

Document Services News

The mortgage industry's trusted source.

Unique All-Inclusive Pricing Approach Ends 'Hidden' Document Servicing Costs

Guesswork is okay for detective stories and TV game shows, but not when it comes to paying for your assignment and release services. Mortgage servicers want the straight scoop on pricing from service providers – no hidden costs for processing assignments, lien releases and other documents. And they want them in compliance with state and county regulations. Traditional industry practices

“Our clients appreciate that our pricing policy gets rid of the hidden costs that are associated with many services in our industry,” said Mike Wileman, President of Orion Financial Group. “We believe it’s important for our clients to know exactly what to expect – both in terms of price and performance – when they receive their bill.” At Orion, fees for each job cover document preparation, printing of documents

companies use Orion for their assignment and lien release needs, they receive numerous benefits at no additional cost, including:

- *Rejection handling – documents rejected by the recording office are corrected and re-sent for recording*
- *Image-enabled work flows*
- *Secure, customized updates*
- *Images for all recorded documents*
- *Document status updates – daily, weekly and/or monthly*

e-recording capable with the company, Orion “flips a switch” in the system that immediately sends documents electronically for recording. The company is able to handle these transactions seamlessly and automatically because of its proprietary technology within its DocPro® document management software system.

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“We’re committed to helping our clients succeed by giving them the best value for their money”

Mike Wileman, President of Orion Financial Group, Inc.

made those goals all but unattainable – until one company stepped up to the challenge.

Orion Financial Group, Inc., a leading document services provider, has developed a unique pricing policy that removes the mystery from document services billing. How? By eliminating variable costs, a major contributor to confusion among mortgage servicers. The policy has received overwhelmingly positive feedback from Orion’s clients who appreciate its straightforward approach.

including cover pages and checks, preparing documents for mailing, and following up to ensure that the documents are recorded. In addition, Orion provides a detailed billing report and invoice so clients know exactly what they’re getting for their money.

Compliance also is a top priority at the Southlake, Texas, firm. Orion boasts an industry-best rejection rate of 3.46%, compared to its competitors’ average of 12.5%. Moreover, when mortgage servicing

- *Compliance tracking – standard and custom*
- *Uniform Commercial Code (UCC) recordings and releases*
- *Notification of procedure enhancements*
- *Document tracking to ensure timely and accurate recording*
- *Access to the Orion web site for document status and viewing of images*

Wileman pointed to another service Orion offers clients at no extra cost that is rapidly changing the face of the mortgage servicing industry – electronic recording. When a recording office becomes

money,” noted Wileman. “Some document service providers nickel and dime clients to death with handling fees, but we don’t believe in that at Orion. Our direct, no-nonsense approach to pricing and our broad range of services are part of our long-standing commitment to superior customer service.”

There’s no mystery about that.

For more information about Orion Financial Group, Inc., and its services, please visit <http://www.orionfgi.com>, or call 1-888-31-ORION.