

United Wholesale Mortgage Launches Elite Client Service Team

TROY, Mich., April 2, 2015 (SEND2PRESS NEWSWIRE) – United Wholesale Mortgage (UWM), one of the nation’s largest and fastest growing wholesale lenders, announced that it launched Pronto, an expert help desk for its partners that gets any and all loan questions answered fast and efficiently.

Pronto is an all-encompassing help desk that brings together UWM’s client relationship managers, underwriting experts, closings experts, and leaders in every aspect of wholesale lending onto a centralized platform. It gives brokers and correspondents an opportunity for second opinion, when they want it. UWM still provides direct access to underwriters and all the mortgage professionals that touch the loan, Pronto simply compliments the current process with a comprehensive solution-focused team.

“We continue to build on our companywide mantra of Lending Made Easy,” said Mat Ishbia, president and CEO at UWM. “Wowing clients is what we do at UWM and Pronto is yet another step we have taken to ensure that our partners receive the best, most responsive service in the industry. Every single team within our company is laser-focused on providing superior client service.”

“Sometimes our partners have one-off questions that they may not know exactly where to go to get them answered,” said Allen Beydoun, EVP of sales at UWM. “Whatever type of question needs to be answered, we want it done expeditiously and efficiently, and that’s what Pronto accomplishes.”

Anytime a UWM partner calls in, Pronto ensures that a live person picks up and quickly provides answers or issue resolution on loans. If the client prefers to send an email to the Pronto desk, they are guaranteed to be answered within 30 minutes or less.

About United Wholesale Mortgage:

Headquartered in Troy, Michigan, United Wholesale Mortgage (UWM) underwrites and provides closing documentation for residential mortgage loans originated by mortgage brokers, banks, credit unions and correspondents. UWM provides unparalleled service with its deep understanding of the mortgage process using its talented team of account executives, underwriters, closers and funders, who have years of experience with intricate knowledge in wholesale. UWM’s positive teamwork and dedication to exceptional client service has resulted in continued success and growth that has spawned expansion. For more information, visit <http://www.uwm.com/> or call 800-981-8898.

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