



faxing simplified. anytime. anywhere.

## 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 9<sup>th</sup> largest originator in the country, Republic has approvals with all the largest mortgage loan buyers in the country with the very best pricing.

"MyFax gave me exactly what I needed. 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. It's a lot more secure."

Barbara Reeves  
Senior Loan Officer  
Lexington, Kentucky branch  
Republic State Mortgage

### The Challenge

When an applicant contacts Republic State Mortgage about securing a loan, confidential documents are often faxed by employers or other financial institutions. Faxes are used because most often the documents are contracts or other paperwork that require signatures.

Senior Loan Officer, Barbara Reeves was concerned that documents coming in to the fax machine could sit in an open area exposed to anyone who happened to walk by until she either picked them up or they were delivered to her.

### The Solution

On the recommendation of another loan officer, Reeves signed up for an account with Internet fax service MyFax. She learned MyFax would allow her to send, and more importantly receive, faxes in her email account as well as a secure online server, anywhere she could get an Internet connection.

Having documents go straight into her email account solved another issue as well. Reeves' job often takes her away from the office for hours at a time. Previously, that meant any applications that were waiting on faxed documents had to wait until she returned. Now, Reeves says she can open her laptop, check for faxes, and keep the applications moving along.

### The Results

Reeves has been very pleased with the increased level of security MyFax has provided for the sensitive documents she works with every day. "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."



---

## 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 20,000 new customers subscribe to MyFax each month. Additional information is available at [www.myfax.com](http://www.myfax.com) and [www.myfax.uk.com](http://www.myfax.uk.com).

**Toll-free: 1-866-378-2373 | 613-216-1106 | Email: [sales@myfax.com](mailto:sales@myfax.com)**

© 2010 Protus®. All rights reserved. Protus®, MyFax® are trademarks of Protus®. Other trademarks referenced in this document are the property of their respective owners. Customers are solely responsible for ensuring regulatory compliance.