

Single Point of Contact

As has been widely reported, the U.S. Treasury has stepped in the foreclosure morass and now requires the top 20 servicers to provide a “single point of contact” to certain borrowers seeking assistance with their loans. To make this happen in an environment of constricting budgets and diminishing resources, technology is the obvious solution. Among the myriad offerings, however, only eMASON’s Clarifire® technology seamlessly connects borrowers to lenders via an easy-to-use, web-based workflow integration solution, for an informed and transparent single point of contact experience 24 hours a day, 7 days a week. Clarifire allows borrowers to participate in their loan’s destiny while reducing costs to lenders by consolidating resources.

eMASON is no new kid on the block. Having been at the forefront of the technology revolution in financial services industry with its Clarifire default and loss mitigation software, its Clarifire Community™ portal is the next generation, providing a one-stop destination for borrower updates, document sharing, even event text message alerts and the flexibility for servicers to adapt to ever changing regulatory requirements. What this means is that the software not only stores and aggregates data like the other so-called solutions, it is configurable (on the fly) such that it automates all workflows through intelligent business rules associated with a borrower’s loan pursuant to the servicer’s particular business needs, end-to-end. Thus, Clarifire, through its centralized case management, tailors the “single point of contact” for every user. Indeed, users work on automated dashboards that prioritize the work and message the user on what to say and borrowers can launch their own escalated case. The Clarifire Community portal’s automated workout decisioning, workout calculations, automated AVM and BPO integration, with robust workflows, slashes timelines and provides audit trails, while real-time reporting makes borrower evaluations facile. Synchronization and optimization are in one platform with one point of access.

Unlike other solutions that mimic glorified Excel spreadsheets, the Clarifire Community portal allows a power user to generate his or her own automated workflows in conformity with business needs which reduces fumbles with vendors, as well as departments within a servicer. Its document assembly feature generates documents such as borrower solicitation packages and even final workout agreements delivered securely and instantly to the borrower. The Clarifire Community portal allows borrowers instant access to foreclosure prevention alternatives and removes the cloud of confusion and frustration that permeated the process before Clarifire came along. In short, the Clarifire Community portal facilitates a better working relationship among homeowners, servicers and investors.

And, of course, all optimized workouts performed via the Clarifire Community portal are based on certified Fannie Mae workout rules and calculations. Borrowers have access not only to their single point of contact via chat but options are also available to them to resolve their default, share documents and receive instant updates with the click of a mouse.

Best of all, eMASON is one of the fastest growing technology companies in the United States, an American-owned company that does not off shore jobs but rather employs Americans who help their neighbors save their homes. One View. A Single Point of Contact. Clarifire.

**For more information on solutions to single point of contact,
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