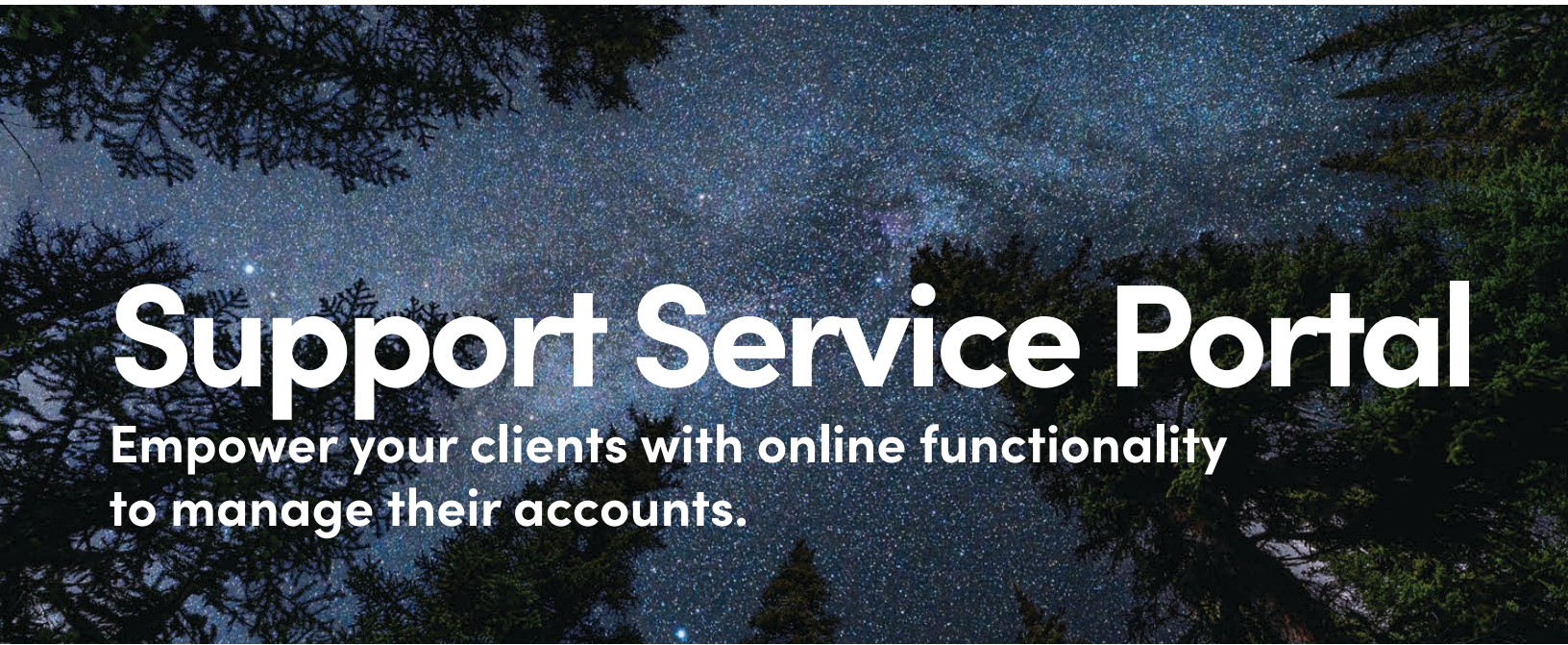




Support Service Portal

Empower your clients with online functionality to manage their accounts.

TrailView™ — the Tamarack Customer Online Support Service — consists of two portals: one that provides online functionality to your clients and an Administration Portal for use by your Customer Service Representatives (CSRs). TrailView empowers your clients with online functionality to manage their account from a web browser or mobile phone whenever it is convenient. The result is a higher level of customer service and satisfaction in addition to reducing live customer service inquiries.

Your clients will have 24/7 visibility into their current and past contracts, with the functionality to check balances, make payments, manage their accounts and many other functions. TrailView supports multiple Equipment Financing CMS and LOS systems and allows your clients to manage their accounts and perform common functions online, as customers have come to expect.

For your customer:

Your customers will have 24/7 online access to TrailView through their web browser or mobile phone and can perform common transactions including the ability to view contract information, make monthly payments, change address information, and request a buyout quote.

For your organization:

TrailView improves your customers' satisfaction and your brand image by enabling your clients to perform common account management tasks online 24/7, freeing your staff to provide higher level consultative advice.

The TrailView Administration Portal provides support tools for your CSRs as they provide high quality over-the-phone assistance to your customers.

TrailView reduces call volume while maintaining high quality customer care, allowing you to reduce cost and scale operations.

TrailView feature	Benefits
24/7 Online account access	Enhances customer satisfaction by providing 24/7 account access by web browser or mobile phone while reducing call volume
Online payments	Enhance your customers' satisfaction and improve payment timeliness
Document exchange	Allow uploading of key borrower documents and downloading contracts and amortization schedules
Payment history	View recent payment history records and unpaid balance
On-demand ACH	Allow customers to enter bank payment information to process payment through ACH system
Two-way secure borrower communication	Facilitates secure communication via SMS or email
Tax summary and history	Support tax related inquiries customers have related to interest paid and balance information
Bulk on-boarding	Bulk on-boarding of targeted segments of a portfolio with an easy to use upload utility
Customer account security	Supports self-enrollment requiring complex user passwords and optional Multi Factor Authentication
System support	TrailView supports multiple Equipment Financing CMS and LOS systems
Administration portal	Provides support to your Customer Service Reps as they support customers, complete transactions and review customer logs
Administration portal security	Administration Portal is hosted on a safe and secure private network that is not internet-exposed
Branding	TrailView is co-branded with your company's name and logo