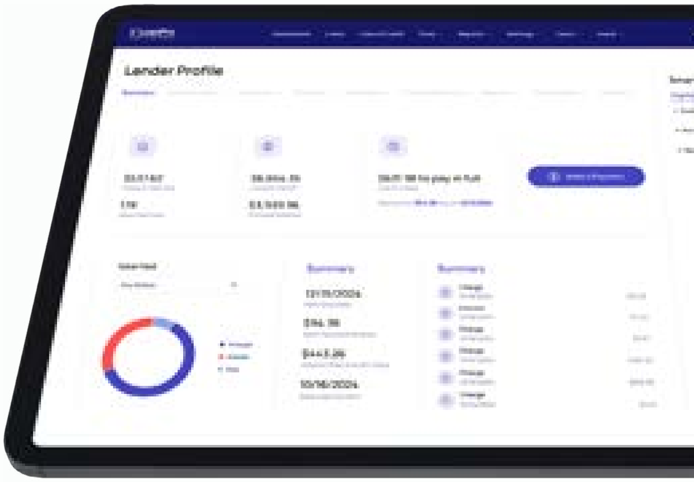
LoanPro
Modern Credit Platform

Bring your servicing in-house

Traditional servicing solutions come with familiar pains: outsource servicing and lose control, build expensive in-house systems, or settle for legacy platforms that limit growth. Each path presents significant trade-offs, and none of them give you the adaptability you need to deliver a winning customer experience or keep up with compliance requirements.

But with LoanPro, you can bring your servicing in-house on a modern, configurable platform. You maintain complete control over your customer experience while leveraging proven technology that scales with your business and adapts to changing regulations.



Support a best-in-class borrower experience

Your long-term retention and growth depend on a winning customer experience, giving each customer financing options that cater to their personal situation and needs, all delivered with speed and convenience. With outsourced servicing, you lose control of that experience. But legacy systems, new market entrants, and homespun solutions might not deliver the caliber of experience you're looking for either, leaving you with manual processes and operational silos.

Bringing servicing in-house through LoanPro gives you direct control over your customer experience. Owning that experience in a holistic, centralized platform means you have the power and flexibility to fine-tune every interaction with borrowers, whether through a self-serve portal, personalized communications, or direct interaction with agents.

Just look at Best Egg. After switching to LoanPro, they optimized their customer experience through an integrated borrower portal. They went from manually handling over 10,000 monthly due date changes to a self-serve tool, delivering faster results to borrowers while simultaneously reducing their agents' workload by 78%. Streamlining their servicing tasks let each agent handle three times as many accounts, and the improved experience has won them two consecutive top-ten spots on the J.D. Power Awards for consumer lending.

> I actually sat out on the floor with the agents and I could hear their conversations with customers before and after we implemented LoanPro. I could hear a big difference in the delay that they had before relative to the speed they had after. With the product that the agents were using before, they had to toggle in a lot of different places to efficiently service loans. LoanPro brought that all into a single place.
>
> -Donna Hendricks, Operations Platform Owner at Best Egg

Stay compliant with every-changing regulations

Regulator policies can change at a moment's notice. With new leadership and enforcement priorities at federal agencies like the CFPB, the agency is keeping a focus on the Fair Debt Collections Practices Act (FDCPA), meaning they'll be scrutinizing servicing and collections activity for any violations. At the same time, many state-level agencies are stepping up their regulatory and enforcement efforts, meaning credit providers need to adhere to a more complex, localized compliance landscape.

LoanPro gives you the tools you need to effortlessly adapt your operations in line with regulatory requirements. Compliance Guardrails offer configurable controls and warnings, ensuring each account is serviced according to the federal and local regulations it falls under. For example, servicemembers' accounts will display warnings against charging interest rates or fees that would violate MLA and SCRA.

And our Automation Engine can further reduce your compliance burden for rules like TILA and GLBA, sending out required disclosures or taking mandatory actions without any manual input. When agent action is required, a guided UI experience walks them through each step of complex regulatory processes, protecting against human errors and violations.

Drive operational efficiency

Modern servicing demands more than basic account management—you need intelligent automation that turns your policies into practice and eliminates the user errors that lead to credit losses and regulatory violations.

Automation at scale. Custom business rules execute consistently across your entire portfolio without manual intervention. Whether it's payment processing, late fee assessments, or promotional rate changes, your policies run automatically and accurately every time.

Guided agent workflows. Step-by-step processes eliminate guesswork and accelerate training. Complex servicing tasks become simple, guided experiences that reduce errors while helping new agents become productive faster.

Unified reporting. Real-time analytics across your entire portfolio from a single platform. No more reconciling data across multiple systems—get complete visibility into performance, compliance, and customer behavior in one comprehensive dashboard.

LoanPro has delivered tangible results for 600+ credit providers:

10x

Portfolio size without increasing headcount

38%

Average reduction in credit losses

3x

Reduction in manual tasks

100%

Year-over-year portfolio growth

Upgrade your servicing and collections today

Curious about bringing your operations in-house? Reach out to us. We'd love to walk you through the best-in-class tools we have to enhance your borrower, agent, and back-office experience.

Request a demo →