



# SLK Global BPO Services

*An ISO 9001:2008 & ISO 27001:2005 Company*

## Capability Overview



# SLK Overview

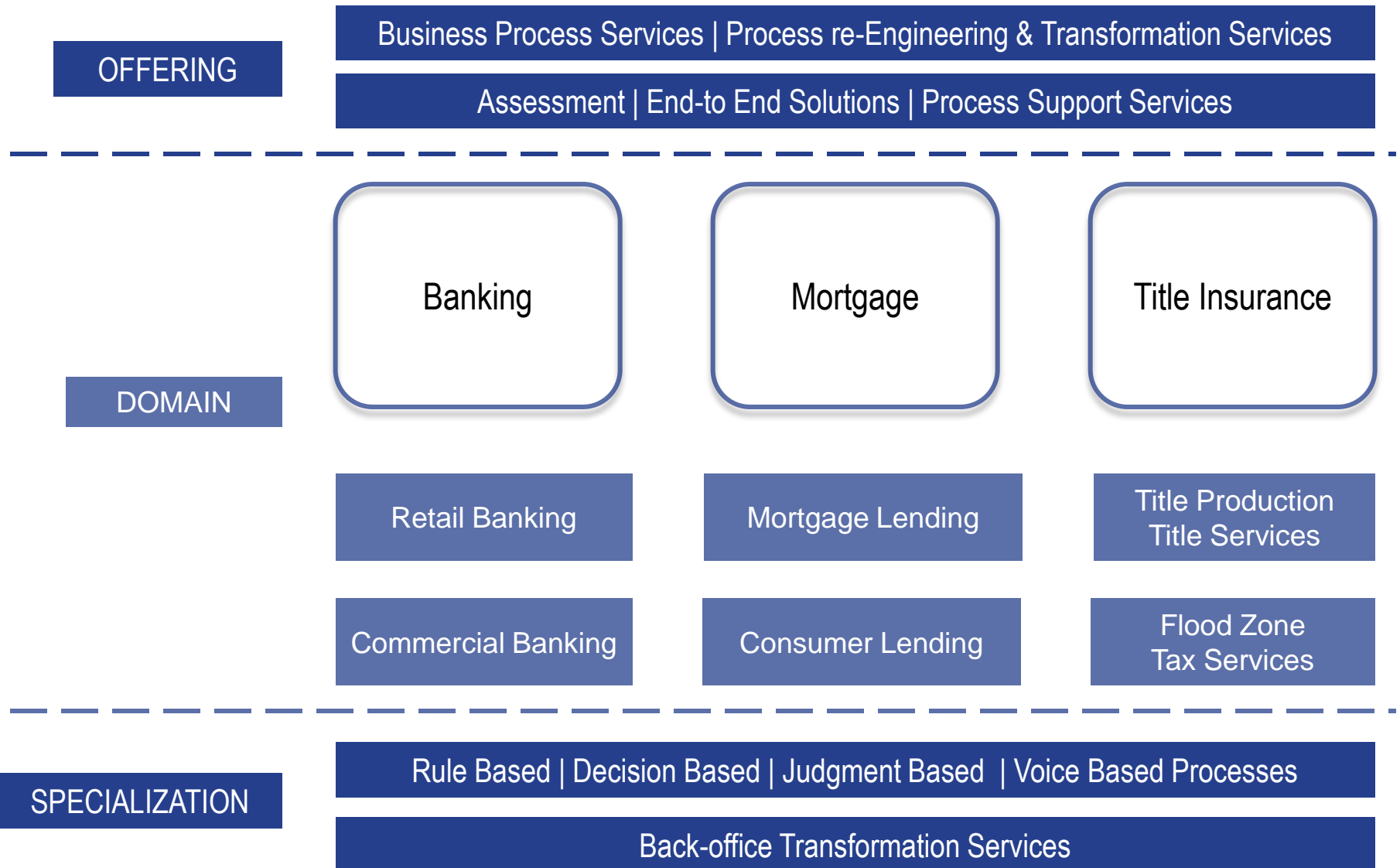
- SLK offers Business Process and Software Services
- Profitable, zero debt company
- Scalable model with built in redundancy
  - Presence in 7 centers across 3 cities
  - 2,500+ employees
- Banking and financial services is key focus
  - Domain and process knowledge combined with technology expertise
  - Risk and compliance framework in line with U.S. banking requirements
- Experience in servicing customers of different size
  - Large regional US banks
  - Large and mid-size US Title Insurance companies
  - Mid-size mortgage services companies



**Agility, Scale and Experience**



# Our Capabilities in Financial Services





# Banking & Mortgage Capability

- Banking services - key growth area
  - Over 160 processes
  - 65% of business process services revenue from banking & mortgage
- Multiple lines of businesses, diverse set of services
  - Nine operational areas
  - Include Account Reconciliation, Card Services and Investment Operations

## Retail Banking

- Account Management
- Customer Support
- Check Services
- Payments
- Credit Cards
- Reconciliation

## Commercial Banking

- Commercial Lending
- Customer Support
- Payments
- Reconciliation

## Mortgages

- Origination
- Servicing
- Default Management

- Over 300,000 Check requests processed per month
- Commercial Banking: 60,000 Customer requests processed per month
- Post closing Quality Control on more than 18,000 Loans per month
- Lock Box Services: Over 20MM entries per month
- Banking & Mortgage: Over 2MM documents indexed every month



# Title Capability

## Title Services

- Serving 3 of the 4 largest title underwriters
- Experience with most title plants and production platforms
- Deep domain expertise
- Seamless US day and night shifts with turn times as low as 2 hours
- Quality scores typically exceed 98%

## Title Production

- Online Abstracting
- Abstract Keying
- Commitment Reports
- Title Search Reports
- TSG / REO Reports
- Policy Keying

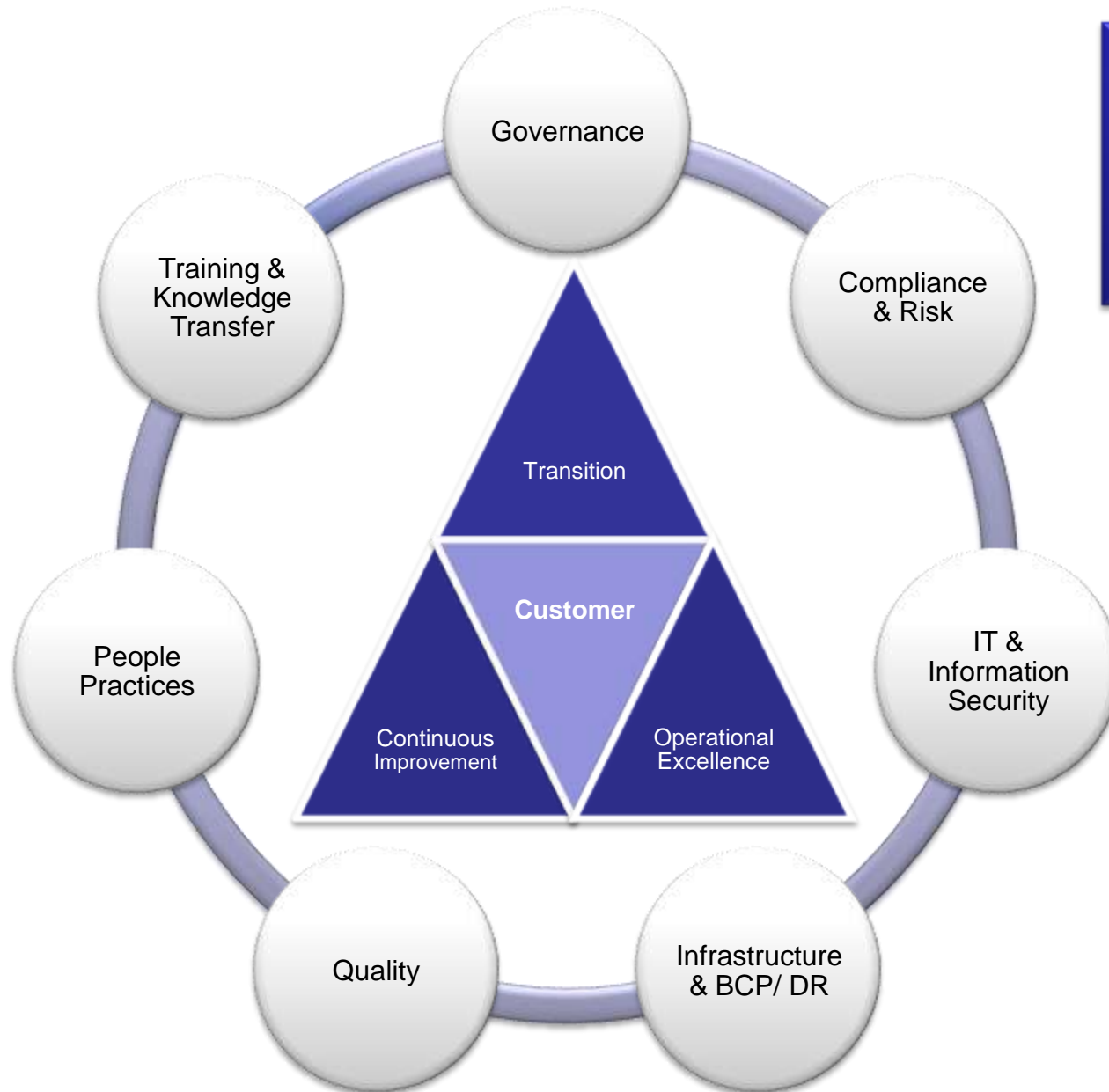
## Additional Title Services

- Legal Description Plotting
- Tax Research
- Title Plant Building
- HUD Statement Preparation
- QC Audit of Closing Package
- Reconveyance Research

- Nearly 500,000 title searches completed
- More than 1 MM tax reports processed
- Electronically stapled more than 1 billion images
- Nearly 100 MM documents indexed



# Supported by a Strong Delivery Framework



Robust framework  
across all enabling  
functions

Drives superior  
service experience  
throughout the  
engagement



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