SAGENT
LENDING TECHNOLOGIES

Grow wisely.

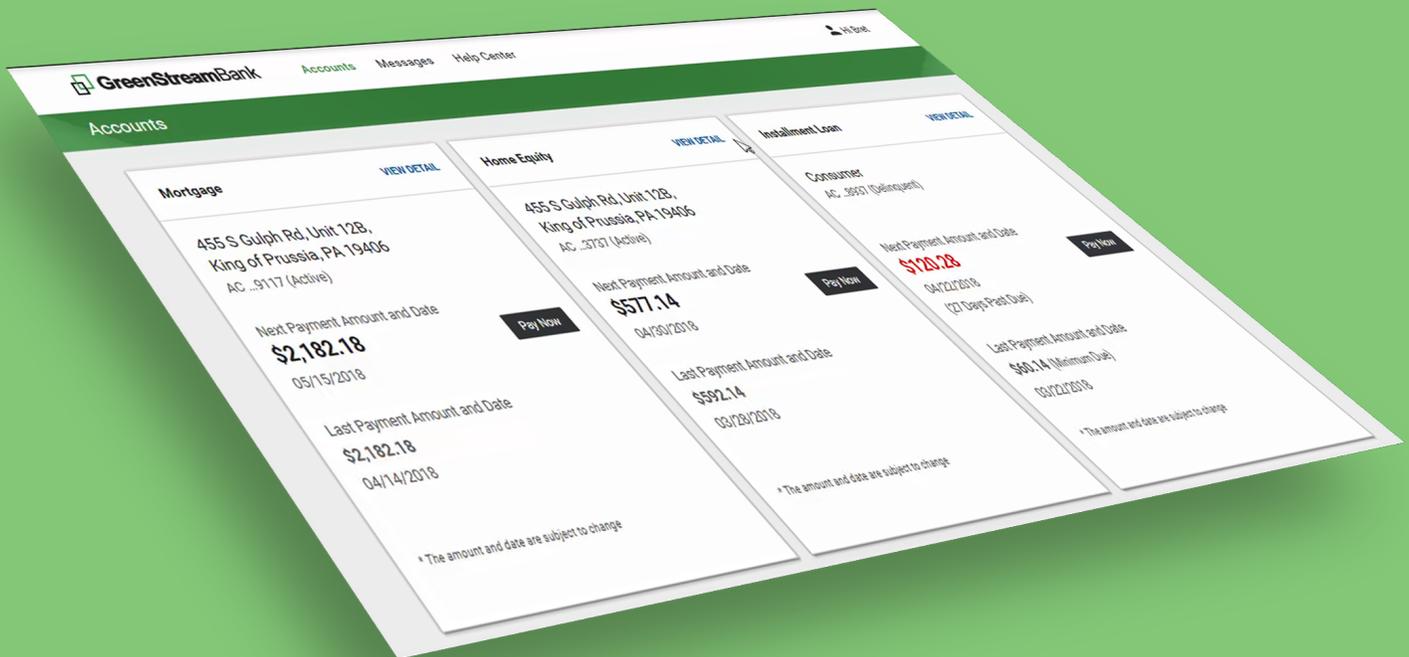## Multi-Device Self-Service Portal for Borrowers

Improve borrowers' engagement | Lower servicing costs | Retain borrowers

LoanServ Account Connect helps you respond to borrowers wanting self-service channels for their mortgages, retail loans, and lines of credit while lowering your servicing costs.

LoanServ Account Connect makes the lending experience better for everyone.

LoanServ Account Connect is the premier self-service portal for the mortgage and consumer loan servicing industry. Available on any device, this portal technology is a private-label solution for you to provide a branded digital experience to your borrowers in a compliant and cost-efficient way.

Improve borrowers' engagement

Your borrowers will be able to manage their loan information and communicate with you easily. From the registration process to each login, LoanServ Account Connect provides clear information and intuitive workflow for your borrowers to interact with their loans. Borrowers can:

- Access up-to-date information at any time, using any device
- View statements and documents
- Upload documents and images
- Set up and manage payments – one time and recurring
- Manage contact information with TCPA consent tracking
- Write and read secure messages to servicing staff, including attachments
- View payoff figures and calculate new amortizations
- Search for information on loan transaction histories
- Initiate loan actions for disaster handling, MI and hazard insurance, as well as borrower assistance
- Receive emails from you directing them to new information on LoanServ Account Connect

Lower servicing costs

At Sagent, we know that reducing your servicing costs and boosting your bottom line is always on your mind. LoanServ Account Connect helps you reduce costs by improving the overall efficiency of your borrower interactions. With LoanServ Account Connect, you can:

- Reduce call center traffic, in some cases up to 60%
- Reduce outbound contact costs with push notifications
- Reduce marketing outreach costs with macro and micro marketing features
- Integrate with LoanServ for the automation of follow-up actions that save you money
- Reduce the costs associated with printing and mailing monthly statements

Retaining borrowers

Providing an easy-to-use solution for borrowers is key to borrower retention. Market research indicates that a better servicing experience increases a borrower's lifetime value.

LoanServ Account Connect also helps you manage contact campaigns from the initial contact to a borrower's digital engagement experience.

With LoanServ Account Connect, you can:

- Manage custom workflows based on your policies to provide the best outcomes for the borrower
- Control the available information and actions presented to borrowers
- Promote assistance for borrowers with context-sensitive help
- Provide additional assistance with a simple co-browsing feature
- Offer guest payments to support third parties assisting with borrower payments
- Manage contact campaigns for cross-selling and retention
- Create custom borrower engagement views based on campaign content

Make real-time changes that control the borrowers' experience

- Your control brand graphics, colors, fonts, displays, and process flow on your own time
- Rules-driven information displays make it easy for the borrower to interact
- Rules-driven actions enforce your policies while making it simple for the borrower to perform more self-service

About Sagent Lending Technologies

Inspired by a vision of where lending technology is going, Sagent Lending Technologies brings an entrepreneurial energy to clients that's grounded by industry-leading credibility.

Today, we proudly carry forward a history rich in commitment to our clients and extensive experience within the mortgage and consumer lending space. Sagent values stronger partnerships, a sharper focus, and the ability to move swiftly and grow wisely.

Connect With Us

Call: (844) 724-3687
E-mail: info@sagentlending.com
Visit: sagentlending.com