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Making It Happen

Amro Exits Mortgage Outsourcing

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An Article Written By Jody Shenn

K. Terrence Wakefield, a Milwaukee consultant, said any mortgage outsourcing business that relies heavily on overflow from other lenders is doomed to be short-lived.

“You just can’t survive unless your relationship with your customers is strategic, because overflow is just here today gone tomorrow,” said Mr. Wakefield, a former Prudential Home Mortgage executive.