

# Selene's personalized client approach yielded strong results for non-bank lender



## CHALLENGE

A national, non-bank lender recently approached Selene to service a new business purpose loan (BPL) product. Not only was the product new, but the lender required an accelerated timeframe in which to onboard the new loans. Since the loans had already been originated, Selene wanted to expediently deliver for the client. Selene had two weeks to complete an impact analysis on the new product and determine everything that needed to be completed to board and service this bridge aggregation loan successfully. The initial multi-million-dollar loan was secured by a large number of properties.

## SOLUTION

As a specialty subservicer, Selene had the experience and flexibility to cater to this specific lender's needs. Selene developed the necessary system enhancements, reporting functionality and processes to be able to: add and remove properties, add and remove tax and insurance lines, process partial payoffs and update UPB after draws were completed.

In addition to developing these new system enhancements, **Selene's existing capabilities already surpassed those of other servicers in the BPL space**, who are often limited in the number of properties they can service on their platforms. Selene leveraged its proprietary system, SARA, to provide individual property information, house all loan documents and continually track all loan comments and statuses.

Finally, The Loan Advisory Group, a dedicated call center to oversee BPL, was utilized under a single-point-of-contact (SPOC) model. This allowed for having multiple loans per guarantor assigned to dedicated representatives.

## RESULTS

Selene's focus on adherence to complex and sophisticated loan terms, along with a tailored approach surpassed the goals for this lender. Expectations were surpassed for the initial setup as well as a continuance to meet or exceed documented SLAs. "Selene's work with this lender is a great example of the commitment and personalization we strive to deliver to our clients" said Lisa Shapiro, Vice President of Client Management. "We look forward to continued growth in the upcoming year."

## HIGHLIGHTS



Leveraged proprietary technology application



New system enhancements



Dedicated call center



*Selene's work with this lender is a great example of the commitment and personalization we strive to deliver to our clients.*

Lisa Shapiro  
Vice President of Client Management

- Collaboration
- Personalized Client Approach
- Sense of Urgency
- Quality and Timely Results