



**Mortgage Builder Named a Finalist for Prestigious  
“Help Desk Award” for Second Straight Year**

*Loan origination software leader recognized once more for excellence in customer service, response and technology*

Mortgage Builder Software, the industry-leader in innovative loan origination software (LOS), has been recognized once again for its superior customer service by Mortgage Technology magazine, which named the technology company a finalist for its “Help Desk Award” for the second straight year. This prestigious award goes to the company that demonstrates “outstanding customer service and technical support” among mortgage industry technology providers in 2008. Mortgage Builder is among three finalists for the award, whose winner will be announced at the Mortgage Bankers Association National Annual Convention in October at San Francisco’s Moscone Center.

“We work very hard on our customer service levels and response times,” said Mortgage Builder’s president and CEO Keven Smith. “We pride ourselves on answering customer questions and concerns in minutes, instead of hours or days. Being named a finalist for this important award is something like an Oscar nomination in the mortgage technology industry, and I’m very proud of our team’s achieving it for the second year in a row.” He added that while Mortgage Builder’s platform is engineered to be simple to use and trouble free, questions sometimes come up. When help is needed, customers can reach technical support team members quickly and easily, by calling, emailing or submitting a request via Mortgage Builder’s user-only website. “Customers can request the same associate each time, so it is someone who is very familiar with the client and their way of working.”

Having been in business for over ten years offers another benefit, according to Smith. “We have very little turnover, and we hired our people largely from the mortgage ranks. Many of them have a decade or more experience in lending, so they really understand our clients’ business.”

Mortgage Builder is renowned among its clients for its user-centric approach to development and engineering, as well as for its customer service effort. The company hosts an annual User Conference in the Detroit area, and attendees come from all over the country to participate in the working sessions. Their input has been key over the years in Mortgage Builder’s philosophy of “everything’s included” in their loan origination platform. “Our approach has been to make all the enhancements available to all of our clients,” Smith said. “They can use the electronic document management feature to help their offices go paperless, they can draw compliant loan docs from our engine, and they can deliver loans to investors electronically, all at no extra charge.” These features might otherwise add \$100 or more to the cost of the loan if purchased as an add-on from an LOS provider or a third party. “It’s the same user-friendly attitude we take with our customer service,” he added. “The point is to make our users more productive, and having a world-class Help Desk is part of making that happen.”