



## ABOUT THE CLIENT

A US government insurance program in the mortgage industry.

## CLIENT CHALLENGE

The client required a servicing organization to take over the operation of its home equity conversion mortgages (HECM) and subordinate note servicing for their portfolio. The portfolio needed to be transferred within 90 days, with an immediate need to clear severe backlogs and improper handling of reverse mortgage and subordinate mortgage portfolios. The client sought a provider with deep domain expertise in the mortgage industry, who would ensure regulatory and contract compliance through development of new policies and procedures.

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In just 90 days, Sutherland transferred the client's entire portfolio, consisting of 1 million HECM loans.

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## THE SUTHERLAND TRANSFORMATION

Sutherland built a comprehensive solution to take over the operation of the client's HECM and subordinate note servicing. In just 90 days, Sutherland transferred the client's entire portfolio, consisting of 1 million HECM loans. Core services to take on this portfolio included customer care and support, cash management, default services, loss mitigation, lien releases, tax monitoring, appraisal review, and more. A blend of the client's systems and platforms owned by Sutherland were leveraged to effectively handle processes for the US government insurance program.

## PARTNERSHIP RESULTS

Sutherland's solution has driven many positive results for the client, especially with consistency and growth from implementation of new policies and procedures. Results from the partnership include:

**87,000**

Documents entered, imaged, and cleared in the system within 90 days of implementation

**+1,000**

Delinquent taxes identified and brought up to date

**6,000**

Releases completed monthly

Care & support  
Cash management  
Default services  
Loss mitigation  
Lien releases  
Tax monitoring

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

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.