



## MORTGAGE FULFILLMENT SOLUTIONS

In today's increasingly complex environment, you need a capacity management strategy that can do more than just help increase your mortgage fulfillment performance, meet compliance and lower investment costs. You need Trelis™ to seamlessly integrate our team of experienced employees with your mortgage operations. We want to build a relationship as your trusted source and provide an exceptional experience for every customer on every loan.

### HOW WE HELP

Our industry expertise and customer-centric strategic approach helps you:

- ⬆️ **MAXIMIZE CAPACITY MANAGEMENT:** We can help you to quickly scale to constantly fluctuating business demands by providing a global supplemental team of skilled mortgage fulfillment associates. You can adjust your operations to respond to your customers by resourcing onshore, offshore or a blended capacity of highly skilled professionals.
- ⬆️ **IMPROVE CUSTOMER EXPERIENCES:** Our proactive pipeline management philosophy focuses on integrating

our teams seamlessly with your customer, client and employee workstreams. That helps increase your customer satisfaction scores and improve brand reputation by reducing loan cycle times and meeting closing dates more efficiently.

- ⬆️ **INCREASE EMPLOYEE PRODUCTIVITY:** We can handle the daily routines of your non-customer-facing tasks. That way, your full-time workforce can concentrate more time on counseling and serving your customers.
- ⬆️ **MEET OPERATIONAL COMPLIANCE:** Leveraging the expertise of our mortgage professionals helps you meet legal, regulatory and contractual requirements and mitigate risks at the state and local levels. We also adhere to a comprehensive internal compliance management system that constantly ensures we are helping you stay compliant.
- ⬆️ **REDUCE INVESTMENT COSTS:** Our flexible pricing model helps reduce the fixed costs of scaling your workforce. You also save time and money because we do all the recruiting and training.

**Performance + Quality + Competitive Price = Strength of Relationship**

## CUSTOMIZED AND SCALABLE SOLUTIONS

- Our suite of services are highly customizable and can be adapted to meet the needs of your business
- Offering single-component or bundled services
- Services also include correspondent platform services and CastleLine® Loan Protection
- We work closely with you to understand your business processes so we can offer the right combination of services for you to conduct business

PROCESSING



UNDERWRITING



CLOSING



QUALITY CONTROL



DUE DILIGENCE



CASTLELINE LOAN PROTECTION



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