



FOR IMMEDIATE RELEASE:

## **CMC FlexCollect® Mod Supports SPOC, Self-Service Portal**

### ***Servicers' Use of CMC Solution Meets Rapidly Emerging Regulations***

Wilmington, DE., June 20, 2011—Collections Marketing Center, Inc. (CMC), the leading provider of comprehensive self-service collections strategies, today announced that its FlexCollect Mod solution includes functionality to meet the recent Federal Reserve Consent Decree requiring a Single Point of Contact (SPOC) be provided to customers during the modification process.

Further, CMC's solution enables servicers to flexibly control the entire modification process:

- provide customer web self-service portal to track the entire course of a modification
- select high-risk borrowers and notify them proactively
- manage an integrated call center/self-service workflow
- provide complete eligibility review through to modification completion
- leverage CMC FlexCollect's native decisioning engine and pre-integrated contact channel management capabilities (letter, email, SMS, dialer, secure PDF, agent calls and IVR)

"Institutions are scrambling to meet new federal regulations in a timely fashion," said Vytas Kisielius, CEO, CMC. "Meanwhile, further regulatory and compliance requirements are on the way, which is why we built FlexCollect Mod to handle this ever-changing environment: we put workflow setup and control in the strategist's hands and gave agents the most adaptable desktop in the industry."

Whether borrowers need to review their status online, submit documents electronically or provide further information through an electronic survey, FlexCollect meets the ever-changing requirements of mortgage servicers. Servicers' agents, across multiple locations, can work quickly through modification workflows and leverage FlexCollect's centralized base of customer interaction data to pinpoint a borrower's step in the process.

FlexCollect Mod is delivered as a managed service solution with no hardware or software to install. It is pre-packaged to allow organizations to be up and running in weeks, not months or years. The solution leverages the FlexCollect platform, which combines rapid integration to client's existing collections and billing systems with ease of use and adaptability geared towards all types of account holders spanning credit cards, mortgage and home equity loans, student loans, phone and utility bill payments.

#### **About Collections Marketing Center, Inc.**

Collections Marketing Center, Inc. (CMC) offers a pioneering adaptive collections service that enables lenders to deploy completely synchronized collections offers, contacts, and treatments across credit card, real estate, student, and installment loan products. The company's FlexCollect® managed services solution is helping a rapidly growing number of top lenders collect more and spend less by increasing the efficiency and effectiveness of their charged off, delinquent, and pre-delinquent portfolio operations. For more information, visit [www.cmcapile.com](http://www.cmcapile.com) or call (302) 830-9262.

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