OSC
INSURANCE SERVICES

ILLUMINATING RESULTS

OUTREACH

BORROWER COMMUNICATIONS

Time-Saving Ways to Facilitate Insurance Verification

We know your borrowers are busy. At OSC, we can make it easier for lenders to validate or update required insurance documentation using technology. These approaches allow for quicker documentation resolution and can prevent further mailed notifications which may lead to increasing anxiety as the lender-placed policy issuance deadlines loom. Our goal is to help your borrowers get back to their day after easily fulfilling all communications and regulatory requirements.

Custom Lender Solutions

Using the emails and mobile numbers of your borrowers (who have granted their e-consent), we create efficient digital communications that direct them to a secure website to verify or upload their insurance documents. If needed, borrowers can seek additional assistance from our trained call center professionals.

Friendly Reminder Texts (SMS)

- Succinct text request for policy info
- Lender-specific mention in message
- Includes unique URL for the borrower
- Links to verifymyins.com
- Self-service phone option included
- Standard 'STOP' opt-out feature from insurance-specific communications

Takes up to 30 days to implement

Email Notice Letters

- Email version of lender full notice letter
- Lender-specific branding and language
- Customer service phone line included
- Includes unique URL for borrower
- Links to verifymyins.com
- Standard 'Unsubscribe' opt-out feature directs borrowers to lender website to update communication preferences

Takes 60-90 days to implement

verifymyins.com

- Secure website for validating insurance status
- Unique identifier provided to borrower to login
- Access to real-time coverage status and next steps
- Multiple upload options for policy documents
- Private labeling option: lender logo/unique URL
- FAQs on site to facilitate documentation requirements
- Lender-specific phone line and hours of operation noted

Takes 30 days for private labeling

Please reach out to your OSC business development or client services manager with questions or to get started with these time-saving technologies.

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