

**First American** International Services Group



MORTGAGE INFORMATION

TITLE INSURANCE AND SERVICES

PROPERTY INFORMATION

Credit Information

specialty insurance and protection

financial Services

screening information



*First American*

800.508.8733 ▼ [www.firstam.com](http://www.firstam.com)



**First American** International Services Group

With more than a decade of experience offshore, let our mortgage banking experts show you how to leverage your business in an offshore environment.

- With more than 5,000 international employees, First American is well positioned to help you deploy your back office operations seamlessly.
- We have experts in mortgage servicing, operations and Six Sigma process expertise who can combine with your staff to successfully implement offshore business functions.
- First American's long standing business expertise supporting mortgage bankers together with experience in business process and technology will ensure that skilled resources are available to make your transition a success.
- We customize solutions around your people, technology, metrics and customers.
- We provide fast and low-cost reviewing and pricing



*First American International Services Group*

INTERNATIONAL SERVICES GROUP

Data Management, Keying and Related Services

Data Verification

Indexing Images

Manual keying from images/films

OCR assisted keying

Loan Origination

Loan set-up

Loan processing

Underwriting

Document drawing and pre-closing

Closing

Post-closing

Loan Servicing

Customer research, resolution, and administration

Collections/Default management

Investor administration

Escrow analysis

Escrow administration

Pay-off quotes

Lien release

Other Back Office Services

Accounting and related services

Outbound call center

Specialized Projects

ARM audit

Prepayment penalty review

Missing data input/verification

First American International Services Group provides our business partners with an opportunity to develop a customized off shore solution that meets their needs and lowers the cost to service.

First American's experience in building and successfully managing international facilities, including India, combined with our expertise in mortgage banking, makes First American a unique and compelling option when considering moving functions abroad. Today, through our affiliate First Indian Corporation, First American has 5,000 employees conducting back office processing in multiple Indian cities. No client will ever feel lost doing business abroad with First American as an experienced partner.

At First American International Services Group, we combine experience in mortgage banking, process re-engineering, and technology together with extensive off shore experience to provide our clients a total solution.

Moving mortgage banking operations functions off shore requires a unique combination of skills. First American can combine all of the skills and experience in a complete package, both in the U.S. and abroad.

**Going international with a knowledgeable partner.**

Moving operations to a foreign country can be unsettling, unless you have an experienced partner. At First American, we can help you transcend the operational, technology, facilities, and cultural hurdles and get your business up and running quickly and safely.

**Expertise in critical areas of deployment is essential.**

**We understand the challenges.**

At First American we have the experience to understand the challenges of your business as well as the expertise to successfully deploy complex production, mortgage servicing and post-production operations abroad. Our team includes U.S.-based experts with mortgage banking, Six Sigma, and technology expertise together with management, technology, and operations expertise in India. Combined with your team, we can ensure a smooth, on-time and cost-effective solution for your business.

**We plan with you onshore to successfully execute offshore.**

Our technology and business process experts work with your team, at your site, to understand both the technology and business processes that are unique to you. Together with your team, we'll build a plan to ensure success.

**Hiring and training offshore for your business.**

First American has a long track record for hiring exceptional international employees. Because of our tenure and reputation in India, we attract the best. When your business functions are moved, we will work with your staff to build the right offshore training plan. With more than 15 years experience training new offshore employees, clients can rely on First American to deliver high quality, thoroughly trained employees.

**Security and compliance are cornerstones of our operating experience.**

When you go offshore with First American, you will be a partner with a firm experienced in running secure and compliant operations. As a client of a Fortune 300 corporation, you will have a partner that is experienced in delivering solutions in well-controlled and compliant manner and is Cybertrust-certified to guard your electronic media.



**First American**  
**International Services Group**