

Case Study - Republic State Mortgage



Company Profile

Republic State Mortgage is a full service mortgage banker with headquarters in Houston, Texas and offices throughout the state as well as Florida, Kentucky and Ohio. As a member of Lenders One, a national cooperative of independent mortgage bankers with an aggregate volume of over \$45 billion and the 9th largest originator in the country, Republic has approvals with all the largest mortgage loan buyers in the country with the very best pricing.

The Challenge

Concern about faxes sitting on the machine in public before the information could be properly filed and secured. Faxes are used because documents often require signatures, and faxing is more secure than email since faxes can't be pulled out of cyberspace.

The Solution

On the recommendation of another loan officer, Reeves signed up for an account with Internet fax service MyFax.

"MyFax gave me exactly what I needed," Reeves says. "Now the documentation required to evaluate a loan application comes directly to my desktop. I don't have to pick it up or worry that someone walking by will see something they're not supposed to. When I'm ready to work on that application I can print the documents and turn them over to the processor right away. It's a lot more secure."

"In the past, I'd have to wait until I got back to the office to see that things were being taken care of, which made it tough to really unwind. Now I can just fire up my laptop wherever I happen to be, see the faxes, and keep things moving along. It's made a big difference for me."

The Results

"When I talk about the things Republic has to offer, I always include a discussion about security and confidentiality," she says. "I show them how all their confidential information will be coming directly to me instead of a general fax machine. It definitely helps reassure customers that we have their best interests in mind."



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About MyFax

MyFax is the fastest growing Internet fax service used by individuals, small, medium and large businesses to send and receive faxes using existing email accounts or the web. MyFax offers services in North America and Europe, including the United Kingdom to industries recognized among the fastest growing adopters of internet fax including finance, insurance, real estate, healthcare, transportation and government. More than 15,000 new customers subscribe to MyFax each month. Additional information is available at www.myfax.com and www.myfax.uk.com.

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