

Info-Pro

Lender Services

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Info-Pro has a proud history as a market leader in delivering real estate tax, flood and insurance services; helping banks and credit unions we serve across America to meet their risk and compliance needs. Our success is built on our relationships with our clients – relationships that are based on trust, integrity and teamwork. While we take pride in our past, we are always looking forward to preparing our clients and ourselves for the challenges and opportunities that lie ahead.

The core of our strategy, our recipe for past and future success, is based on delivering an outstanding customer experience. Many companies claim such a commitment to customer service, often articulating it with phrases such as “delighting” or “wowing” the customer. At Info-Pro, we go a step further. We don’t want to simply provide outstanding customer service; we provide legendary customer service. We don’t want to just be a good vendor; we aspire to be the business partner that sets the standard by which our customers judge all of their vendors. In summary, our mission is to provide an unrivaled customer experience and, in doing so, to become the benchmark for excellence.

We take this mission very seriously, always striving to put the interest of our customers at the forefront of our company. For example, whenever we are faced with a business decision or judgment call at Info-Pro we ask ourselves “what is in the best interest of our customers”. This was the customer centric vision of our chairman, Louie Andrew when he became an entrepreneur over 35 years ago, and it remains our vision today. To ensure that it remains a cornerstone of our future vision, we’ve made “customer partnership” one of our core values.

Our commitment is more than rhetoric – we back it up with the Info-Pro Advantage. The Info-Pro Advantage is anchored in the fact that our Midwestern culture is one that is authentically passionate about delighting our customers, and this attitude permeates everything we do. Underlying our customer-first approach is our market leading technology platform, Info Exchange, and our proprietary processes that consistently deliver more accurate and timely information to our customers than our competitors. The Info-Pro Advantage is not a marketing slogan or something we imagine, but real substance. We regularly measure our customer loyalty using the market leading Net Promoter Score methodology. Info-Pro consistently earns a score that is over twice the industry norm for financial services and similar to world class businesses such as Amazon, Apple, Netflix, and USAA Bank.

In closing, I want to emphasize that, despite our growth into the market leader, we remain a privately held, family owned business that is not interested in being bought or sold, but rather in setting the benchmark for excellence for our industry. We’ll be there with you as your partner every step of the way. Of course, like any business, we want to turn a profit but our primary motivation is being the best at what we do and partnering with our customers to help them be the best at what they do. I encourage you and your organization to learn more about us and assess the merits of the Info-Pro Advantage for yourself.

Sincerely,



Chad M. Raube

President and Chief Executive Officer

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