



SUTHERLAND

Mortgage Solutions Overview

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Banks and mortgage companies are working hard to manage costs and comply with new industry regulations while juggling the technological, operational, and personnel needs of the business. There is increasing pressure to optimize operational performance, improve mortgage processes, enhance the quality of loans and deliver a high level of customer service. At the same time, managing workforce capacity tied to market movement and cyclical volume continues to be an industry wide challenge that erodes profitability and impacts the customer experience. As a result of these challenges, a growing number of loan originators and servicers are partnering with process transformation providers to successfully manage their businesses in a cost-effective, efficient, and timely manner.

Proven Experience, Measurable Results

For over 10 years, we have successfully partnered with some of the industry's leading mortgage lenders, including top 10 originators, regional banks, and financial services companies. We have a strong and proven history of delivering positive results for our clients.

Flexible Model Meets Strategic Goals and Approach to Business

We offer a range of mortgage solutions that are fully integrated with your company's culture and approach to business. Sutherland's flexible engagement model allows you to choose the right fit, from a true end-to-end fulfillment solution to an ala carte component solution that addresses key pain points or high cost areas.

Why Sutherland?

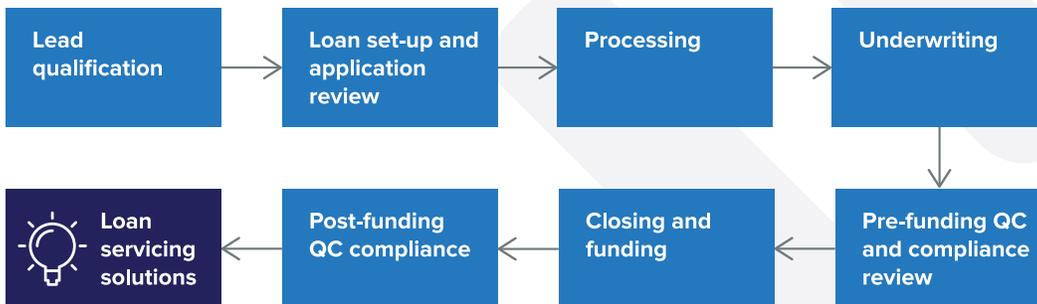
- Executive leadership team with average of 18 years of experience in the mortgage industry
- Our team is mortgage bankers, serving mortgage bankers, with experience in your shoes
- Over 1,500 mortgage professionals with significant experience processing, underwriting, closing, servicing, and auditing mortgages
- US-based mortgage headquarters and operations center, with locations globally for added cost savings
- Sutherland ensures the most talented team members for the task enabling the best experience for your customer base, and the most cost-effective delivery channel
- Track record of consistently exceeding partner (service level agreement) SLA requirements
- Customized and flexible solutions that offer cost savings and process improvements without loss of channel control
- We leverage our proprietary Sutherland Labs, based in London and San Francisco, which bring together the powerful disciplines of experience research, design, and innovation to understand the opportunities and pain points across the entire customer journey, and reimagine the solutions of tomorrow

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Mortgage Solutions by The Numbers

<p>\$45 billion</p> <p>Supported in total volume for our clients</p>	<p>4.5 million</p> <p>Reviewed loan documents</p>	<p>360,000+</p> <p>Processed loans</p>	<p>215,000+</p> <p>Underwrote loans</p>
<p>130,000+</p> <p>Closed loans</p>	<p>36,000</p> <p>Loans quality-checked and boarded annually</p>	<p>30,000</p> <p>Lien releases processed annually</p>	<p>25,000</p> <p>Pay-off requests processed annually</p>
<p>2,000</p> <p>Short-sales negotiated annually</p>	<p>10,000</p> <p>Loans monitored in bankruptcy</p>	<p>300,000</p> <p>In-bound customer service calls annually</p>	

Sutherland's Offerings Span the Entire Mortgage Lifecycle



For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com or call 1-800-388-4557 ext. 6123.

Connect with us



As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.