

# SURVIVAL OF THE FITTEST CHANGE FOR GROWTH



In a volatile environment such as mortgage servicing, the last handful of years has been survival of the fittest. Companies selling, shutting down, eliminating business lines, or consolidating staff has become the norm for most organizations. Change is a term that we are all far too familiar with. DIMONT, a leader in insurance-related services, has seen its share of change, and it is happy to report that change for this organization means continued, positive growth.

## *What has changed for DIMONT?*

DIMONT is now independently operated and backed by a large institutional capital partner. A new executive team has been hired, lead by mortgage banking veteran, Denis Brosnan. Under Brosnan, DIMONT has been aggressively executing new plans to grow its business, expand its service solutions, enhance its technologies while continuing to deliver outstanding customer experiences.

## *How will DIMONT grow?*

Based upon its profitable, stable business from its customers, DIMONT has a runway

to take flight in several directions. For example, in response to client requests, Dimont recently pivoted to offer a flood insurance valuation service that utilizes its expert team of licensed adjusters, seasoned reviewers, and evolving technology to clients in both the Servicing and Origination contexts. This service, which enables mortgage bankers to accurately assess the required amount of flood insurance on a property, recently moved from pilot to production and will be a continuing growth product. As it grows, tackling

both sides of the market will help DIMONT keep a business balanced during shifting cycles. The market can expect to see more new product offerings in the near future that leverage DIMONT's unique expertise in insurance-related matters, in synergistic combinations with its proprietary data and analytics, its scalable operation, and its skilled workforce.

## *What is your Customer Dynamic?*

DIMONT pioneered hazard claims service for mortgage servicers and investors, and it is now a recognized expert in comprehensive insurance-related services. Our customers—the top loan servicers and investors—have gone through a rough decade and we have stood by each other's side, working through the climate changes by providing flexible solutions and delivery options to meet shifting objectives. In the meantime, new players, particularly nonbank servicers and private capital groups have either been working with our customers or acquiring portions of their loan pools. This creates a new dynamic, but thanks to our service-oriented

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model, we've adjusted and found that these new partners and DIMONT provide a mutually beneficial value to each other. Although we will continue to work with our long time customers, we are excited to work with these new entrants.

## *What challenges lay ahead?*

Mindset. Too many people in financial services view the constant change in our business negatively—fluctuations in volumes, proliferation of regulations, increases in cost and complexity, etc.—thus creating controversy and stagnation. Those of us moving forward have already embraced that change is the new constant, and that you must have it built into your business model as a component of your service. When you find employees, business partners, and technology and service providers who do not see it the same you encounter the largest challenge. Given the current market environment, it's easy for attitudes like “it can't be done” or “that's the way we have always done it” to arise. Fortunately for DIMONT, we have great partnering customers that want to work through those types of issues and employees and vendors that are motivated to improve the way the industry does business. This will not happen overnight, but mindset is changing, and that's change we can embrace.