



NEWS RELEASE

# MeridianLink Mortgage Streamlines Loan Processing Efficiency for Essex Mortgage

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Seamless integration enables faster decisions and improved client interactions while optimizing operations for Essex Mortgage staff

COSTA MESA, Calif.--(BUSINESS WIRE)-- **MeridianLink, Inc.** (NYSE: MLNK), a leading provider of modern software platforms for financial institutions and consumer reporting agencies, today announced Essex Mortgage has successfully implemented **MeridianLink® Mortgage**. By replacing its previous loan origination system (LOS) of 10 years with MeridianLink Mortgage, Essex Mortgage has modernized its lending operations, improving efficiency and enhancing the customer experience.

The deployment, completed in just four months, highlights the comprehensive and efficient collaboration between Essex Mortgage's internal team and MeridianLink's implementation experts. The smooth transition enabled Essex Mortgage to fully leverage the LOS and achieve greater operational efficiency from day one, including reduced costs and increased client satisfaction.

"The success of this project reflects the dedication and collaboration between Essex Mortgage's internal team and MeridianLink's implementation team," said Leslie Vasquez, IT software manager at Essex Mortgage. "Their responsiveness and expertise helped ensure an on-time transition within our ambitious timeline, allowing us to quickly realize efficiency gains and better serve our customers."

Essex Mortgage selected MeridianLink Mortgage for its cutting-edge technological advancements, scalability, and cost-effectiveness. The system features an intuitive interface, centralized operations, and powerful automation—benefitting Essex Mortgage employees while driving operational excellence and delivering an improved client



experience. In addition, the team appreciated MeridianLink's culture of collaborative partnership, serving as a trusted technology partner committed to their long-term success.

"This successful implementation demonstrates how financial institutions can improve operational efficiencies and enhance customer service through strategic technology adoption," said JP Kelly, SVP of Mortgage at MeridianLink®. "We are thrilled to support Essex Mortgage as they continue on their digital progression journey and look forward to continuing our partnership as they maximize the benefits of MeridianLink Mortgage."

With this implementation, Essex Mortgage is well-positioned to accelerate loan processing, empower staff to focus on delivering more personalized customer service, and streamline backend operations. The MeridianLink Mortgage solution integrated smoothly with Essex Mortgage's existing systems, enabled by the LOS' flexible API infrastructure. This allows customers to integrate efficiently on their own timeline, without dependency on vendor-built solutions, enabling a smooth transition while optimizing both operational efficiency and the customer experience.

For more information about MeridianLink's innovative mortgage lending solutions, visit [www.meridianlink.com](http://www.meridianlink.com).

## ABOUT MERIDIANLINK

MeridianLink® (NYSE: MLNK) empowers financial institutions and consumer reporting agencies to drive efficient growth. MeridianLink's cloud-based digital lending, account opening, background screening, and data verification solutions leverage shared intelligence from a unified data platform, MeridianLink® One, to enable customers of all sizes to identify growth opportunities, effectively scale up, and support compliance efforts, all while powering an enhanced experience for staff and consumers alike.

For more than 25 years, MeridianLink has prioritized the democratization of lending for consumers, businesses, and communities. Learn more at [www.meridianlink.com](http://www.meridianlink.com).

## ABOUT ESSEX MORTGAGE

Since 1986 Essex Mortgage has been a trusted name in full-service mortgage lending by focusing on borrower education and support. This focus combined with their nationwide down payment assistant program and a Servicing division providing best-in-class customer service to tens of thousands of homeowners has made Essex Mortgage one of the most recognized names in the private mortgage sector. Still family owned and operated after nearly forty years, Essex's focus on doing what's right for their people speaks for itself. Whether it's helping borrowers get into their dream home or helping employees find their dream job, their motto of Bringing Families Home is more than just a slogan: it's how they do business every single day.

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