Delivering 99% Accuracy & Reduced Turn Time in Mortgage Underwriting

1 Customer

1. The Mortgage origination division of Top 25 US Bank

2 Business Situation

1. Multiple challenges in Loan Underwriting
   1. Fragmented processes in origination cycle
   2. Poor Pipeline management
   3. Poor quality of loans

3 Solutioning

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

4 Execution

1. All underwriting request/ queries consolidated to a dedicated mail box
2. Implemented change management procedures to help adhere to changing regulations

5 Value Delivered

14% improvement in underwriting quality after implementation

Improved straight through processing achieved

1. Reduced turn time for underwriting approval
2. Reduction in re-work

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*Thank you for the speed in which you ramped and the quality !! This is going to continue to be a major differentiator and value driver for our organizations! - **Head of Consumer & Mortgage Credit***