

# Delivering 99% Accuracy & Reduced Turn Time in Mortgage Underwriting



## The Customer

The Mortgage origination division of Top 25 US Bank

### Business Situation



Multiple challenges in Loan Underwriting

- Fragmented processes in origination cycle
- Poor Pipeline management
- Poor quality of loans

### Solutioning



Reengineered fulfillment process to streamline handoffs/ with different departments

Monitoring of loans between Conditional Approval and Full Approval to enhance pipeline management

### Execution



All underwriting request/queries consolidated to a dedicated mail box

Implemented change management procedures to help adhere to changing regulations

APPROACH

### Value Delivered



**14% improvement in underwriting quality** after implementation

**Improved straight through processing** achieved

- Reduced turn time for underwriting approval
- **Reduction in re-work**



*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**