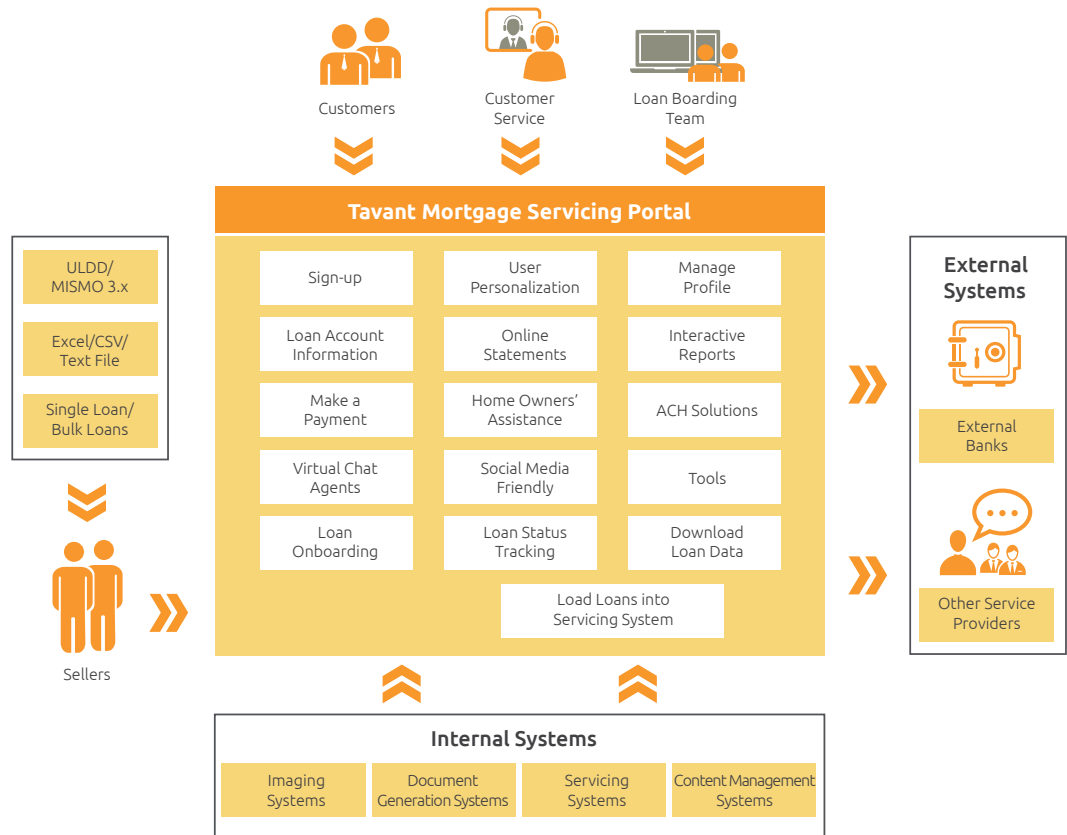




TAVANT MORTGAGE SERVICING PORTAL

Tavant’s Portal Solution enables mortgage servicing companies to provide borrowers with highly personalized and interactive services on the web. This portal becomes the face of the servicing company and reaches borrowers beyond boundaries, providing a wide range of service options. Tavant’s portal, a one-stop-shop for borrowers, enables ease of use and superior customer experience, thus making the solution a compelling choice for mortgage servicing companies.





SOLUTION BENEFITS

Lender Benefits

- > Direct reach to borrowers, thereby eliminating middlemen and overheads leading to superior customer satisfaction
- > Reduced call volume, enabling businesses to run with lean support team
- > Improved cash flow through various payment options & overall net promoter score
- > Reduced operational costs
- > Efficient loan administration through automation
- > Automated process to on board new servicing loans from business partners
- > Single view of loan information between borrowers and CSRs which helps reduce the call duration

Borrower Benefits

- > Self-service at convenience (24 X 7 X 365)
- > Access to comprehensive & real-time loan data at one place
- > 'Transact-on-the-go' with mobile & other device-enabled portals for borrowers' ease
- > Personalization leading to enhanced user experience and improved stickiness
- > Easy payment options like one-time, automatic recurring, partial, additional principal or escrow via online or phone
- > Ability to view historical and latest e-statements, tax and other correspondence
- > 'One-stop-shop' for all information related to financial hardship assistance



SOLUTION HIGHLIGHTS

- > Real-time integration with industry standard servicing applications like MSP, Servicing Director, etc.
- > Simple & customizable web portal for borrowers which helps yield high customer satisfaction
- > Integrated virtual chat agent that helps reduce call volume
- > Web design that is responsive & adaptive on a variety of devices
- > Integrated content management solution that provides greater autonomy and increased time-to-market
- > Customized dashboard & interactive graphical reports that provide rich user experience
- > OWASP compliant secure portal
- > SOA-based solution enabling plug & play with any backend CRM system
- > Plugged-in web analytics enabling superior customer experience