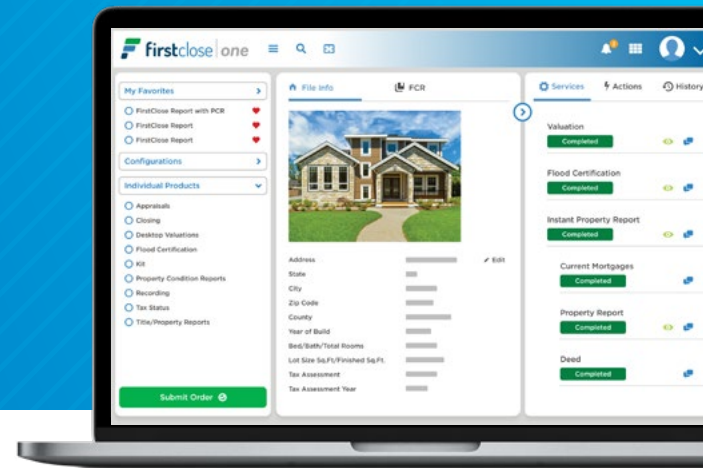


Dollar Bank drops turn-time and reduces cost to close.

Dollar Bank is a full-service bank and one of the largest mutual institutions in the country. Established in 1855, Dollar Bank provides high quality banking services to customers.



Challenge

Dollar Bank wanted to speed up their real estate settlement services turn-around times. They wanted to switch from cumbersome manual processes to an automated solution that would speed things up. Their goal was also to move away from duplicating data entry across multiple vendor websites and manually placing orders

Solution

Dollar Bank implemented the FirstClose ONE™ solution. Consumer Operations Officer, Andrew Chiccitt stated, “As we’ve migrated to different versions of the FirstClose platform, that was an incredibly smooth transition. Our customer service reps kept us in the loop every step of the way.”

“The long-standing relationship we’ve had and the fact that customer service has never missed a beat and the price is in a good place for us, that nobody else that we’ve been presented with has been able to compete on those blended, positive aspects” continued Chiccitt.

When asked about the FirstClose ONE platform’s benefits, Chiccitt said, “It’s a complete game changer in terms of speed and ease of ordering and uploading files to our loan software.”

Results

After implementing FirstClose ONE, Dollar Bank has seen the following results:

- 38% increase in PCR completed orders
- In-depth report tracking
- 27% increase in Property Report completed orders
- Useful analytics

“Having a partner like FirstClose is what allows us to keep the positive customer service relationship going with our clients.”

Andrew Chiccitt, Consumer Operations Officer