

First Associates Launches Call Center Support Services

San Diego, CA – April 9, 2018 – First Associates Loan Servicing unveiled a new client service offering today – Call Center Support.

First Associates has been recognized many times for excellence in its operations, most notably by Morningstar Credit Ratings who called their call centers “highly-effective” and “well-managed” when they earned their MOR RV1 rating in 2017. Clients and other industry leaders, like LendIt, note the company’s dedication to customer service and call centers that feature top-notch security, well-trained agents and cutting-edge technology. Now, for the first time, First Associates is offering their Call Center Support solutions to clients as a standalone offering.

“We are excited to offer Call Center Support to our clients and are flattered by the positive response to this new offering,” said David Johnson, CEO. “Our recently opened 1000-seat operations center provides us with the additional scale to share this capability and gives our partners another way to accelerate growth.”

First Associates creates customized Call Center Support programs utilizing 30-300 agents that will significantly improve the performance of traditional day-to-day customer interactions.

To learn more about how optimizing customer service could help your business, contact First Associates at 888.486.2509 or solutions@1stassociates.com.

About First Associates Loan Servicing, LLC

First Associates offers in-depth industry expertise, cutting-edge technology and delivers flexible, scalable and innovative solutions to meet the demands of any company. The company is the fastest growing servicer of loan and lease portfolios in the United States and is actively expanding across the globe.

First Associates is the only company in its class to receive a Morningstar Credit Ratings MOR RV1 ranking which is the highest certification for operational risk and overall excellence in loan servicing. They celebrated their 30-Year Anniversary in 2016 and were selected by their peers as the LendIt 2017 Top Service Provider. <http://www.1stassociates.com>.

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