

NEWS RELEASE

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Shellpoint Mortgage Servicing rated “A” by Upstate South Carolina Better Business Bureau

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Shellpoint Mortgage Servicing earns an “A” rating from Upstate SC BBB through complaint resolution, business-practice transparency, and regulatory compliance

Greenville, SC (July 20, 2016) — In a legendary series of 1970s TV commercials for a leading investment firm, the late British/American actor John Houseman stared into the camera and stoically delivered his now-famous catchphrase: “They make money the old-fashioned way—they *earn* it.” That’s the same way [Shellpoint Mortgage Servicing](#) (SMS) recently gained a coveted “A” rating from the [Better Business Bureau of Upstate South Carolina](#). SMS *earned* the upgrade from its former “B” rating by successfully resolving complaints; by maintaining transparent business practices; by operating a stable, long-term business; and by satisfying the wide range of other evaluation criteria the BBB uses to rate local businesses.

“We’re gratified that our local BBB awarded us an ‘A’ rating,” said Michael Keaton, SMS Executive Vice President. “The only way to gain such a rating is to conduct business in an ethical and responsible manner—a big part of which involves the successful and timely handling and resolution of customer inquiries.”

“We service well over 150,000 mortgage loans nationwide, so we collect borrower payments from coast to coast,” noted Keaton. “And since the Upstate SC BBB began reporting on us in 2011, we’ve successfully resolved nearly 200 consumer inquiries—which represents only about one-tenth of one percent of the customers we serve. And while our inquiry volumes are small compared to the ‘Big Five’ banks, our primary mission is to create an outstanding customer experience; so we take every inquiry seriously. It’s great to see such a tangible payoff from the effort our Customer Service team is making.”

The mission of the 111 local BBB offices across North America is to foster “honest and responsive relationships between businesses and consumers” as a means of “instilling consumer confidence and contributing to a trustworthy marketplace.” To achieve those goals, BBB uses a matrix of 13 “elements” to evaluate and rate businesses—including complaint volume, unanswered/unresolved complaints, and delayed resolutions. Other elements include business type, the length of time a company has been in business, business-practice transparency, and any regulatory compliance-related or legal actions against a business.

About Shellpoint Mortgage Servicing

Shellpoint Mortgage Servicing is one of America’s “Top 15” non-bank servicers of residential mortgage loans. From its offices in Greenville, SC and Houston, TX, SMS serves a wide range of clients nationwide, including top-tier banks, loan originators, and private equity companies—all of whom value SMS’ reputation for creating positive borrower-payment experiences. The twin pillars of SMS’ success are its commitment to **asset performance** and its ability to develop creative and **practical solutions** for borrowers in hardship.

SMS is proud to be part of [Shellpoint Partners LLC](#)—a diversified, well-capitalized, and vertically integrated residential mortgage-banking organization based in New York City.

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