

## **The Personal Mortgage Group selects MorWEB for mortgage origination efficiency**

April 12, 2006 - Marlborough Stirling Canada (MSC) is pleased to announce that The Personal Mortgage Group has selected MSC's MorWEB as its mortgage origination and customer management solution.

Suzanne Boyce, Broker/President of The Personal Mortgage Group, says: "MorWEB lets us quickly and reliably capture applications, pull credit data and interact with lenders through an easy to use web-based system. This lets us provide faster responses and a quick turnaround for our clients. MorWEB is trustworthy and gets the complete application through to the lender each and every time, but more importantly, it is backed by a tremendous support team. Marlborough Stirling Canada is a service provider that truly listens, is quick to respond and genuinely cares about helping us succeed."

Scott Baldwin, MorWEB's Regional Director for Eastern Canada, explains: "We make the commitment to our clients that we will take the time to understand what it is they need and respond as quickly as possible. Through our personal service approach we demystify the technology to help people clearly see the benefits of using the best origination system for the job, while enabling them to get on with their business as quickly as possible."

Suzanne Boyce adds: "Marlborough Stirling Canada understands the value of relationships and of treating their clients with the highest regard, in much the same way that we as brokers serve our own clientele. They have no requirement for exclusivity in their contract, which was another selling point for the future growth of my business. Their fresh approach is a welcome change to our industry."

"We are very pleased to welcome The Personal Mortgage Group," says Dave Nichol, Director, MorWEB Sales. "Brokers who take the time to review their alternatives are finding that not only is MorWEB a viable option, it is in fact their best option. We have aligned our service approach specifically to the needs of today's most successful mortgage brokers and in doing so have built a devoted client based without demanding contractual exclusivity. MorWEB has gained considerable momentum of late as more people realize how easy it is use, and are experiencing firsthand its unmatched reliability. When you combine MorWEB's functionality and ease of use with our high level of personal service and willingness to support the freedom of choice, it is easy to see why MorWEB has become a very attractive proposition for an increasing number of Canadian mortgage brokers."



## About The Personal Mortgage Group

The Personal Mortgage Group, based in Hamilton, Ontario, is an independently owned, award-winning company with over fifty years combined experience in helping people save money while building their dreams. At The Personal Mortgage Group, our mission is to continuously earn the right to be our client's "trusted lending consultants, who empower each customer to achieve a lifetime of financial wellness by delivering innovative mortgage solutions." In other words, we treat every client as unique as a fingerprint, taking into account not only their current financial needs but also their future goals and lifestyle requirements. With over 60% of our business originating from client referrals, we believe our focus on customer satisfaction and personalized service is the key to our success. We pride ourselves on being one of the best mortgage brokers in Hamilton and are honoured to have won the Hamilton Spectator's Reader's Choice Award for Favourite Mortgage Broker in 2003 and 2004. For more information see: [www.personalmortgage.ca/](http://www.personalmortgage.ca/)

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## About Marlborough Stirling Canada

Marlborough Stirling Canada is a technology services provider focussed on mortgage origination and administration, offering a complete range of hosted and licensed software implementations capable of achieving seamless straight through processing of mortgage business from initial customer inquiry to final loan discharge.

Marlborough Stirling Canada is a wholly-owned subsidiary of Vertex Financial Services ([www.vertex.co.uk](http://www.vertex.co.uk)). Vertex is an international business process outsourcer based in Manchester, UK, with particular expertise in customer management. Vertex develops and implements a range of service solutions including transformational outsourcing, combining its skills in consulting, technology and outsourced service provision to stimulate and facilitate business change and flexibility.

Vertex is part of United Utilities plc, a FTSE 100 company, and works in partnership with clients in the commercial, financial services, utility and public sectors, as well as the North American utility sector, to deliver operational and customer service excellence. Vertex has 9,000 employees based in 69 locations across the UK, Canada, the USA, Switzerland, Liechtenstein and India.

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