

About Red Rocks and Servion:  
A 1<sup>st</sup> Mortgage Partnership

➤ **Overview**

- Red Rocks partners with Servion to offer members an exceptional mortgage experience. The process begins with a phone or in-person application at Red Rocks, followed by data entry on Servion's platform. Members receive contact information, and an email outlining required documents. Servion typically reaches out within four hours to discuss details and answer questions. After gathering documents, the loan moves to underwriting, title is ordered, and closing is scheduled. The process typically takes about a month, depending on document submission speed and underwriting complexity.

➤ **Benefits and services**

- Servion aligns with RRCU values, <https://www.myservion.com/our-values>
  - Relentless Care For Others: "We are driven by the people who use our services," ensuring their needs are always prioritized through passionate and dedicated service.
  - Do the Right Thing and Do it Well: "Trust is the foundation of a strong business relationship" and "Success is never final," reflecting a commitment to integrity, high-quality service, and continuous improvement.
  - Engaged Collaboration: "Financial services is about working as a team to help people grow," emphasizing the importance of teamwork and collaboration to foster success and growth for financial institutions.
- Industry Relevant Blog
  - <https://www.myservion.com/blog>

➤ **Member Access URLs**

- Account access, Apply, Document Access
  - <https://www.myservion.com/consumer-center>

➤ **Member Contact information**

- Borrower FAQ, including payments and servicing
  - <https://www.myservion.com/mortgage/borrower-resources>
- Mortgage Loans:
  - Mail (for payments)
    - The Servion Group 500 Main Street, Attn: Mortgage Servicing, New Brighton, MN 55112
  - Phone : 1-800-766-5626
  - Email- Topic specific (including General, Insurance, Taxes, Payoffs, Hardships)
    - <https://www.myservion.com/contact/mortgage-servicing-email-contacts>
- Main Office- General
  - Mail: The Servion Group 500 Main Street New Brighton, MN 55112
  - Phone: (651) 631-3111
  - Toll Free: 1-800-340-7922
  - Fax: (651) 789-7932