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EVERGREEN HOME LOANS TRANSITIONS ALL LOAN SERVICING TO IN-HOUSE PLATFORM TO ENHANCE CUSTOMER EXPERIENCE WITH DIGITAL CONVENIENCE

BELLEVUE, Wash. – April 12, 2021 – [Evergreen Home Loans™](https://www.evergreenhomeloans.com), a full-service direct home loan lender in the Western U.S., announced today that it is now handling 100 percent of loan servicing in-house.

Building on several years of significant technology investments, Evergreen ensures customers receive the highest level and quality of customer service when working through the home loan process. The new loan servicing tool includes state-of-the-art digital services that help customers easily manage their most important financial asset, their home, completely online with convenience and speed. The fully digital platform also provides educational tools and interest savings options at the touch of a button via website or mobile app.

“Many mortgage companies advertise servicing their own loans, yet actually end up outsourcing at some point in the process,” said Joe Moley, Executive Vice President of loan servicing at Evergreen. “By taking this fully in-house, we can make sure our customers have the best experience possible, and our loan officers can build better customer relationships to continue increasing borrower retention rates.”

Now that Evergreen has full control over the borrower servicing experience, the company can further lean into its high-touch, hands-on approach to customer service. The transition to in-house loan servicing has already proven itself beneficial; Evergreen has seen a 200 percent increase in borrower retention rates since it started servicing loans in-house in 2018.

Evergreen is a leader in the home financing space in the Western U.S. with over three decades of experience. The company offers a wide range of loan options for first-time or repeat homebuyers. Loan officers are local and know personally the market in which they work, with team members located throughout several western states. Evergreen works to provide customers with an On Time and as Promised® experience to provide complete peace of mind and support throughout what can sometimes be a complicated process.

To learn more about Evergreen Home Loans, visit www.evergreenhomeloans.com.

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About Evergreen Home Loans

Evergreen Home Loans has offices in six western states: Arizona, California, Idaho, Nevada, Oregon and Washington. The company is also licensed to originate loans in Montana, Texas and Wyoming. For over three decades, Evergreen has served local communities with affordable home loan products while focusing exclusively on home lending. A+ rated by the Better Business Bureau and a proud member of the Washington Mortgage Bankers Association and Mortgage Bankers Association, Evergreen offers a full range of loan products including FHA and VA, Conventional, Jumbo, USDA loans, refinancing and construction financing programs. More information about Evergreen can be found on its website at www.evergreenhomeloans.com. Evergreen Home Loans is a registered trade name of Evergreen Moneysource Mortgage Company® NMLS ID 3182. For individual and company license information visit www.nmlsconsumeraccess.org/

Media Contacts:

Chris Guizlo or Nikki Arnone, Fearey for Evergreen Home Loans
evergreen@feareygroup.com or 206-343-1543