

How We Handle Escalated Issues

Record mortgage and refinance volume has been great for Servion Mortgage and our partners, but it's also meant longer turnaround times and the frustrations that come along with that. We surveyed our partners about this issue, and many were interested in knowing how we handle issues that are escalated, particularly due to a file's time sensitivity. This infographic is meant to provide some insight.



1 A partner or borrower brings the issue to the attention of the Servion employee working on the file.

2 The employee attempts to resolve; refers the situation to their direct manager if unable to resolve.

3 The manager attempts to resolve; if unable to resolve, the manager immediately contacts our vice president.

4 The VP does one of three things, depending on the unique situation:

- Makes a decision; or
- Quickly arranges a team call with all employees involved, then makes a decision; and/or
- Consults with other departments, such as compliance, then makes a decision.

5 The decision is communicated to the borrower or partner.

How Long Does This Take?

The total time for this process varies depending on the nature of the issue; however, our goal is to provide a solution in 15-60 minutes.