



## CONSUMER SERVICES

# Loan Origination & Servicing

## Lending as a Service

Powered by



**FLEXIBILITY**  
YOU WANT



**STABILITY**  
YOU NEED



**TECHNOLOGY**  
FOR YOUR FUTURE

### Your brand and rules. Our platform and people.

Powered by Nelnet Velocity,™ our Lending as a Service (LaaS) solution delivers an innovative, flexible and reliable experience for you and your customers. We are your extended work force, letting you focus on marketing and brand expansion while we operate for you.

Nelnet Velocity is an end-to-end loan originations and servicing solution powered by our trained and knowledgeable staff, reliable and configurable technology, corporate oversight, and investments that combine to strengthen our LaaS solution with scale, security, and compliance integrity.

LaaS delivers online experiences that are quicker, more streamlined, and more flexible than traditional lending using cloud infrastructures and APIs. In this broader lending ecosystem, customers find faster access to financing with fewer barriers.

Nelnet's stability, expertise, and proven experience provide you with the peace of mind and flexibility to focus on and grow your core business.

### THE BENEFITS OF LaaS

Our full-service LaaS approach, delivered through the modern technology of the Nelnet Velocity™ platform, provides benefits across the spectrum for your organization:

- Increased efficiency**
- Reduced cost and risk**
- Reliability and compliance**
- Scalability**
- Flexibility**
- Improved customer experiences**

## THE VALUE NELNET ADDS

**Professional and personal.** That's the Nelnet approach to caring for your organization, your brand, and your customers.

Since 1978, Nelnet has focused on our core value of superior customer experience. We strive to become an extension and partner of your brand. Beginning with the hiring process and continuing throughout the partnership, we incorporate your brand and culture into everything we do.



*The Nelnet Velocity™ interface supports contact center associates with current, concise information, helping them to deliver a positive customer experience that is demonstrated by an 8.9 (out of 10) average customer satisfaction (CSAT) score in post-call surveys.*

Our associates are our most valuable asset. We train them to see themselves as a part of your team, not a third-party provider. These dedicated associates are experts at what they do, and have substantial experience in meeting the needs of their customers. Contact center associates have more than 3 years average tenure, and supervisors and above have more than 8 years average tenure.

Nelnet knows your business is unique, and you deserve a partner with the people, processes, and technology built to handle your loan programs. Nelnet Velocity is the full service solution to help you compete in the digital marketplace.

**The technology and processes that equip our associates in our LaaS solution include:**



Multi-channel  
Communications



Security and  
Compliance



Quality  
Assurance  
(QA)



Insights and  
Analytics



Delinquency  
Management

### Contact an Expert Today

Learn more about how Nelnet can handle the intricacies of your programs.

 **VELOCITY**

[nelnetinc.com/nds/contact-us](https://nelnetinc.com/nds/contact-us)