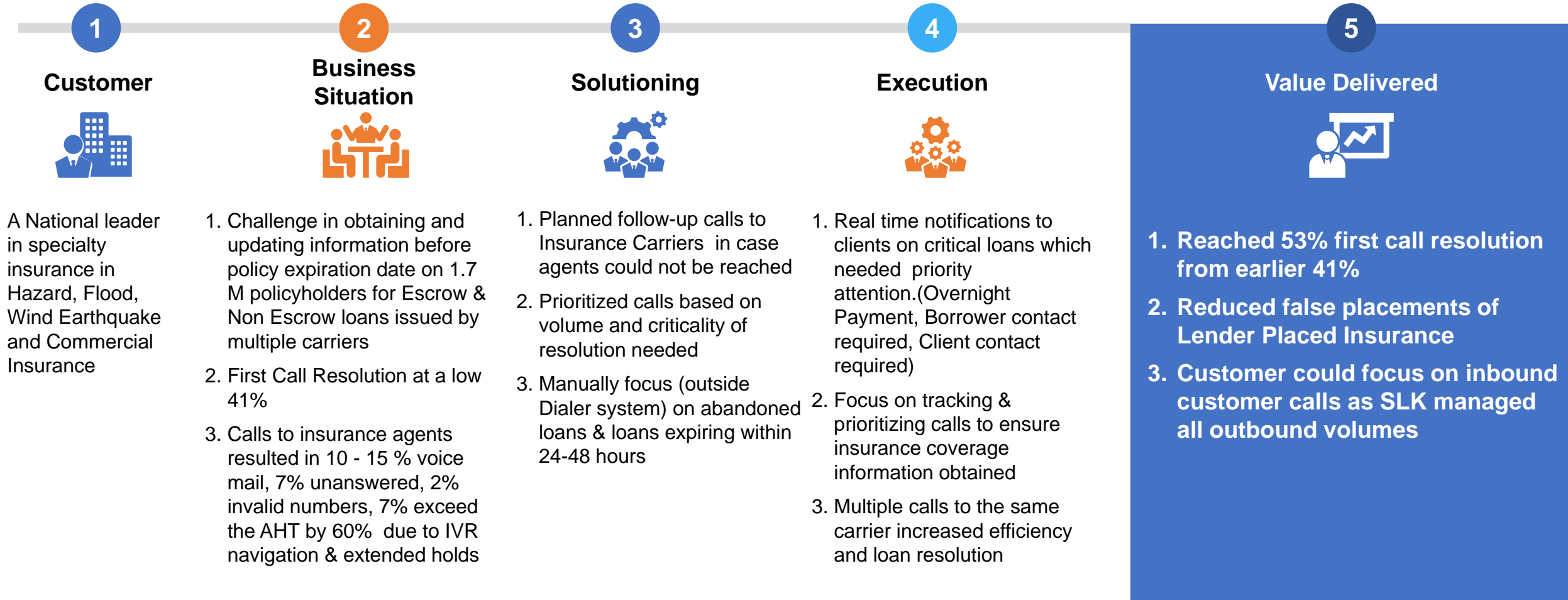


29% improvement in First Call Resolution to minimize false placement of Lender Placed Insurance



*Your team has been a vital part of our success in meeting our outbound volumes which allowed us to turn our attention to our inbound needs. We are appreciative of your flexibility in meeting our volumes. Your focus and attention to detail have been very much appreciated as well. - **Head, Customer Service***