

# Contact Center Services

Achieve unprecedented levels of performance and efficiency from the company that processes over one million property tax calls each year.



## Focus on your business, let us handle your calls

Today's market presents new challenges. Top servicers are searching for new ways to increase productivity, minimize costs and maximize borrower satisfaction. With Contact Center Services from First American, your organization can now achieve the benefits and efficiencies experienced by other leading First American clients.

As your trusted partner, we are here to deliver the best service possible for you and your team. Our professionally trained experts are equipped with some of the most advanced technologies available to maximize productivity and deliver process efficiency. Performance, value, and borrower satisfaction are cornerstones of the First American Contact Center strategy. Our level of efficiency and contact center technology directly correlate to improvements to the bottom line for your servicing operation. Contact Center Services from First American provide the people, processes, and advanced technologies you need to stay competitive. As an extension of your organization, our agents work to ensure complete satisfaction for your borrowers.

## Flexible, Scalable, Dependable

To stay competitive, you need to respond quickly to changing market conditions. Crucial to success are the right professionals combined with the right technologies. The advantages of relying on First American for Contact Center Services will allow your staff to:

- ▽ Manage demand by transferring overflow calls
- ▽ Rely on the infrastructure built and maintained by a trusted partner
- ▽ Avoid time-consuming calls and more effectively allocate internal resources
- ▽ Boost borrower satisfaction via comprehensive outbound programs

## Contact Center Services

Comprehensive Outsourced Contact Center Solutions

First American Contact Center Services offer the options you need to deliver first class service to your borrowers. Our teams of professionals will work with you to design the optimal combination of service features for your organization. Whether you are looking to expand outbound efforts or you are simply looking to streamline your inbound calling operations, First American is positioned to deliver the most advanced technology and the best service. Listed below are some of our Contact Center options:

### ▼ Inbound

- ▽ General property tax calls
- ▽ 1098 tax calls (seasonal)
- ▽ Loan Payoff
- ▽ Escrow analysis
- ▽ General mortgage customer service

### ▼ Outbound

- ▽ Welcome calls
- ▽ Re-finance
- ▽ Courtesy calls



**First American**  
**Real Estate Tax Service**

# Contact Center Services

## 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 **[www.firstam.com/calls](http://www.firstam.com/calls)** to learn more about how our Contact Center Services can optimize the experience for your borrowers.



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