



## Customer Retention Service



LenderLive's Customer Retention Service is designed to help clients retain a strong portfolio and build customer loyalty.

Our retention specialists will work closely with your servicing area to identify borrowers who

- Could be deemed at risk for an early-payoff and therefore may benefit from a refinance to lower their payments; or
- Might be seeking the purchase of a new home.

*A cost efficient, private-labeled service to help you retain a strong portfolio and build customer loyalty.*

LenderLive's EarlyAction™ solution leverages professional, private-labeled outbound call and direct mail campaigns to these targeted mortgage customers. We offer additional mortgage finance opportunities that match their situation to your loan products and guidelines.

Our experienced fulfillment center resources are available to process, underwrite and close loan transactions on your behalf, all private-labeled in your name.

LenderLive strives to build a customer retention solution that meets the standards and company policies of your business, assuring customer satisfaction as your mortgage business grows.

***Experience, Innovation, Vision***



# LenderLive™

Your partner in the mortgage industry.

710 South Ash Street  
Suite 200  
Glendale, CO 80246

**Call us today!**  
**800.891.2281**

LenderLive's private-labeled Component Services allow clients to outsource specific functions within origination\* and fulfillment processes, adding overall efficiency to their residential mortgage business. (\*Subject to Safe Act)

[www.lenderlive.com](http://www.lenderlive.com)



## The SOLUTION

- Early Action™ Counseling Center
  - Identify qualified borrowers for refinance or loan modification
- Refinance fulfillment services
  - Up-front disclosures
  - Processing
  - Underwriting
  - Lock loan
  - Closing coordination
  - Post-closing trailing docs
- Modification fulfillment services
  - Processing
  - Underwriting
  - Consummate modification agreement
  - Post-closing trailing docs



## The BENEFITS

- Private-labeled counseling center support
- Increased customer loyalty
- Reduced delinquency rate levels
- Loan retention
- Servicing cost savings



*LenderLive has served the mortgage industry as a preferred mortgage solutions provider for institutions of all sizes for more than 20 years. We bring **EXPERIENCE, INNOVATION** and **VISION** to a constantly changing industry, assuring our clients a solid and prosperous partnership.*