

Introducing

Borrower Manager

We are proud to introduce Borrower Manager as a platform to enhance loan servicing in addition to the personalized assistance already provided by dedicated Asset Managers/Accountants and Loan Officers. This portal empowers you with faster and easier access to your transactional information online. Loan information and related documents are now just a click away over a secure channel, and user management can be extended to your authorized representatives.

Key Benefits

- 24/7 secure access to loan data
- Paperless statements
- Digital, centralized storage for all interactions
- Ease of sending and receiving supporting documents
- Email notifications for requests and updates
- Extends access for additional users in the borrower organization for loan data

Key Features

Loan Center

- Loan information
- Statements
- Property information
- Borrower details
- Real estate investor contacts

Request Center

- Create new requests
- View active requests
- View historic requests
- An additional channel to your real estate investor contacts

Resource Center

- All forms required for loan servicing
- Frequently asked loan-related questions

Borrower Management

- Add/manage users
- Password reset
- Restrict access to users by loans



For access to Borrower MANAGER, please contact your Asset Manager or email us with your loan number and contact information at borrower_manager@nylim.com.

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