



## NEWS RELEASE

### **International Document Services' Growth in Mortgage Document Preparation Drives Expansion of Customer Service Team in 2013**

**SALT LAKE CITY, Jan. 29, 2014**—[Mortgage document preparation](#) vendor International Document Services, Inc. (IDS) announced it has expanded its internal customer service team by 72 percent in 2013 and its overall staff by 45 percent. The company attributes the expansion to increased demand for the company's initial disclosure document preparation services and electronic signature functionality, particularly in light of the Jan. 14 Dodd-Frank changes.

"To our way of thinking, it is simply unacceptable for a customer to wait for a response from their document preparation vendor or to be inconvenienced by their vendor's growing pains," said IDS Executive Vice President Mark Mackey. "With the Consumer Financial Protection Bureau's initial disclosure changes this year, lenders are more concerned than ever about the quality of their mortgage documents, and we're seeing a continued interest in our services as a result."

"IDS has experienced tremendous growth over the past few years, and the addition of more staff was critical for us in terms of our ability to maintain the responsiveness our customers have come to expect," Mackey added.

For IDS customers like Tina Baguley, a loan officer with Salem, Ore.-based Heritage Grove Federal Credit Union, that commitment to service is appreciated.

"I absolutely love this company. They are always pleasant to talk to, and they they never seem put out to answer your questions. They have an awesome compliance team and are always on top of things to make sure we are always in compliance with our documents," Baguley said. "Their customer service is also excellent. If I ever have a question when I am working on a loan doc package, I can call up and get the answer immediately."

"Over the years that I have worked with Heritage Grove, I have had several VP changes. Every time they come in and evaluate our vendors, I always say that IDS is one vendor that I will not allow them to change because they are the best company to work with," she added.

## **About IDS, Inc.**

IDS, founded in 1986 in Salt Lake City, Utah, is a nationwide provider of mortgage documents and compliance. IDS services include closing documents, initial disclosures and fulfillment. The IDS flagship doc prep solution, idsDoc, is recognized in the industry for its ability to be customized to meet specific lender needs. IDS backs the system with unsurpassed customer service, cutting-edge technology, compliance and document guarantees, and a solid compliance team. Lenders looking to move forward when it comes to doc prep can visit the IDS website at [www.idsdoc.com](http://www.idsdoc.com) or call 800.554.1872.

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