14% Improvement in Quality of Underwriting of Mortgage Loans

1 Customer

1. Mortgage origination division of Top 25 US Bank

2 Business Situation

1. Multiple challenges in Loan Underwriting:
2. **Delays** in underwriting
3. **Poor quality** loans
4. Non adherence to changing underwriting guidelines

3 Solutioning

1. Reengineered fulfilment process to streamline handoffs with different departments
2. **Monitoring** loans between Conditional Approval and Full Approval to enhance pipeline management

4 Execution

1. All underwriting request/queries channelized to a dedicated mail box for quicker response
2. Implemented **change management procedure** to help adhere to changing regulations to improve loan quality

5 Value Delivered

Increased straight-through processing

1. 14% improvement in underwriting quality
2. Reduced turn time for underwriting approval

© 2021 Coforge

*Thank you for the speed in which you ramped underwriting capacity to current levels. I appreciate your partnership! - **Head of Consumer & Mortgage Credit***