents lined up ahead of time, so there are no delays once it’s go time.

If you haven’t already, keep an eye out for any follow-up items from me—I’ll be reaching out if I need anything to keep things moving smoothly.

And of course, if anything comes up or you just want to check in, I’m always here. Talk to you soon!”

8b. Wrap-Up and Follow-Up Contact Expectations

“That’s it for now! Thanks again for letting me help guide you through all of this.

If you ever have questions, want to run numbers again, or just want to talk things through—call, text, or email anytime.

Talk to you soon!”