



Consumer Interaction Marketplace

Customer connections made easy

The ICE Consumer Interaction Marketplace (CIM) is a hub for third-party integrations that elevate the consumer experience. CIM creates a one-stop shop for a variety of services that can be established quickly and easily with our consumer-facing products. Integrations include API, link out, Java Script or other means of connectivity to create a seamless customer experience.

Advantages of being in the marketplace

Third-party integration partners who join the CIM can expand their services directly to mortgage consumers to further grow their business. Be part of this program to expose your brand to your target audience and increase business opportunities. Multiple service categories are available:

Current capabilities

- Home maintenance
- Chatbot
- Homeowner's insurance
- Co-browse

What's coming next

- New home search
- Translation services
- Online banking
- Debit card
- ACH payment processing
- Customer service live chat

Future additions

- Escrow expansion
- Home warranty
- Credit score tools
- Income verification
- And so much more

Supported products

- **Servicing digital**
Designed to help servicers improve retention and more easily establish continuous customer engagement with fast, simple and seamless access to their loan and home-related information – anytime, anywhere.
- **Customer service**
Provides a holistic view of a borrower's mortgage on one screen, helping service agents be informed while delivering a warm customer experience. With an array of unique features and an intuitive user interface, customer service can help you facilitate faster and more meaningful responses to customer inquiries.
- **Loss mitigation**
Delivers the tools your agents need to help homeowners facing financial hardship. This feature-rich, web-based solution supports industry-standard retention and liquidation workouts, as well as proprietary forbearance and modification programs.



For more information: icemortgagetechnology.com

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