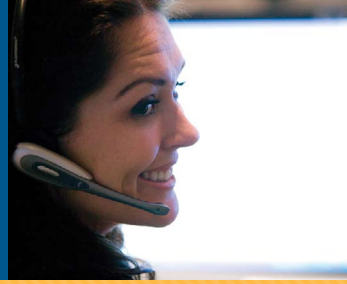


Contact Center Services

One and done. That is our philosophy. With Contact Center Services from First American Real Estate Tax Services, your borrowers will experience prompt, professional service from the leading tax service company in the industry.



What Makes Us Different

When combined with the collective mortgage expertise of our agents, our highly scalable and efficient call center operation and vast databases help produce some of the most commendable metrics in the industry. A big part of our success involves a strong commitment to our agents. Our experienced professionals follow a rigid training regimen which covers aspects such as:

- ▼ **Focused “first call resolution” training**
- ▼ **Comprehensive quality monitoring and coaching**
- ▼ **Root cause analysis**

First Call Resolution

Focusing on first call resolution improves productivity and borrower satisfaction and this critical metric is a cornerstone of the First American Contact Center strategy. Our level of efficiency, technology benefits and borrower satisfaction directly correlate to improvements to the bottom line for your servicing operation.

First American Contact Center Services provide the people, processes and technologies you need to stay competitive. Our agents serve as an extension of your organization and work to ensure complete satisfaction for your borrowers.



*First American
Real Estate Tax Service*

Contact Center Services

Unparalleled Technology

With highly advanced call center management software, voice over IP technologies and skill-based routing, our agents are equipped to quickly and effectively handle your borrower's inquiries. Our databases have been precisely managed to become one of the largest and most accurate collections of property information available. Combined with our advanced technology and flexible feature set, your team will be positioned to take full advantage of current and future contact center technologies and services.

Empowered Agents

First American contact center professionals are empowered with the ability to make decisions and take the crucial steps needed to quickly and decisively respond to your borrower's needs. Critical to our one-and-done objective, this aspect of our business philosophy enables our agents to bring high levels of service to your borrowers.

Contact Us

Through our expertise, we offer the tools, processes and methodologies you need to be successful with your borrowers. For more information on how the First American Contact Center services can benefit your organization, contact us today. Call 800.508.8733 or please visit tax.firstam.com/calls to learn more about how our Contact Center Services can optimize the experience for your borrowers.

First American

85%

National
Average*

67%

First Call Resolution Metrics

Percentage of calls resolved during First attempt

*Manpower and the Service Quality Measurement Group
Connections Magazine, April 2006



First American
Real Estate Tax Service

800.508.8733 ▼ tax.firstam.com/calls