

# NEWS RELEASE

## FOR IMMEDIATE RELEASE

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### **Loan Protector Certified for ISO 9001:2000**

*Gains international recognition for its quality management system*

**SOLON, Ohio – Oct. 20, 2004** – Loan Protector Insurance Services, a leading outsourcer of customized mortgage insurance tracking and verification services, announced the successful completion of the certification process by the International Organization for Standardization. (ISO) 9001:2000. Loan Protector is the only lender-placed insurance and tracking services organization that has been awarded the internationally recognized ISO certification for quality standards in the United States.

“The ISO certification is based around a philosophy that in order to be successful, an organization must be committed to continual improvement of processes and services to best meet the needs of clients,” Ron Wisner, president of Loan Protector, said. “The certification symbolizes Loan Protector’s dedication to providing superior customer service, ensures our client’s information is secure and requires that we have accurate systems in place. ISO requires that organizations not only examine their internal systems, but also closely monitor and evaluate their customer service. The certification further demonstrates our dedication to providing superior customer service and ensuring our clients’ sensitive information is secure. We are thrilled to be recognized for our efforts.”

To become ISO certified, a company must demonstrate it has developed and implemented a quality management system that meets the requirements of the international standard. Audits by an accredited third-party registrar provide independent confirmation that the auditee’s system complies with the requirements. Loan Protector used Intertek Systems Certification, a division of Intertek Testing Services, as its registrar for ISO 9001:2000. Intertek was responsible for reviewing Loan Protector’s quality rules, processes, instructions, forms and records. Areas reviewed included customer requirements and satisfaction, internal audits and

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continual improvement. The registrar conducts regularly scheduled surveillance audits to maintain the certification.

Bob Carter, senior account executive for Intertek Systems Certification, managed a specialized team of qualified auditors ensuring Loan Protector's quality management system are in compliance with ISO 9001:2000 requirements. "ISO 9001:2000 certification of financial services companies in this country is rare," Carter said. "This is a great accomplishment for the Loan Protector team."

In preparation for the ISO certification, Loan Protector implemented a comprehensive quality management system to continually improve its processes and products. Each business process is documented and ownership is clearly defined. Key customer, regulatory and internal requirements are written into quality plans, which the managers use to guide process activities and monitor results. In addition, job instructions and forms are controlled and published from a single source, and all documents are automatically published in electronic books customized to the areas where they are used. Employees are trained using the current instructions, and their progress is recorded. Specially-trained employees audit processes to verify compliance with the planned arrangements.

### **About ISO**

The International Organization for Standardization, (ISO) is made up of 146 national standards institutes from countries large and small, industrialized and developing, in all regions of the world. ISO develops voluntary technical standards which contribute to making industrial production and supply more efficient, safer and cleaner, and to making trade between countries easier and fairer. ISO standards also serve to safeguard consumers and users in general of products and services, as well as to make their lives simpler.

For additional information on the organization visit [www.iso.org](http://www.iso.org).

### **About Intertek Testing Services**

Intertek Testing Services is a leading international testing, inspection and certification organization which assesses customers' products and commodities against a wide range of safety, regulatory, quality and performance standards, and is accredited to certify quality management systems to the ISO 9001:2000 international standard. Intertek has more than 504 offices with 254 laboratories in 60 countries and is increasingly undertaking outsourced testing

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work for its customers. Founded in 1888, the company is the world's largest product and commodities testing organization. The company is comprised of more than 10,400 trained professionals to service its 30,000 customers worldwide.

For additional information on the company visit [www.intertek.com](http://www.intertek.com).

**About Loan Protector**

Loan Protector is a leading independent outsourcer of customized insurance tracking and lender-placed insurance programs, designed to fit each mortgage lender's specific requirements.

Loan Protector offers a complete line of insurance tracking products, including hazard and flood insurance tracking for residential mortgages and multi-line insurance tracking for commercial mortgages. Using its state-of-the-art proprietary software, EasyTrack<sup>SM</sup>, Loan Protector helps servicers manage their insurance verification, escrow premium payment and lender-placed insurance processes in a secure, online environment.

For additional information about Loan Protector call 800.545.6580 or visit [www.loanprotector.com](http://www.loanprotector.com).

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