

We are proud of our results!

Background:

Dovenmuehle Mortgage, Inc. provides private label mortgage subservicing for commercial banks, thrift institutions, credit unions, mortgage bankers, and state and other housing finance agencies. As a mortgage subservice, Dovenmuehle is often responsible for servicing collections claims. In 2015 the FCC updated the Telephone Consumer Protection Act Communications (TCPA) by broadening the definition of an autodialer. An autodialer now includes most types of dialing equipment. The only exception being a rotary-dial phone. Many Collection and compliance organizations now employ actual humans to using rotary-dial phones when calling cell phones to ensure TCPA compliance.

The Problem:

Due to the 2015 TCPA update Dovenmuehle was looking at potential violations and steep fines for dialing a cell phone number with an autodialer. Their original solution was to have company representatives dial rotary phones. However, this was a terribly costly and inefficient way to stay compliant with the new TCPA rules. Enter Searchbug data services! Searchbug's powerful and inexpensive Identify Phone Type (real-time LNP) tool allowed Dovenmuehle to simply upload a CSV file, quickly sort line types and reload it back into their database. Spending a few pennies on a service that helps determine and sort the various line types into cell phone, landline, and VoIP allowed Dovenmuehle to confidently load up autodialers with the landlines and avoid TCPA fines.

Enter Searchbug & Dovenmuehle Mortgage, Inc.

Dovenmuehle Mortgage's Jason Geils explains, "Dovenmuehle likes to air on the side of caution and abide by the TCPA's regulations for unsolicited calls when possible, especially when first establishing communication."

Mr. Geils further explains that one of the greatest benefits of working with Searchbug is how easy it is to use the Searchbug Identify Phone Type tool. "Having the ability to easily stay in compliance with TCPA rules is very important to us. The Searchbug tools have been a huge time and money saver for us. The Identify Phone Type tool is very efficient and easy to use. Not to mention we're not losing sleep worrying if our autodialers are mistakenly calling cell phones".

SearchBug is a professional online service for finding and investigating people, businesses, addresses, phone numbers, conducting social security number verification in lieu of e-verify, and much more.



“ *The Searchbug tools have been a huge time and money saver for us.* ”

Jason Geils, Dovenmuehle Mortgage, Inc

Mortgage Subservicer Dovenmuehle Mortgage, Inc Taps Searchbug's Data Services

And Avoids Costly TCPA Fines.

Contact us today
Call (800) 990-2939

www.searchbug.com