



CASE STUDY

BECU Teams With LSI To Achieve 2009 Mortgage Goals

Client: BECU, Seattle, Washington, \$8.6 Billion Assets

Product: Mortgage Origination and Processing

Background:

BECU has utilized LSI's mortgage services since April 2004. Being the major force behind the Prime Alliance CUSO, the credit union has always been one of the true pioneers in the credit union mortgage arena. BECU partnered with LSI to support their mortgage operations, and with low rates and high volume in 2009, used our services more than ever.

Comment:

"BECU had an excellent year in achieving our mortgage origination goals in 2009. An integral part of that accomplishment was the support of LSI's 24/7 first mortgage support team. They were behind us during major volume fluctuations and off-hours to help us meet our members' mortgage borrowing needs. Additionally, LSI was there for us when weather conditions forced our operations to close for a brief time. We were able to seamlessly route all of our mortgage calls to LSI. During this time our members were not impacted."

Karen Larsen
Contact Center Manager