



REAL ESTATE, MORTGAGE SERVICES & LAW OFFICES

RICH APPLICATIONS FOR A WORKFORCE ON THE GO



There have been far more lawsuits against realtors in recent years. The large majority of them, 69 percent, involve misrepresentation or failure-to-disclose issues. Misrepresentation happens for a variety of reasons and usually involve mistating features of a property or not disclosing or revealing some important issue with the property. Documentation of communications between realtors and their clients becomes more and more important.

As technology continues to weave its way into the industry and buyers and sellers continue to prefer text messages over emails, real estate professionals must adapt. This trend spreads across real estate, lending and legal. Mobile messaging solutions which can secure the messaging traffic and record and archive these interactions with proof of information disclosed protects both brokers and their clients.

Cybersecurity is also a growing concern for real estate, mortgage lending and the legal industries. Companies are being exposed to new and complex risks as they step up their use of these new technologies. Mobile and social media use provide an opportunity for perpetrators to steal sensitive information, introduce malware into company systems or inflict reputational damage. For example, real-estate specific information systems such as property management, lease administration, finance, treasury and other tenant related activities contain personal data that can prove to be a target for hackers.

The same is true for the mortgage lending industry. Whether it's the actual loss of data due to a breach where personally identifiable information is infiltrated by a hacker or repertory risk, under the Gramm–Leach–Bliley Act (GLBA) in which financial institutions must notify their customers of loss of data, this brings your businesses to a standstill.

The privacy and security risks can be significantly higher for law firms than for other organizations. Law firms have store personal data on employees and clients including health data and protected health information (PHI) under HIPAA; financial data and very sensitive information about the corporate strategies, trade secrets, and the business transactions of their clients. Of course this data is becoming increasingly regulated. State common law torts, such as the breach of confidentiality, public disclosure of private facts, and negligence impose legal duties on attorneys to maintain confidentiality. The lack of necessary compliance measures can lead to serious fines.

TeleMessage is changing the way people and businesses interact in the ever changing mobile space. We've been helping businesses of all sizes to leverage the power of the mobile channel with our robust communications platform since 1999. Our innovative messaging software has been successfully deployed and used by thousands of enterprises, trusted by dozens of telecom operators, reaches hundreds of millions of users and powers billions of messages through customers' networks.

Our messaging solution portfolio includes secure text messaging for businesses, and high-volume text messaging services powered by our API cloud platform. We support an ever growing number of enterprises, including leading brands across a range of industries such as healthcare, travel, finance and retail, among others.

TeleMessage is a privately owned company backed by major VCs and it's founders.

SOLUTION BENEFITS

- **Keeping client information secure is paramount.** Secure Messaging with end-to-end encryption protects sensitive and confidential data, including Tax returns and W-2 forms, Driver licenses and other IDs, Pay stubs, Confidential credit-report information, Recent bills and Banking statements.
- **Control who has access to the app. Central User Management allows administrators to determine user access to the platform.** Admins can also remotely wipe information from within the app in the case a device is lost or stolen.
- **Share photos, videos and files securely.** Instant communication that does not compromise security.
- **Message Delivery Confirmation** lets you know when messages are delivered and read, keeping everyone in the loop.
- **Group Chat** lets users notify colleagues or partners in real-time about important updates, ideal for corporate communication with franchise partners or legal teams. Users can switch seamlessly between mobile and desktop versions of the service, so that users on the go or in the office can communicate in real-time.
- **Comply with industry regulations and internal compliance protocols.** All messages are archived and logged, and can be reviewed for auditing purposes.
 - Full-two way SMS, text, voice & fax messaging within one platform.
 - Real Estate Agents can keep prospective buyers and franchise partners up to date, whether a new property just became available on the market and include pictures & an MLS listing link.
 - Real estate agents can use SMS to reduce the number of no-shows by sending out appointment reminders.
 - Mortgage Brokers can update applicants on the status of their loan application, and send applicants the necessary documentation for next steps.
- **The solution enables text messaging from any application, website or system via our APIs.** Integrate your CMS or Electronic Filing System to easily communicate with customers and clients.
- **Email to SMS or Outlook to SMS** allows you to send text messages directly from your email client, and receive replies straight to your inbox, streamlining communication channels.

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