What's New, FSS?

The Pennsylvania State House, known today as Independence Hall. This is where the Second Continental Congress adopted the United States Declaration of Independence on July 4, 1776. The declaration was a formal announcement that the thirteen American colonies, already at war with Great Britain since April, 1775, would henceforth regard themselves as independent States, officially ending any hope of reconciliation with the English crown. Independence Hall is now a part of the National Park Service, and is open for public tours throughout the year.

In This Issue

Biometrics

Using biometrics for transaction authentication has found increased popularity in recent years, and is being implemented by lending institutions throughout the United States. Many of our customers implement biometric technology in the form of fingerprint readers to improve customer identity management to minimize fraud, increase transaction security, and enhance customer convenience.

With the rise of identity theft, borrowers are left with the burden of constantly having to prove their identities. As a result, many seek lenders that employ biometric authentication.

Biometric authentication is easy to use with our software. Fingerprint readers are inexpensive, and easy to setup, and offer your office a new and significant level of defense against fraudulent transactions.

There is no extra charge associated with using Fingerprint readers in LoanPro aside from the cost of the device itself. Call us and get a quote. Don't wait to add increased safety and convenience for you and your borrowers!

Are You
Up-To-Date?

Current Version:
1659

Special Offer on Credit Reporting

We are extending a special offer this month to all of our customers who do not currently take advantage of our electronic credit reporting service. In case you were not aware, our software provides the ability to electronically report your borrowers' credit history to Experian, Equifax, and Trans-union.

Here's how it works. LoanPro creates a file containing your borrowers' payment history at the end of each month for submission to the credit reporting agencies; this happens automatically, so you don't have to remember to do it. Just close the month as usual, and the file is created and transferred to us that evening. We upload the files to credit bureaus for you, so you don't have to do anything; just sit back and enjoy the peace of mind knowing your customers' credit information is being reported.

This valuable service is only $25.00 per month, but if you sign up in the month of July, we **will waive the first two month's** service charge*. Get started reporting your borrowers' credit this month, and get two months of the service absolutely **FREE**. Give us a call today and start taking advantage of Credit Data Processing (CDP) service at 405-794-4900.

*Please note: this offer applies to the FSS service fee only. You must have an account with at least one of the three credit bureaus, and any fees they charge you in association with credit reporting will still apply.

June Satisfaction Surveys

FSS is committed to providing the best technical support possible. To that end, we conduct routine follow-up calls during which we ask for feedback about your technical support experience with us. This information helps us make honest evaluations of our service, and provides insight into areas that we can improve. Here are the results of our surveys for the month of June.

The following questions are designed to rate your experience with our support staff, and are scored on a scale of 1-10, with 1 being poor, and 10 being excellent.

> How would you rate staff friendliness?
> Average score = **9.9**
> How would you rate the support technician's knowledge?
> Average score = **9.6**
> How well did the support technician listen to, and answer your questions?
> Average score = **9.8**

The following data helps us measure how quickly your support requests are addressed.

> Percentage of incoming support calls answered by a Technician = **38%**
> Percentage of incoming support calls placed in the queue = **62%**
> Average wait time for a return call = **7 minutes.**

FSS is committed to providing timely and accurate solutions to your support needs. We are also committed to be honest and transparent about areas where we can improve. These surveys help us achieve all of the above. We welcome your honest critiques, so if you receive a follow-up call after a support need has been resolved, please provide any feedback you feel will help us improve where possible, and if you feel your support technician did a good job, let us know that too. We also welcome a high-five when we've earned it!

"And for the support of this Declaration, with a firm reliance on the protection of Devine Providence, we mutually pledge to each other our Lives, our Fortunes, and our sacred Honor."

Declaration of Independence, Thomas Jefferson