Quick operational readiness

Enhanced compliance

Unparalleled customer communication

Building a sustainable mortgage servicing business model with a comprehensive suite of **Servicing & Default Support Solutions.**

Servicing & Default Support Solutions

A suite of Default Management Solutions that helps servicers rapidly build operational readiness, manage capacity stress points, stay compliant and drive superior borrower support.

Servicing & Default Management Solutions

- Business Process Management
- Customer Contact Center

Supported by Point Solutions

- Intelligent Automation
- RegTech & Automated QC Platform
- Data Analytics Solutions

Business Value

Streamline servicing & default operations & address capacity shortfalls with Business Process Management

End-to-end default business process management solutions for flawless execution capabilities across middle and back offices, including IT Solutions, automating QA/QC and Compliance checks

Superior customer experience with Omnichannel Contact Center

24*7 contact center operations with self care options, speech analytics, chatbots and data analytics

Enhanced operational productivity and agility with Intelligent Automation

RPA, AI, NLP, Machine Learning, Machine Vision, Automated Data Ingestion and intelligent onboarding systems

Reduced risk exposure with automated QC and compliance COPASYS

An enterprise platform for QC and compliance using combination of automation and data analytics to deliver 20X faster testing, 100% sampling coverage and 100% accuracy

Portfolio risk segmentation and analytics with Data analytics Solutions

Data quality, master data management & governance, predictive analytics, cognitive & analytics blueprinting

Servicing & Default Business Process Solutions

Performing Loan Servicing

New loan set-up
- NLSU
- Special loans – ARM review and setup

Payment Processing
- Applying payments
- Payment processing
- Exception processing
- Misapplied/ unapplied payments
- Check return
- Accounting/ reconciliation
- Investor reporting

Pay Off Processing
- Pay off quotes
- Lien release

Escrow Administration
- Escrow line –tax and insurance line set up
- Escrow analysis
- Escrow management - tax research, tax payment, insurance management

Customer Support Functions
- Welcome call customer enquiries and research
- Email / chat support
- Ancillary activities

Loss Mitigation:

Early intervention & collections | Initial file intake | Processing & Underwriting | Loan modification short sale & deed in lieu | Repayment plans payment monitoring | Call quality monitoring / FCI | Tax & HOA Valuations: ordering & review of AVM | property condition report & BPO | Borrower – document chase

Loan Modification:

File intake, setup & processing | Borrower – document chase | Loan modification underwriting | Document preparation Property reports - current owner search, two owner search, full search, foreclosure information report | TSG report Closing & booking

Collections:

Early to mid-stage collections for all types of mortgage loans auto & instalment loans credit & debit card payments and HELOC | Back Office Support | Skip tracing | Telephone Consumer Protection Act | Collection Strategy Consulting

REO back office support:

Property reservation setup (initial) | Preservation work order reviews (initial & recurring) | Invoice reviews & approval | HOA curative & processing

QA & QC:

Quality review on decision taken for approval denial and closure process for loss mitigation workout requests (short sale, deed in lieu, forbearance and repayment plans)

Bankruptcy back office support:

Bankruptcy setup and referral | POC/MFR/Supps preparation | Review plan and file objections | Monitor CH 13 payments (pre and post-petition payments) | Reviewing affidavits and declarations | Preparation of chapter 7 Reaffirmation agreements | Review notice of default | Monitoring bankruptcy cases for discharge & dismissals Invoice management

Foreclosure back office support:

Pre-foreclosure checks & FC referral | First legal and follow up monitoring | Reinstatement, payoff, Judgment and bid preparations | Foreclosure pre-sale reviews | FC timeline reviews | Invoice management | Claims preparation and filing

Point Solutions

Intelligent Automation:

Front Office: Digital Onboarding: Automated subscription-based event notifications and alerts | Smart Onboarding, pre-filled forms, digital-signatures, NLP/Chabot to help complete tasks, ability to trigger automated workflows | **Middle Office:** Automated ETL/Data flows | Customer 360-degree view Rules engine and Data Analytics to meet regulatory requirements like Anti-Money Laundering, Fraud detection | **Back Office:** Integration with counterparty systems, 3rd party systems | RPA, NLP, Optical Character Recognition, Bar- Codes/QR codes and Intelligent Routing Process transformation and consulting

©COPASYS® RegTech and Automated QC Platform

Consolidated platform of rules and regulations, checklists, SOPs for testing | Dynamic testing automation operations, business controls, QC and compliance functions | Quality checks across all three lines of defense and insights to external auditors and regulators | Easy configurability and quick implementation | Data Analytics and reporting

Data and Analytics:

Data Integration | Data Quality | Master Data Management | Data Governance | Business Intelligence | Data Warehousing Implementation Predictive Analytics solutions | AI based Data Ingestion | Cognitive & Analytics Blueprinting

InsureTech platform:

Consolidation Strategy, Assessment, and Roadmap | PAS Conversion and Transformation (PACT) framework | Duck Creek Core Systems – End-to-End Transformation and Modernization Services | Duck Creek Platform Upgrade Services | Decommissioning and Version Upgrades

Case Study

100% Adherence to Regulation X in Mortgage Loss Mitigation

Read Case Study

94% cure rate & 87% collections on 'promise to pay' on residential mortgage & consumer loans

Read Case Study

20% lower costs while delivering same day turn around in loan servicing requests

Read Case Study

About Coforge Business Process Solutions (Coforge BPS)

Coforge BPS offers digital platforms and solutions to multiple industries, including the financial services industry. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries and Fortune 500 Companies.

Coforge BPS offers services as well as platform-based solutions like Copasys for enterprise wide automated QC and compliance, LoanAccel for pre-underwriting loan origination support, RETS for real estate tax services, SmartProp for property owner search reports and SmartTrak for reporting property taxes.

We help organizations deliver:

Transformation

using 12 digital platform solutions & 600+ business processes

Effective business outcomes

supported by Digital Platforms, Intelligent Automation, RegTech, Data & Analytics, & Omnichannel Customer Service.

Flawless execution

with a 100% commitment to SLAs and over 99% transaction accuracy.

Scalability

with 21,000 professionals with 7,000+ dedicated to business process solutions supporting 0.5B transactions annually across 5 global centers

Sustainable Business Growth

delivered with over two decades of industry

Strong compliance

with 100% adherence to regulatory and business requirements.

Our optimal blend of people, process, and digital solutions across the business value chain has helped drive tangible outcomes for our clients, their customers and partners.

- Banking
- Cards
- Mortgage Lending
- Title, Tax & Settlement
- Insurance
- Enterprise Wide Services