

# CRITICAL COMMUNICATIONS



## MORTGAGE CONNECT

**Direct Connect**  
Business Critical Mail Delivery

TO GET STARTED CONTACT US AT

[DirectConnect@MortgageConnectLP.Com](mailto:DirectConnect@MortgageConnectLP.Com)

[www.MortgageConnectLP.com](http://www.MortgageConnectLP.com) | 866-789-1814

260 Airside Drive, Moon Township, PA 15108

# EASILY MAIL & PRINT CRITICAL DOCUMENTS



## Direct Connect Provides Flexible, Fast and Compliant Delivery of Digital Documents Via Multiple Delivery Options From Any Desktop

### Supporting Banks, Lenders & Servicers Over Enterprise Channels

Direct Connect application provides efficient printing and delivery of any quantity of digital documents to the consumer throughout the loan communication life cycle. Eliminating the need for multiple suppliers and handoffs, the system's streamlined process has proven to reduce costs and dramatically improve timelines.



- General Servicing Notices
- COVID-19 Related Communication
- Forbearance & Loss Mitigation
- Collect, Pre-Foreclosure & Breach
- State Specific Notices
- Communications & Notices:
  - Mortgage
  - Vehicle Finance
  - Consumer Lending
  - Credit Card

### Cost Effective Solution - 25% Savings on Every Mailing

Through an easy-to-use desktop application, Direct Connect collects and optimizes incoming documents. Documents are securely delivered to Mortgage Connect's state-of-the-art print facilities and placed in the mail stream within 24 hours. NCOA & CASS certification, wholesale and automated rates are applied to every job regardless of size.

- Centralized Tracking & Reporting
- Automated Certified Mail
- Tracking with Time Stamps
- Address Cleansing
- Enterprise-Grade Security
- Audit - Chain of Custody

# FLEXIBLE, SOPHISTICATED TECHNOLOGY

1



Download Direct Connect App on Any Desktop

2



Select File & Customize Preferred Delivery Options

3



Mailing Placed in Stream within 24 Hours, Tracking Available on App

## One Seamless App That Provides Flexibility, Robust Functionality and Full Tracking Capabilities

### Multiple Delivery Options and Organizational Connectivity



#### Multiple Delivery Options and Tracking Capability

The Direct Connect application allows for multiple mailing delivery options including, Priority, First Class, Certified and Federal Express for mailing #10, 6x9 or 9x12 letters.

Customization capabilities allow for color, simplex or duplex and inserts. Users can request return receipt signatures, either electronic or green card.



#### Organization Connectivity

Direct Connect provides for full collaboration between all parties resulting in improved communication and efficiency. User hierarchies can be created allowing corporate overview, individual user configuration and customizable dashboards.

#### Corporate

Oversight and audit of all users, document tracking, expenditures

#### Branch

Cost center allocation, user permissions, budget control, mailing customization

#### Print Partners

Print streams can be customized based on specific production equipment, allowing any existing supplier agreement

# Life of Loan Solutions & Services



## MORTGAGE CONNECT

www.MortgageConnectLP.com

866-789-1814

We are a prominent provider of Mortgage Services and count among our clients the nation's leading lenders, servicers, investors, and asset managers. Our relentless focus on innovation and quality has produced an unparalleled mortgage experience for our clients, their consumers, and all parties involved in the transaction.

### Comprehensive Mortgage Services

We boast an impressive portfolio of services and technology solutions that support the entire mortgage life-cycle, all of which can be tailored to meet the unique requirements of each client.

### Our Promise

Across all markets and divisions, we deliver what we promise: operational excellence, client-centric processes, strict risk controls, and superior technology.

With Mortgage Connect, you have complete transparency, constant communication, and continuous knowledge, all pivotal elements in the successful partnerships we have formed with clients. Mortgage Connect's serve-first culture and proprietary state-of-the-art technology platform, coupled with our single point-of-contact service model, provide best-in-class service to our lending partners and an enhanced consumer experience.

### Key Differentiators

- Enhanced Consumer Experience Model
- Operational Excellence is Standard Protocol
- Compressed Service Level Turn Times, Guaranteed
- Bundled Products Tailored to Client Needs
- Streamlined Processes Create Cost Savings
- Eliminate Multiple Suppliers & Handoffs
- Flexible, State-of-the-Art Proprietary Technology
- Intuitive, Client Portal With Real-Time Status
- Innovative End-to-End Customer Communication
- SOC 2, HIPAA Compliant

