

## MORTGAGE RECORDING - CASE STUDY

### In Brief

- A title and settlement service provider found it expensive to track the status of security instruments all around the country, and deliver the recorded documents to their customers in a timely manner
- Indecomm implemented its proprietary centralized recording and tracking application to transform the process for our client
- Indecomm's client realized improved turnaround times, fewer errors and more satisfied customers

### Client Information

The client is a national provider of real estate closing services; including title, appraisal, credit and flood services.

### Background

The client provides these services for title and settlement agents, brokers, independent mortgage bankers and banks throughout the U.S.

### Problem Statement

- Our client had a high volume of security instruments and other real estate documents to be recorded in jurisdictions across the U.S.
- It was expensive to track the statuses of packages submitted for recording and keeping up with change in recording requirements across the country
- They were not able to provide recorded documents to its customers in a timely manner, which could potentially result in a loss of business

### Solution Summary and Key Benefits

- Our client and Indecomm transitioned the processes in a phased manner to manage the daily recording needs
- We processed documents using Indecomm's proprietary recording application
- Indecomm processed data in a centralized location by a team that understands the recording complexities across the country
- We provided our client recording information, statuses on files and images available on Indecomm's integrated web site
- Indecomm managed the fee calculation and payment of recording fees to various recording venues on behalf of the client. Our client also had access to Indecomm's Online Fee Calculator
- We managed exceptions proactively and in an interactive manner with our client using Indecomm's Online Error Management system
- Indecomm delivered recorded documents directly to our client's end customer

## The Result

- Our client was able to reduce headcount in the recording area and re-allocate the resources to other parts of its business
- Indecomm was able to improve turnaround time for our client which increased customer satisfaction
- Weekly and monthly reporting helped the client have appropriate oversight of the recording process
- The client now has visibility of documents from receipt by Indecomm to delivery of documents to jurisdiction
- Our client and Indecomm established a long term relationship with flexible staffing capabilities to handle volume spikes

