



# Concord Servicing Overview

Founded in 1988, Concord is a full-scope loan servicer delivering innovative, flexible, and scalable portfolio servicing solutions to meet the demands of loan originators and capital providers (and their customers) in multiple asset classes.





Clients and partners are owners and originators of consumer receivables, secured and unsecured, in a variety of industries including home improvement, solar, energy efficiency, vacation ownership and land holdings. Three-plus decades and a positive reputation among existing clients and partners document ability to handle new challenges efficiently, accurately and completely.



Concord's corporate headquarters and base of operations is in Scottsdale, AZ, with a regional office in Mexico City and a staff of approximately 275+ professionals.

Concord services two million+ obligations totaling \$7.7 billion, of which \$2 billion+ are part of asset-backed securitizations.

In addition to primary loan servicing, Concord also serves as a master/backup servicer for approximately 110,000 loans with combined balances of \$2.25 billion.



# Capabilities

Concord offers a broad array of custom servicing solutions



Billing, payment processing, cash distribution, and critical reporting/analytics



Loan validation and audit services



Custodial services



Third-party and private label contact center services for a seamless extension of a client/partner brand



Delinquency collections and loss mitigation



Award-winning technology platform that facilitates handling of individual consumer accounts and direct customer interactions by internal client staff



Lien management



Backup servicing



## Our Differences. Your Benefits.

Concord works closely with clients to establish complete understanding of needs, requirements, and preferences. Then, Concord partners with clients to create robust and customized solutions that meet their challenges.

# Successful implementations and conversions are a company hallmark.

Concord has a long history of client satisfaction in this area. Concord's core implementation team has completed more than 100 conversions and start-up implementations and possesses more than a century of combined experience.

The implementation team is a microcosm of Concord's empowered and engaged workforce that is both conscious of, and conscientious about, the importance of client and partner satisfaction. To satisfy others, companies must first make sure their own house is in order. Long known as a family-oriented and community-spirited company, Concord is dedicated to creating, managing and maintaining a positive employee culture.





## Results documenting the success of these efforts are summarized in ongoing assessments:

Net Promoter Score® (NPS®) evaluations document that Concord has consistently resolved issues during the pandemic. Client/Lender NPS respondents overwhelmingly confirmed issues were resolved “quite easily” or “without difficulty.”

Employee engagement culture surveys reveal very high company-wide satisfaction levels in both the Scottsdale and Mexico City offices.





## Other Concord hallmarks include:



**Delivering integrity, authenticity and full transparency first, foremost, always.** Amid an epidemic of over-promising and under-delivering, Concord prides itself on fulfilling commitments and maintaining total candor. The model is to develop a partnership to get the job done in the most transparent, cost-effective and efficient way possible. Concord built its reputation offering solid solutions instead of excuses—and continues to build on that reputation today.



**Providing stellar customer service that rings true everywhere in the company.** Concord's original mission statement in 1988 emphasized top-notch customer service. Today, Concord customer service permeates every aspect of company performance, from compliance to customer care, state-of-the-art technology to problem-solving.



**Scaling in sync with clients' needs, both on people and technology sides of the equation.** The words "agile" and "nimble" are more than lofty wishes. They must be the basis on which business is approached every day in a rapidly-evolving and changing world. And now, amid a pandemic and economic/social upheaval, those qualities are more important than ever.



## **Safe. Secure. Compliant.**

Safety, security and compliance are more crucial than ever. Understanding local, state, federal and sometimes even foreign law is imperative. Concord prides itself on being a subject matter expert in consumer communications, data safety and security and compliance-related regulation.



## Data Security

Concord works assiduously to keep data safe and secure by investing in enterprise technologies, implementing stringent physical security controls and mandating strict procedural controls.

Because security threats today are not the same as they were yesterday—or will be tomorrow—Concord keeps up with the changing security landscape and continues investing to protect all client information. Concord is committed to a culture of continuous improvement and is always working to enhance protection of data.

Concord is Level 1 PCI Data Security Standard (DSS) compliant and has incorporated tokenization for credit cards through a third-party payment gateway. Concord's platform includes a significant investment in disaster recovery processes to ensure business continuity in the event of a disruptive event.



## Compliance

Concord fosters a workplace culture that values integrity and ethical conduct by operating an effective corporate compliance program integrating all compliance efforts – from compliance with external regulations to compliance with internal rules and procedures. To ensure compliance with varying state and federal regulations, Concord designed and implemented a Compliance Management System (CMS), which outlines the policies and procedures for activities within the Contact Center and identifies the systems and controls in place to ensure consistent compliance with all applicable laws and regulations, including the FDCPA, FCRA, and the TCPA.





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