

## LIEN RELEASE - CASE STUDY

### In Brief

- A servicer had a backlog of lien release documents to process plus an immediate need to reduce staffing costs in the lien release department
- Indecomm developed and implemented a plan and process to clear the backlog, minimize the errors, and ensure lien releases are perfected within state compliance timelines
- Indecomm's client realized a 25% immediate cost reduction and met state compliance requirements

### Client Information

The client is one of the largest residential mortgage servicers in the nation.

### Background

The client's mortgage lien payoff division handles on average 35,000 lien releases per month. Lien release documents must be prepared and recorded in a timely manner to meet compliance requirements.

### Problem Statement

- Our client had an immediate need to reduce overhead and staffing costs
- They also had a backlog of lien release documents to be processed and recorded to avoid risk of falling out of compliance
- In addition, there was a high volume of rejected and/or unrecorded lien releases, which increased our client's risk of missing state compliance deadlines and potential financial penalties

### Solution Summary and Key Benefits

- Indecomm consulted with our client to gain a full understanding of their applications and various processes
- Indecomm and our client agreed on an extensive and accelerated training schedule for our associates to learn the applications and processes
- We developed a proprietary check application to process recording jurisdiction fee checks
- Indecomm created a plan to clear the backlog and meet state compliance requirements
- We deployed trained resources in the U.S. and India to support the required tasks
- Indecomm created reporting tools to assist in managing the workflow, ensuring quality, reducing costs and meeting state compliance deadlines

## The Result

- Our client experienced an immediate 25 percent cost reduction for the preparation and processing of lien releases
- Indecomm was able to demonstrate improved quality through the significant reduction in the overall lien release documentation rejection rate
- Indecomm's client was able to see improved turnaround time, which reduced the risk of financial penalties from not meeting state compliance deadlines

