My company recently completed an acquisition where we purchased a small portfolio of mortgage loans, approximately 70,000 new customers. Typically when an acquisition occurs, there is an agreement between both organizations that spell out the details and conditions of the transactions that will transpire. Both organizations work diligently to prepare for the departure and arrival of the new customers. There is a lot of preparation and due diligence involved to make the transition a success. One major error can result in penalties and fines for both organizations involved. In September 2010, all servicing units were notified of this transition. The expected completion date was November 2010, which was one of the quickest acquisitions that my company had ever accepted as these transactions require major attention. In most cases, relative to the volume it takes 90- 120 days for a mortgage acquisition to take place successfully. This allows for unexpected errors and challenges that occur during the first 10-20 days of the new loan set up phase. The disruptive force that occurred November 1 was due to the new loans not boarding the accounting software network. This caused major concerns because the customer service centers experienced an increase in call volumes where they could not assist the new customers that called in with questions about the company and their loan information. In addition, the call centers were not fully staffed to handle the increased volume. This resulted in the new customers experiencing extended hold times, dropped calls, abandon calls and many other dissatisfied service. Needless to say, my department experienced an influx of complaints that were not forecasted. During the month of November and December, the manager and supervisor over the call center increased their staff and offered overtime to existing staff to handle the call volume. The manager also made adjustments with non customer contact internal units to assist with handling the call volume. I believe if the acquisition was scheduled and planned appropriately based on conditions of all existing servicing units, the boarding of the new loans and the level of service rendered to the new customers would have come across more smoothly. Because the transaction appear to have been expedited this led to many unforeseen short and long time errors and challenges that were not expected. In addition, it results in the brand name affected by poor service. You never get a second chance to make a first impression. I believe the manager made do with what was available based on the conditions and factors that occurred. Overall, I would give it a B- , as the loan boarding to the network was corrected within 72 hours of the expected date and the new customers were affected by the hold times, dropped calls and abandon calls for approximately 5-10 days. My personal learning with this experience is that it is important to communicate, develop team players, plan, and effectively be creative to adjust to your environment in order to adjust to the market conditions.