

NGLS Successfully Achieves ISO 9001:2015 Recertification with Zero Findings

July 6, 2026

National General Lender Services (NGLS) is pleased to announce the successful completion of its ISO 9001:2015 recertification audit, reaffirming the effectiveness of our Quality Management System (QMS) and our commitment to quality, operational excellence, and continuous improvement.

As part of the full three-year recertification process, our Quality Management System was evaluated across our North American operations, validating our ability to consistently deliver high-quality products and services while maintaining a strong focus on customer satisfaction.

We are proud to report that the audit concluded with **zero (0) nonconformities and zero (0) recommendations**, an exceptional result that reflects the strength of our quality program and the dedication of our employees.

For our clients, this recertification provides independent, third-party validation that NGLS:

- Maintains a robust Quality Management System.
- Follows consistent and controlled processes across all operations.
- Continuously evaluates and improves performance.
- Provides employee training and accountability.
- Conducts regular audits and reviews to ensure continual improvement.

The independent auditor recognized the commitment and diligence demonstrated throughout the organization and acknowledged the efforts invested in maintaining a successful ISO program.

We have maintained **continuous ISO certification since 2008**, underscoring our longstanding commitment to quality and creating value for our clients and their customers. This achievement reflects the dedication of our employees who work diligently to uphold these standards and support our clients.

As we continue through 2026, we remain focused on implementing additional opportunities to strengthen our ISO program and enhance the services we provide.

For additional information regarding our ISO 9001:2015 certification, please contact your NGLS representative.

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