

Primary Servicing



First Associates offers primary loan and lease servicing for a wide range of asset classes. You and your customers benefit from our strong technology focus, professional team with in-depth industry expertise and experience, and emphasis on customer service. First Associates has 30 years of industry experience and has developed strong relationships with rating agencies, money center banks, investment banks, trustees and other financial market participants.

- State-of-the-art, SaaS applications provide the critical functions for originating and servicing
- Proven low-risk, cost-effective strategies enabled by the latest technology
- Flexible processes and pricing to make everyday servicing that much simpler
- Investor reporting with capabilities for securitizations and other waterfalls, multi-portfolio roll ups, data warehousing and analysis, and flexible customization options as well as customized reports and processes
- Zero discrepancy SSAE-16 audit and industry-leading compliance with all CFPB, TCPA, and FDCPA regulations
- Unique industry alliances with investors, technology companies and other business partners

Building Strong, Long-Term Relationships with Customers

First Associates' Customer Service Team consists of highly experienced professionals trained to build and maintain strong relationships with borrowers.

- White label functionality including highly customized branding and scripting, a friendly approach, rapid issue resolution, and tight integration with other third-party service providers
- Delinquency management focused on building lasting relationships with customers through friendly, high-touch, multi-channel communications delivered by our omni-channel communications platform

About First Associates Loan Servicing, LLC.

First Associates is the fastest growing loan servicer in the nation and has been serving the needs of partners and borrowers for 30 years. Our state-of-the-art technology and infrastructure mean we have the flexibility and scalability to meet the demands of any client.

We've earned our reputation for excellence by consistently exceeding high performance standards and providing a superior level of support—so you know your customers will receive the highest level of service.

First Associates Loan Servicing, LLC.
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Other Services

- Backup Servicing
- Support Services:
 - Borrower Verification Calls
 - Document Custodial Services
 - UCC Management
 - Contract Verification
 - Borrower Base Certification
 - Paying Agent
 - Collateral Agent

