

# SLK Helps Bank Move Up 5 Places in J.D. Power Overall Satisfaction for Mortgage Origination



## The Customer

Leading Top 20 U.S. Regional Bank

### Business Situation



### Solutioning



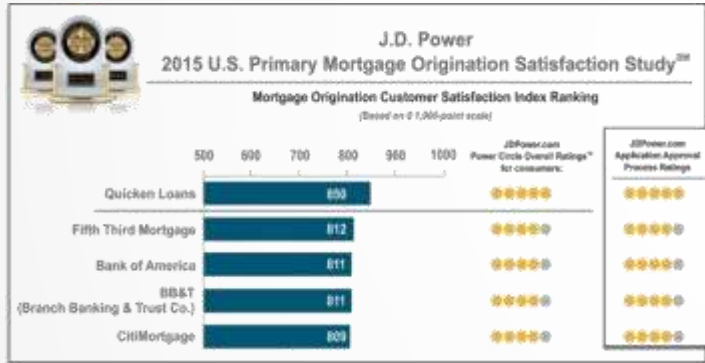
### Execution



### Value Delivered



J.D. Power 2015 U.S. Primary Mortgage Origination Satisfaction Study:



### APPROACH

An innovative customized 'Minimum Submission Checklist' from SLK reduced UW/Approval Turn time from **11 days to 8 days**

Additionally, SLK supports all of the Bank's Application & Approval functions and 80% of end-to-end Mortgage process

### Enhanced Client Market Rating on Origination Business

- **Improved customer satisfaction ranking**
  - **Bank moved to 2<sup>nd</sup> Rank (earlier 7<sup>th</sup> rank)**
- **Maximum increase** in scores in the "Application/Approval" process ratings factors



*SLK Team, I want to thank you and your team members for the positive impact you have driving results like these. Your leadership and passion ... ensures (the Bank) will continue to differentiate ourselves from our competitors.*

**Vice President, National BPO Fulfillment Manager**

Confidential Information