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**FOR IMMEDIATE RELEASE**

**MCS ELEVATES TRACY HAGER TO CHIEF RELATIONSHIP OFFICER – MORTGAGE SERVICES AND JEFF CONNELL TO SENIOR VICE PRESIDENT FOR MORTGAGE SERVICES**

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***Promotions Solidify Leadership for the Company's Legacy Property Preservation Business***

**Lewisville, TX – February 1, 2024** – [MCS](#), the national property services company founded in 1986, announced today it has promoted two of its well-deserving mortgage services leaders. Jeff Connell and Tracy Hager have been promoted to Senior Vice President for Mortgage Services and Chief Relationship Officer – Mortgage Services, respectively, and will take on additional leadership responsibilities to help the company execute on its strategic business plan and further its standing as an industry leader.

Collectively, the two boast nearly 50 years of experience in the mortgage services industry. They will report to Chad Mosley, President of Mortgage Services for MCS, who will continue to oversee the firm's legacy property preservation business. These promotions create a fortified layer of leadership reporting to Mosley as the firm continues to grow its mortgage services business. Connell and Hager will continue to be based at the company's Lewisville, TX, headquarters.

"I am excited to elevate these two seasoned leaders in our mortgage services business as they take their MCS careers to the next level," said Mosley. "Jeff and Tracy's expertise, industry relationships and commitment to providing impeccable service are unmatched, and their dedication has helped maintain MCS's position as an industry leader. We are setting a new benchmark for service in property preservation and will continue to be an industry leader with our diversified services offerings, tech-forward solutions and hybrid service delivery model."

Connell, formerly First Vice President of Mortgage Operations, has been promoted to Senior Vice President of Mortgage Services at MCS. During his five-year career at MCS, Connell has a proven track record of taking action to increase operational efficiencies. In his new role, he will lead the teams responsible for property registrations, compliance, quality control and all work order processing for the Mortgage Services



division. Connell has worked in the mortgage servicing industry for over 30 years. Prior to MCS, he held leadership positions at Pacific Union Financial, Nationstar Mortgage and Chase Home Finance.

A 30-year industry veteran, Hager has been promoted to Chief Relationship Office – Mortgage Services. Formerly Senior Vice President of Mortgage Operations, Hager and her key relationships with regulators, insurers, investors and government entities have been integral in MCS's long-term success. Her ability to maximize, advance and enhance industry relationships has helped bolster the broader



property preservation industry while benefiting MCS's clients. She will provide executive oversight of all property preservation client relationships, multiple functional teams including the FHA conveyance support team, and MCS's industry and investor/insurer relations. Prior to joining MCS, she held leadership roles at First American Field Services and Midland Mortgage Company.

"Since 1986, MCS has been a leading provider of property preservation and other services for the mortgage services industry, and Tracy and Jeff have been integral contributors to our continued success," said Craig Torrance, CEO at MCS. "With strong leaders maintaining and growing our legacy mortgage business, we're able to grow and diversify our property services offerings to the commercial property facilities and single-family rental industries while capitalizing on synergies from our self-performing service network, technology platform and experienced property services team to exceed client expectations across all our business lines. Our mortgage services clients are in good hands with Tracy and Jeff leading our client relations and operational efforts."

For nearly 40 years, MCS has worked with mortgage servicers to ensure the properties they are responsible for are preserved and maintained in a way that complies with the regulatory guidelines for the loan type and maintain code compliance. MCS provides property preservation services including debris removal, lawn maintenance, property securitization, winterization and other necessary support, as well as inspections, REO property services, property registrations, and HOA and utility services management for the majority of the Top 30 mortgage servicers.

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### **About MCS**

MCS is a leading property services provider working across Commercial Properties, Single-Family Rentals, and the Property Preservation industry. For over 35 years, MCS has been committed to responsive care, industry-leading service standards, leveraging technology, and end-to-end transparency to protect, preserve and serve communities across the country. Some of the largest and most respected mortgage servicers, real estate owners and operators, and corporations trust MCS to perform property inspections, preservation, maintenance, renovations, and other property-related services. Learn how MCS is Making Communities Shine at [MCS360.com](https://www.mcs360.com).