

Subservicer Connect for Subserviced Loan Clients

Web-Based Self-Service Portal

Improve Subservicing Economics | Improve Client Relationships | Decrease Risk

Subservicer Connect supports subserviced financial institutions to provide direct customer care to their borrowers in person. Beyond the loan level views and ability to take payments directly from borrowers, the portal provides a secure means for communication and report delivery between subservicer and institutional client. Unlike homegrown solutions and general access data lookup utilities, Subservicer Connect provides a full package of transactions and report delivery support.

As a subservicer using LoanServ, you can offer your institutional clients the ability to provide service directly to borrowers with a web-based, self-service solution that is reliable, easy-to-use, and secure.

Improve Subservicing Economics

Wouldn't it be nice to reduce the increasing and variable servicing costs that significantly jeopardize your profit margin?

By enabling your client to serve their borrower directly, Subservicer Connect replaces work that would otherwise be routed to your staff. The easy-to-use, scalable, and configurable portal equips your client to directly support their borrowers without extensive training. Offering intuitive tools that are available on any device improves the experience for both your clients AND the borrowers they serve, in addition to providing you the opportunity to realize revenue for the ability to self-serve. With Subservicer Connect, your client can:

- View loan data and history
- View borrower statements and notices
- Make payments on demand
- Trigger events directly to the servicing system
- Request servicing actions (request for assistance, etc.)
- Attach documents and pictures to requests for faster

Improve Client Relationships

Happy clients stay with you longer.

Increase client happiness by improving their ability to serve borrowers directly. By enabling them to provide direct customer support with an easy-to-use solution, you will strengthen not only the relationship your clients have with their customers, but further advance your own client relationships as well. Add configurability and versatility to the equation, and you just might have a new long-term relationship on your hands. You will:

- Communicate service hours and other key information directly to your client in their portal
- Use company level communication to alert your client to information they need to know
- Receive confirmation or questions securely in one central location
- Manage one communication with confirmed delivery across multiple clients
- Review update history with tracking and reporting tools
- Offer alternative methods to traditional teller line for managing borrower interactions

Decrease Risk

Some risks come with NO rewards.

Operational risk is created any time communications and file transfers take place over email or 3rd party file-drop applications. Offer your subserviced clients a simple and secure interface to deliver reports and communications, and you reduce risk on both sides. You and your clients will:

- Manage report delivery in a secure bi-directional portal
- Confirm receipt with reporting
- Manage questions and responses securely and easily
- Review history of delivery with tracking and reporting tools

About Sagent Lending Technologies

Inspired by a vision of where technology is going, Sagent Lending Technologies brings an entrepreneurial energy to clients that is grounded by industry-leading credibility. We work with some of the largest servicers in the country bringing a premier borrower experience and lowered cost of servicing front and center. Using the latest technologies, and keeping centered on compliance, we ensure our lender community can focus on growing their business.

Our product suite and extensibility give our lenders the power of choice and flexibility to evolve with their business needs. Sagent values stronger partnerships, a sharper focus, versatility and configurability, and the ability to move swiftly and grow wisely.

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