



## **ARC Confidential - May 2016**

### **Celebrating Our Success**

This month marks the 30<sup>th</sup> anniversary of American Reporting Company. Providing reliable products and excellent customer service to our clients has always been our goal. We have grown from providing a single product – Residential Mortgage Credit Reports (RMCR) - to an entire suite of settlement services. ARC began with its geographical footprint in the shadow of Seattle, where the Seahawks quarterback was Dave Krieg. It was also the year another little company in Redmond offered its initial stock offering at \$21 a share to raise capital to build software. We didn't turn into Microsoft, but we have had tremendous success over the past 30 years.



### **Longevity Born Out Of Loyalty**

At first it was all about providing credit reports. American Reporting Company was founded on May 1 1986 in Bellevue, WA. ARC's first ownership group of Stan

Brown, Ed Miller, and Marlene Loy set the standard ARC still embraces today – to provide the highest level of customer service that results in our clients' success and loyalty.

Between 1993 and 2004 ARC continued its early success with expansion throughout Washington and Oregon. We added many staff members who are still with ARC today. During much of this period, the work was manual. Credit report requests were picked up and delivered via courier. Reports were typed and telephone interviews conducted with each borrower. It wasn't until the late 1990s that electronic delivery as we know today was implemented.

In 2004 we began the expansion that resulted in the look of today's ARC – credit reporting and appraisal management. During this time current principal owner Francois Madath was hired to develop ARC's appraisal management group. Francois purchased the company along with other ARC employees in 2007. This ownership group; our managers; and especially our staff have created one of the leading settlement service organizations in the mortgage banking industry.

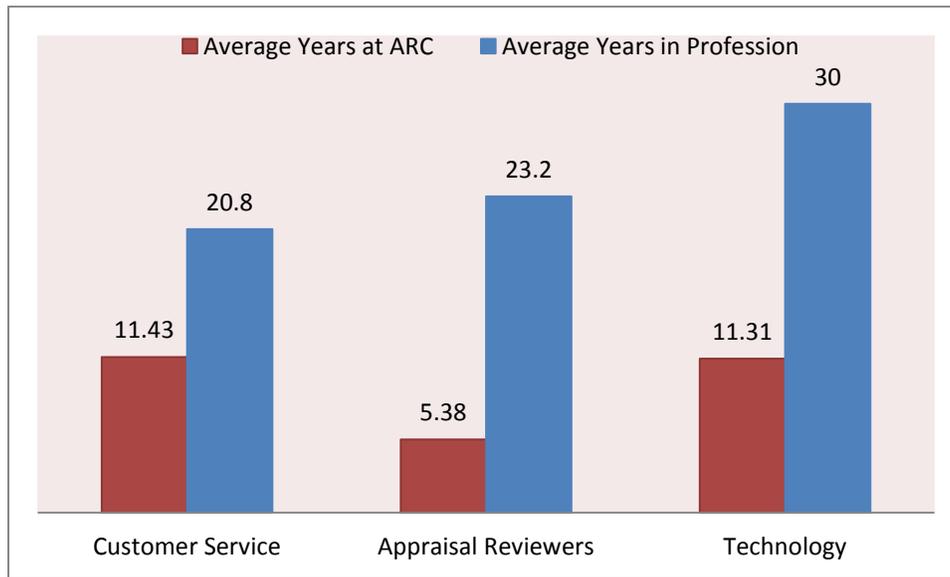
For 30 years, our passion has been your experience. We would not be celebrating the past 30 years without the support of our loyal clients.

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### **Tenure is the Standard; Not the exception**

Our success is a result of our amazing employees. But referring to these exceptional individuals as 'employees' really isn't accurate; we are more like a family. A family of professionals, many of whom bring an entire career's worth of experience dedicated to one very specialized skill set. This talent allows us to deliver excellent service with confidence to our clients.

The chart below illustrated our tenure in the mortgage banking industry and at ARC.



### Responsive and Trusted Service

At ARC customer service is our passion. When we first began service meant creating a credit report manually, calling creditors to build tradelines, and physically expediting delivery via a courier. Thirty years later we are more automated, but we still answer our phones. Many of our competitors and colleagues in the industry have either eliminated their customer service teams, or outsourced this department. We pride ourselves on providing true customer service, where we will talk with your processors, loan officers, underwriters, and clients. Maybe this is a little outdated in a world where everything is automated and available on your mobile device. You can still call us or email us using your mobile devices, but we will answer with an actual experienced customer service professional, or staff appraiser to assist you with your loan. Call us silly, but it has worked for the past 30 years. We think we will continue to answer the phone when it rings.

### We Take Compliance and Our Profession Seriously

As the chart above illustrates, this is our profession. We have experienced many changes in the past 30 years, especially in technology and compliance. No one predicted the amount of regulations and guidelines we have today. We survived *'The Big Short'* witnessing entire companies vanish overnight, along with many hard working individuals losing their homes at an unprecedented rate. The rules changed and now we all comply with new standards. This brought new products that we developed or support. We are constantly evolving our products and services to comply with new industry requirements and technology needs.

ARC provides critical components to the lending process. You have many vendors to choose from and we are thankful you choose to work with ARC. Our success is a reflection of these relationships.

For 30 years, our passion has been your experience. We would not be celebrating the past 30 years without the support of our loyal clients. Thank you for being part of our successful journey.

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