



Press Release

For more information:

Michelle Kersch
Black Knight, Inc.
904.854.5043
michelle.kersch@bkfs.com

Mitch Cohen
Black Knight, Inc.
704.890.8158
mitch.cohen@bkfs.com

Amerifirst Home Mortgage is First Client to Go Live on Black Knight's Servicing Digital Solution

Consumer-Facing Mobile Solution Enhances Customer Experience, Deepens Relationships

- 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 Amerifirst and its customers.
- Servicing Digital provides consumers with ongoing, detailed information about their loans and homes, and the tools to manage their housing wealth.
- 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.

JACKSONVILLE, Fla. – Dec. 5, 2018 – [Black Knight, Inc.](#) (NYSE:BKI) announced today that [Amerifirst Home Mortgage](#), a division of Amerifirst Financial Corp., is the first client to use [Servicing Digital](#), Black Knight's new mobile solution, which was launched in June and is part of Black Knight's LoanSphere platform. This powerful, interactive tool is now delivering 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 is also helping Amerifirst deepen customer relationships and increase retention by giving consumers easy, round-the-clock access to home and loan information.

“At Amerifirst, we are passionate about being a true partner to our customers and providing them with tools and information to support their financial well-being,” said Greg Warner, director of Loan Servicing, Amerifirst Home Mortgage. “Adding Servicing Digital to our offerings gives our customers easy mobile access to their loan details, while also providing up-to-date information on estimated home values, recent sales in their neighborhoods, opportunities for maximizing equity and refinancing options.”

Servicing Digital gives homeowners the ability to easily perform tasks and view information related to their mortgages through a simple, user-friendly interface, while providing a platform for continual engagement between servicers and their customers. The innovative, consumer-centric solution delivers useful information specific to an individual's mortgage, property and local housing market by accessing the servicer's data through Black Knight's

comprehensive, end-to-end MSP system, as well as the company's industry-leading property records database, advanced analytics and automated valuation models. Servicing Digital presents loan, home and neighborhood information dashboards in a clear, intuitive design with easy-to-use navigation. It lets servicers stay in regular contact by providing insightful, value-add information to customers wherever they are, when they need it most.

“By adding Servicing Digital's innovative capabilities, Amerifirst will be able to continually engage with its customers, which will help increase both satisfaction and retention,” said Joe Nackashi, president of Black Knight. “Since it was introduced this summer, there has been considerable client and industry interest in Servicing Digital, and we're happy to see Amerifirst be first to market in offering this value-add tool to its customer base.”

Amerifirst is using the native mobile app version of the Servicing Digital solution. Servicing Digital is also available as a responsive web design.

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.

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