



Mortgage Builder Wins Prestigious “Help Desk Award” for 2008

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

Southfield, Michigan, October 20, 2008 – Mortgage Builder Software, the industry leader in innovative loan origination software (LOS), has been recognized for its superior customer service by Mortgage Technology magazine, which named the technology company as the winner of its “Help Desk Award” for 2008. This prestigious award goes to the company that demonstrates “**outstanding customer service and technical support**” among mortgage industry technology providers in 2008. Mortgage Builder was among three finalists for the award, and was announced on October 19th as the winner at the Mortgage Bankers Association National Annual Convention in San Francisco.

“Our customer service team has been a key component to our success,” says Keven Smith, CEO of Mortgage Builder. They have helped us build raving fans by providing the highest levels of service, and that includes responding to customer questions in minutes instead of hours or even days. Winning this award is a tremendous accomplishment for everyone at Mortgage Builder, from customer service to engineering, and we couldn’t be more thrilled.”

Mortgage Builder has been in business for more than ten years and has a very strong employee retention record, a factor that helped win this award, according to Smith. “Customers can count on talking to the same service associate each time they have a question, and that adds a level of comfort to the working relationships we have with our clients.” He also points out that Mortgage Builder team members have advanced knowledge of the mortgage banking business in addition to their technology experience. “Many of our people have a decade or more of lending experience,” Smith explains. “For example, both our people and our software are very knowledgeable about FHA lending, which many lenders are struggling to implement right now. Our team members are able to instantly answer questions about using Mortgage Builder with government loans, and the workflows built in that can help smooth the way toward getting their FHA efforts off the ground.”

It helps that Mortgage Builder's platform has a well-deserved reputation for being trouble free. Many of the Help Desk calls have to do with customizations of the platform to suit lender needs, not to deal with system problems. As a fully-integrated LOS, Mortgage Builder does many things, but manages to stay user friendly. Electronic Document Management, for example, is built in to the core system, as is electronic investor delivery and Mortgage Builder's compliant loan document engine. 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. "All this makes our platform more advanced and feature-rich," says Smith, "but our development team has built it to be consistently reliable. This allows our Help Desk to keep from getting bogged down and lets them focus on providing solutions very quickly. That's what this award is all about," Smith adds, "making our users more productive. Winning this award was a total team effort, and everyone at the company has helped earn it."

About Mortgage Builder

Headquartered in Southfield, Michigan, Mortgage Builder Software, Inc. has been providing industry-leading loan origination software (LOS) to mortgage banks, community banks, credit unions and financial institutions for over ten years, and was the first to provide a Linux-based LOS. Mortgage Builder is an end-to-end mortgage lending solution for both retail and wholesale production business models, delivering pre-qualification tools, processing, underwriting, closing, post-closing, final document tracking, secondary marketing, warehousing, delivery, interim servicing and construction loan tracking, all with application service provider (ASP), purchase and Software as a Service platform options (SaaS). Mortgage Builder maintains the highest customer retention rate in the industry, as well as the highest implementation success rate. The company was named by *Mortgage Technology* magazine as one of the industry's **Top 50 Service Providers** in both **2007 and 2008**, and in **2008 won *Mortgage Technology's* prestigious Help Desk Award**, recognizing **outstanding customer service**. For more information, visit www.MortgageBuilder.com.