

“Customers demand the human touch with digital speed.”

~ S1 Customer Service Team

### 3 TIMES FASTER

“S1’s turnaround times beat other vendors by up to 3x faster! We are beyond satisfied with the value in service & speed.”

### 9 OUT OF 10

89% of our VOE requests are processed within 48 business hours;  
75% of those are under 12 hours.

### 4M EMPLOYERS 140M RECORDS

“Their efficiencies have lifted so much friction from our loan manufacturing cycle. If there are issues with any orders, their VOE team does all the lifting”

# CASE STUDY

## VOE SERVICES

### CUSO Home Lending

*CUSO Home Lending is a mortgage company known for its competitively priced mortgage products with exceptional customer service. In search of a third-party Verification of Employment & Income (VOE/I) processing vendor, they sought dependable service and fast turn times – two critical assets in avoiding closing delays when loan volume is high.*

CUSO used its internal resources to manage verifications using Equifax’s The Work Number for instant and manual orders. Their two biggest complaints were 1) offshore representatives that were hard to understand when looking for quick solutions to their problems and 2) orders would often stall without status updates. Moreover, 7.5 out of 10 times, verification of employment requires direct to employer inquiries. Receiving and sending forms by fax to small business employers in largely rural areas was a large part of their process in the beginning.

Service 1st provided CUSO an easy button - a way to streamline a better process that eliminated errors from human input such as unreadable forms, lost documents, or failed faxes. But also provide the real time transparency of their order within the life cycle of the loan.

CUSO saw efficiencies right away. Allowing VOE Services to take over their manual verifications accelerated the process by up to 3 times faster than other vendors. 71% of their orders were completed under 12 business hours – consistently. With a level of trust and peace of mind, they could increase their internal production time, reduce internal operating costs, and improve their closing volume.

[www.srv1st.com](http://www.srv1st.com)

VOE Services delivers a happy blend of automated & manual processes so efficient that customers are beyond satisfied.

Want more information? ▶

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