



PRESS RELEASE

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NORTH MILL UNVEILS POWERFUL NEW CUSTOMER PORTAL

JANUARY 17, 2023, NORWALK, CT – North Mill Equipment Finance LLC (“NMEF”), a leading independent commercial equipment lender located in Norwalk, Connecticut, launched its online customer portal, a powerful, feature-rich digital platform designed to help the company’s nearly 15,000 customers self-manage their accounts 24/7.

The new customer portal enables users to execute a multitude of tasks including viewing invoices, identifying payments due, monitoring balances, pulling year-end tax data, updating key account data, and requesting a quote for an early buyout. Additional functionality, such as giving users the ability to upload documents and providing access to insurance and titling detail, is expected to launch later this year. “Our mission was to improve the customer experience by building an interface that’s intuitive and rich with functionality,” said Mark Bonanno, NMEF President and COO. “Our portal offers customers everything they need to manage their contracts right at their fingertips. It’s all available when they need it, according to their schedules, not ours. It puts them in the driver’s seat.”

Bonanno explained that the customer portal also benefits the hundreds of referral agents with whom NMEF partners. “The portal is beautifully laid out and very customer-friendly,” said Harper Dilts, Customer Care Manager for Taycor Financial, an NMEF referral partner. “It will greatly benefit our customers by helping to enhance our own service levels. It will lighten our load as customers start to self-serve through the tool, ultimately freeing us to handle more complex customer issues. I am excited about the possibilities.”

NMEF’s customer portal is yet one more digital tool in an arsenal of self-service platforms designed by the company. Just last year, NMEF unveiled its broker portal, providing the hundreds of referral agents with whom NMEF partners with the opportunity to manage their NMEF relationships online. Among other things, referral agents can quickly and easily enter deals, determine application eligibility, customize transaction parameters, monitor performance indicators, and access marketing guides.

For NMEF referral agents interested in a tutorial of the customer portal, contact Ben Tishelman at 203-354-1756 or email btishelman@nmef.com.

About North Mill Equipment Finance

North Mill Equipment Finance originates and services small to mid-ticket equipment leases and loans, ranging from \$15,000 to \$1,000,000 in value. A broker-centric private lender, the company accepts A – C credit qualities and finances transactions for many asset categories including construction, transportation, vocational, medical, manufacturing, printing, franchise, renovation, janitorial and material handling equipment. North Mill is majority owned by an affiliate of InterVest Capital Partners. The company’s headquarters is in Norwalk, CT, with regional offices in Irvine, CA, Dover, NH, Voorhees NJ, and Murray, UT. For more information, visit www.nmef.com.

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