

Mortgage Solutions

Cotality™ Flood Services

What Makes Us Different?

Banks, mortgage companies, credit unions, community lenders, and servicers face unprecedented regulatory oversight. To successfully navigate this environment, establishing and maintaining the right flood vendor relationship is critical.

Our Flood solutions are based on these key seven pillars:

- Commitment to Compliance
- Dedication to Quality
- Ongoing Risk Management Focus



Portfolio Services

- Client education best practices
- Servicing system expertise
- Connection to clients
- Advanced technical skills

CLIENTS



Information Technology

- · Collaborate with the business
- Maintain integrations, ordering & delivery platforms
- Data security
- · Client audits / SOX reporting
- · Respond to client needs



Quality Assurance

Compliance

Regulatory expertise

Industry influence

· Client engagement

· FDPA training

· Industry thought leadership

- · Robust quality program
- Consistently outperform established metrics
- Overall and targeted audits
- · Health of the database

Client Account Support

- Client education
- Contracting through fulfillment & on-going maintenance
- · Voice of the Customer
- Client reporting
- · Tenured call center staff



Dispute Resolution

- Client education
- Regulatory knowledge
- Leading industry experience
- · Advanced technical skills



Operational Excellence

- Automation focused
- Lean processes
- · Knowledge of client needs
- Next-Day Notification

To learn how Cotality can help with your Flood requirements, contact us today at sales@cotality.com or call (866) 774-3282.

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