



## **As Customer Service Departments Become Strained by Inquiries on Defaulting Loans, ISGN Releases New Customer Service Portal**

*Private label system integrates to servicing systems, functions as 24/7 online information hub for borrowers, lenders, investors and attorneys*

**BENSALEM, PA — April 3, 2009** — At a time when loan servicers are being inundated with questions on borrower loan status, loan modifications and other customer service issues, ISGN Corporation, a global mortgage solutions company, has released its next generation Customer Service Portal System that provides borrowers, lenders, investors and attorneys with self-service 24/7 access to active and inactive loan data. The portal includes data such as tax and insurance information, escrow analyses and year-end, current and historical loan data, regardless of the servicing system used. The Customer Service Portal can integrate into any loan servicing system platform including LSAMS™, ISGN's loan servicing system, and can be private labeled for any lender or servicer. Because the Customer Service Portal is a turnkey system, companies can select the system and be up and running with a customer service web presence quickly. This enhancement is part of ISGN's increased focus on product enhancements for 2009.

A strain on customer service departments has become prevalent in the current market, with an abundance of borrowers placing phone inquiries in regards to their troubled mortgages. ISGN's Customer Service Portal provides a solution to this issue by creating an online channel where borrowers and other end users can access relevant information on their loans, including information to determine loan modifications, complete transactions—like pay a bill or request a payoff statement, and send messages directly to a customer service representative. The system can address both active and inactive loans, including those that have reached foreclosure, bankruptcy and paid off status by giving servicers the ability to load inactive loans into the portal database so that end users can access this information at any time, without having to make a call.

“In today's market, lenders' servicing divisions are under pressure to keep up with a high volume of borrower requests for tasks such as processing payments, providing pay-off quotes and fielding questions,” says Reggie Swiney, president of mortgage products for ISGN. “By incorporating the Customer Service Portal, lenders and servicers can manage all of those borrower requests and more, all through an online system that conveys information but requires no direct human contact. By providing borrowers and customers with a 24/7 self-service portal, these companies can save labor costs, increase staff efficiency and prioritize customer service phone contact.”



The Customer Service Portal can be private labeled to match each company's online and offline communication tools, and can be hosted by the ISP of the lender's choosing. The system utilizes secure Internet technology to ensure data safety and confidentiality, and automatically collects and displays updates of borrower information, directly from the company's servicing application, so system upkeep is minimal.

"In today's Internet-driven world, consumers expect 24/7 access to information and mortgage customers are no exception," says Swiney. "Right now, it's particularly important to provide servicers and servicing divisions with a way to quickly and easily meet this demand."

#### **About ISGN Corporation**

ISGN Corporation is the leading global technology solutions company positioned to transform the mortgage lending space by providing an end-to-end spectrum of technology products, services and onDemand solutions. A fast-growing company with a customer base of over 600 lenders across the United States, including some of the world's leading banks, ISGN provides complete technology and technology-enabled solutions that deliver value, improve customer satisfaction and have a measurable bottom-line impact. For more information, please visit [www.ISGN.com](http://www.ISGN.com).

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