



FUSION SERVICING DIRECTOR®

Customer Self Service for Fusion Servicing Director®



Easy-to-use online loan portal where borrowers can access real-time loan details, go paperless with e-statements, and set-up automatic and on-time loan payments.”

Customer Self Service is an optional module that works with Fusion Servicing Director® through a seamless and secure integration. Customer Self Service has an easy to use interface which gives your customers access to online features, including electronic statements, payments, disclosures and more. This module also provides online access to loan details for Investors and Attorneys.

Integrating Customer Self Service with your existing online banking solution or using it as a standalone web solution provides three instantly realizable benefits: customers can access real-time loan details, set-up and access electronic loan statements, set up one-time and recurring electronic loan payments, while lowering incoming call volume from your customers.

Lower Call Volume

By directing customers to the Customer Self Service website where they can access their loan information 24 hours a day, 365 days a year, you can greatly reduce the number of support calls. Customers gain the ability to instantly view and print monthly loan statements, access loan transaction history, and request pay-off statements. Customers can also view ARM changes, escrow information and annual statements. Your customers are also empowered to set up one-time or recurring ACH loan payments.

Reduce Billing Costs

Customer Self Service allows your customers to go paperless. Reduces monthly billing costs by enabling you to send your borrowers an electronic billing statement. Your borrowers will receive an email, click on the link and it will take them to the website where they can make their payment (or set up a recurring payment). Customers can elect to receive a paper or electronic bill, or both.

Key Features

- View loan details
- View the history of all monetary transactions
- View prior year and YTD interest information
- View tax and insurance information
- Make a payoff request
- Make online payments (one-time or recurring)
- Billing can be set to paper or electronic delivery, or both

About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today – spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location – from global financial institutions, to community banks and credit unions. Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 48 of the world's top 50 banks use Finastra technology. Please visit finastra.com

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