

Service of Process

Foreclosure

Death Certificates

Investigation

Verification



Early Stage Delinquency Services

Military Search

Skip Trace

Court services

Credit Collection

Experience the
ProVest Difference

www.provest.us




Managing the Process of Service™

THE PROVEST DIFFERENCE

ProVest provides service of process, skip trace, loss mitigation, home retention document delivery, fraud detection, and more to many of the country's most notable law firms, financial institutions, and insurance companies. They've seen first hand how our professionalism, technology and quality contain costs and deliver results.

RELIABILITY

	ProVest 	Competitors
Experience	<ul style="list-style-type: none"> • Pioneered Process Service Management nationwide • Industry leader with over 19 years experience 	<ul style="list-style-type: none"> • Newer to the industry, many new start-ups, or regional service areas that have limited capabilities
Best in Class	<ul style="list-style-type: none"> • "Best In Class" provider with a 100% Satisfaction Guarantee with client indemnification 	<ul style="list-style-type: none"> • Limited financial resources, unable to indemnify clients as a result of errors or omissions
Locations	<ul style="list-style-type: none"> • 23 offices in 10 different states including local "Hubs" in high volume areas 	<ul style="list-style-type: none"> • Limited to local areas (city, county or state) with no nationwide presence
Network	<ul style="list-style-type: none"> • Network of 4,500+ process servers nationwide 	<ul style="list-style-type: none"> • Most agencies and server companies have less than 50 servers with limited out-of-state service capabilities
Capacity	<ul style="list-style-type: none"> • Over 2,000,000 documents served in 2009 	<ul style="list-style-type: none"> • Average less than 10,000 documents served annually

QUALITY/COMPLIANCE

	ProVest 	Competitors
Training	<ul style="list-style-type: none"> • 100% of ProVest employees complete annual Security Awareness Training, including Gramm-Leach-Bliley Training 	<ul style="list-style-type: none"> • Many competitors do not provide training for Security Awareness or Gramm-Leach-Bliley
Vendor Management	<ul style="list-style-type: none"> • Independent Vendor Management division to validate server licensing and performance, as well as to ensure services are compliant with applicable rules of civil procedure, state, county and local municipality requirements 	<ul style="list-style-type: none"> • Rely on the server to be current and updated with changes
Legal Compliance	<ul style="list-style-type: none"> • Chief Compliance Officer and in-house legal team, monitoring changes in regulations, rules of civil procedure, local administrative orders and pending legislation 	<ul style="list-style-type: none"> • Most obtain external legal resources or rely on their own interpretation • Operate in a "reactive" mode
Proofing	<ul style="list-style-type: none"> • Affidavits of Service are 100% quality assured by trained specialists to ensure full legal compliance 	<ul style="list-style-type: none"> • Rely on the servers and you, the client, to qualify returns of service
Audit	<ul style="list-style-type: none"> • Dedicated independent audit team to perform continual audits to ensure operational, regulatory and client specific guidelines are adhered to, with the goal of mitigating "HEADLINE RISK" 	<ul style="list-style-type: none"> • Many do not perform audits

THE PROVEST DIFFERENCE

SPEED

Routing

ProVest

- PVXpress – National subsidiary company of ProVest, LLC, allowing us to be the most flexible, cost effective and timely courier in the industry

Competitors

- Rely on UPS, FedEx, USPS or other ground carriers

Pickup Delivery

- Documents picked up, filed and/or delivered within 24 hours
- Many on the same day

- Rely on servers to pickup and deliver
- Constrained to local area

Special Routes

- Emergency pickup and delivery available

- Only when servers are available

Timelines

- Best-in-Class turnaround times for service of process
- Daily attempts until service complete

- Limited to individual server or agency capacity
- Generally, attempts made less frequent

TECHNOLOGY

System of Record

ProVest

- Proprietary state-of-the-art document management system providing 24/7 access to your legal documents

Competitors

- Rely on 3rd party applications (PST, Loyal Dog, etc...) hosted offsite

Client Interface

- Intuitive and user-friendly applications that provide real-time status updates
- Proprietary technology that delivers real-time data collaboration for clients and servicers

- Limited to faxes, phone and email updates for viewing

Data Exchanges

- Well established and proven data exchanges and other interfacing technologies that reduce/eliminate human error associated with manual entry

- Most do not have the capabilities for data exchanges
- Rely on hard copies of documents and manual entry

Business Continuity

- World-class data center providing the security, redundant space, expandable bandwidth and business continuity necessary in today's business environment

- Most would not have disaster recovery site or contingency plans

Foreclosure Sales

- Pioneer of online foreclosure sales in the US
- Developed online sales requirements with "Real Auction"


- No foreclosure sales attendance capabilities



Managing the Process of Service®

OUR PEOPLE MAKE THE DIFFERENCE

ProVest is proud to offer innovative services and powerful technology solutions. But what matters most to us is having quality people who strive to do their best every day. That goes for the over 1,000 associates in 23 national service centers, our 100 full-time field investigators and network of 4,500 conscientious, professional process servers.

PEOPLE		
	ProVest 	Competitors
Experience	<ul style="list-style-type: none"> • Expertise in the rules of civil procedure, as well as state, county, and local municipality laws 	<ul style="list-style-type: none"> • Lack of formal training to allow employees to develop into experts
Communication	<ul style="list-style-type: none"> • Built and maintain successful working relationships with clerks of the court, sheriff's offices and judicial staffs 	<ul style="list-style-type: none"> • Limited to specific or local areas
Multiple Services	<ul style="list-style-type: none"> • Experienced backgrounds and knowledge of foreclosures, collections litigation, evictions, loss mitigation, foreclosure sales, small claims, federal service of process, skip trace and licensed investigators 	<ul style="list-style-type: none"> • Primarily focused on local service of process
Customer Focus	<ul style="list-style-type: none"> • Dedicated client teams to meet your customized requirements and needs • Premier customer service system providing real-time tracking of the entire process for your inquiries • Quality Customer Service surveys to ensure that we are meeting your needs and expectations 	<ul style="list-style-type: none"> • Limited to first in first out processing; No client focus • Tend to lack tracking or measurement of inquiries • Limited customer service surveys and action plans
Training/ Development	<ul style="list-style-type: none"> • Dedicated Training Department facilitating "ProVest University" where employees build and earn credits for career advancement and opportunity • Web-based online training library 	<ul style="list-style-type: none"> • Lack any formal development and/or training programs