



## Press Release

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### **AmeriFirst Home Mortgage Signs Contract for Black Knight's New Servicing Digital Solution to Enhance Customer Experience and Retention** *AmeriFirst Home Mortgage is First Client to Use New Solution*

- AmeriFirst Home Mortgage will be the first Black Knight client to use the new Servicing Digital solution to give consumers ongoing, detailed information about their loans and homes, and the tools to manage their housing wealth
- The mobile solution gives customers the ability to easily perform tasks and find information related to their mortgages, while providing a platform for continual engagement between customers and AmeriFirst Home Mortgage
- Consumers gain the anywhere, anytime ability to make loan payments, explore various “what-if” scenarios around payment and refinance options, and receive notifications about their loans
- Mortgage servicing customers can view up-to-date information on estimated home values, recent sales in their neighborhoods, opportunities for maximizing equity and refinancing options

JACKSONVILLE, Fla. – July 26, 2018 – [Black Knight, Inc.](#) (NYSE:BKI) announced today that [AmeriFirst Home Mortgage](#), a division of AmeriFirst Financial Corp., is the first client to sign a contract for Black Knight's new [LoanSphere Servicing Digital](#) solution, which was launched June 25 and is a part of Black Knight's LoanSphere platform. This powerful, interactive tool will deliver detailed, timely and highly personalized information to AmeriFirst customers about the value of their homes and how much wealth can be built from these real estate assets. Servicing Digital will also help AmeriFirst deepen customer relationships and increase retention by giving consumers easy, round-the-clock access to home and loan information.

“Offering digital capabilities helps us meet consumer expectations for fast, simple and seamless access to loan and home information. It was clear to us that Servicing Digital's innovative functionality and design were built and tested with consumers in mind,” said Greg Warner, Director of Loan Servicing, AmeriFirst Home Mortgage. “By helping our customers make more informed financial decisions related to their homes and better manage the real estate wealth they have built, Servicing Digital supports AmeriFirst Home Mortgage's commitment to providing a meaningful difference in the lives of its customers.”

Servicing Digital gives homeowners the ability to easily perform tasks and view information related to their mortgages, while providing a platform for continual engagement between servicers and their customers. The innovative, consumer-centric solution delivers useful information specific to the consumer's mortgage, property and local housing market by accessing the servicer's data via Black Knight's comprehensive, end-to-end LoanSphere MSP system, as well as the company's industry-leading property records database; advanced analytics; and automated valuation models. Servicing Digital presents information on loan, home and neighborhood dashboards in a clear, intuitive design with easy-to-use navigation. It helps servicers connect regularly with customers by providing insightful, value-add information to customers wherever they are, when they need it most.

"AmeriFirst is known in the industry for embracing innovation, and we're proud to support its passion for cutting-edge capabilities with Servicing Digital," said Joe Nackashi, president of Black Knight. "By providing anytime, anywhere access via mobile devices to an array of customer-specific information and functionality, Servicing Digital enhances the consumer's servicing experience and continuously adds value, which supports higher retention rates. We look forward to announcing other clients who will be using this powerful tool in the near future."

AmeriFirst will be implementing the native mobile app option, which will be branded AmeriFirst. Servicing Digital will also be offered as a responsive web design.

#### **About LoanSphere**

LoanSphere is Black Knight's premier, end-to-end platform of integrated technology, data and analytics supporting the entire mortgage and home equity loan lifecycle – from origination to servicing to default. The platform delivers business process automation, workflow, rules and integrated data throughout the loan process, providing a better user experience, cost savings and support for changing regulatory requirements. By integrating lending functions and data, Black Knight's LoanSphere helps lenders and servicers reduce risk, improve efficiency and drive financial performance.

#### **About AmeriFirst Home Mortgage**

Headquartered in Kalamazoo, Michigan, AmeriFirst Home Mortgage is an independent community mortgage banker founded in 1983 by entrepreneurs Mark Jones and David Gahm. AmeriFirst is committed to making a meaningful difference in the lives of its customers, its employees and the communities they serve. The AmeriFirst team of over 600 professionals offers a full line of mortgage products including FHA loans, VA mortgage loans, USDA Rural Development loans, renovation loans and conventional lending. AmeriFirst is licensed in a dozen states across the Midwest, Southeast and Southwest Regions, and takes great pride in establishing quality relationships with its customers. AmeriFirst Home Mortgage is a division of AmeriFirst Financial Corp.

#### **About Black Knight**

Black Knight (NYSE:BKI) is a leading provider of integrated software, data and analytics solutions that facilitate and automate many of the business processes across the homeownership life cycle.

As a leading fintech, Black Knight is committed to being a premier business partner that clients rely on to achieve their strategic goals, realize greater success and better serve their customers by delivering best-in-class software, services and insights with a relentless commitment to excellence, innovation, integrity and leadership. For more information on Black Knight, please visit [www.blackknightinc.com](http://www.blackknightinc.com).

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