



Email: [mortgagesales@e4e.com](mailto:mortgagesales@e4e.com)

Phone: 1 866 828 2281

Fax: 1 866 251 0940

Website: [www.e4e.com](http://www.e4e.com)

## Mortgage Processing Support in Prime Lending

<b>Client</b>	A Fortune 5 Global Financial Services Company with presence in more than 100 countries. A Top Ten Mortgage player in the US Market with an extensive portfolio of Mortgage Products and Services.
<b>e4e</b>	e4e offers 24/7 loan processing services with quick turnaround time. We help our customers close more loans, focus on their customers and reduce their loan processing time and cost by half by benefiting from our fast, cost effective loan processing.
<b>Business Challenge</b>	The client had launched a series of sales and marketing efforts to promote their products and services. They needed an operation to support and service the rising volume of business, without compromising on Quality.

<p><b>e4e Services</b></p> <ul style="list-style-type: none"> <li>• 80,000 applications handled per month</li> <li>• 100,000 customer contacts handled per month</li> <li>• 94% Customer Satisfaction in Gallup Surveys</li> <li>• Exceeded all operational SLAs</li> <li>• Reduced Cycle Time for Loan Processing</li> <li>• Reduced Abandon Rate from 10% to 2%</li> </ul> <p>e4e has a team for the client experienced in Mortgage Processing operations. We also established a clear Quality Monitoring process to assure adherence to policies and processes.</p>	<p><b>What the client Says</b></p> <p style="color: yellow;">“I can tell you from more than 4 years first hand experience that results like this are simply unheard of. More than ever, you should be justifiably proud of the tremendous achievements made in the last year. And the best news is that this is part of a sustained trend of improvement”</p> <p style="text-align: right;"><b>Director Offsite Solutions</b></p>
--	---

<p><b>Process Overview</b></p> <p>e4e’s ‘Mortgage Process Specialists’ worked closely with the client Project Management Team to facilitate successful migration of all client processes. The core team which started out with handling basic mortgage calls, has now grown to over a 300 people in less than 30 months. We help the client efficiently manage the entire mortgage loan cycle from loan origination to closing.</p> <p>Over the years we saved over 40% in operational costs. Our pro-active process management ensured we improved the operation to reduce the cycle time by over 20%. e4e has consistently delivered high levels of service, with unmatched quality and created considerable value addition to the client.</p>
--