



Freedom Acceptance Corporation

Opportunity

Freedom Acceptance Corporation (FAC) specializes in financing active duty military, civil service, and government employees. FAC wanted to streamline its store front origination process and provide state of the art services. The company's vision was to implement user friendly processes that were paperless.

Solution

As an existing client of Compass Technologies utilizing EnCompass, a SaaS Loan Origination & Servicing System, FAC needed an electronic signature solution that would support its vision. FAC was already using electronic signatures for those customers not near one of its stores, but the store locations were still printing, scanning and uploading documents for its walk-in business. Freedom decided to go completely paperless by using a Topaz signature pad. Now the customer signs their loan documents electronically in the store and the documents are automatically archived for easy retrieval. This process provides a big cost savings in manpower and trees.

Results

Compass Technologies partnered with FAC to build a custom electronic signature solution utilizing our Kwik-Sign software and Electronic Signature to meet the specific needs of its customers. As a result, FAC has greatly improved the customer experience and at the same time reduced manpower and provided tighter control of its process.

Application Solution: Kwik-Decision™, Kwik-Sign™

Key Features: Auto Decision, Electronic Signature (Topaz)

About Freedom Acceptance Corporation

Freedom Acceptance Corporation (FAC), a major competitor in the Military affinity sector, is a leader in retail financing specializing in financing products for active-duty military and government personnel. Helping people get the things they need to start living "their American dream" is its mission. Giving customers the credit they can afford is the top priority.

<http://www.shopfreedom.com>