

UNDERWRITING RESIDENTIAL MORTGAGE LOANS CASE STUDY

Indecomm Global Services Improves Client Efficiency in Underwriting Residential Mortgage Loans

In Brief

- **Indecomm Lending Solutions**

Initially, the Client needed a way to get their new loans underwritten more efficiently and within a reasonable amount of time and then be able to maintain those efficiencies as a standard. Additionally, the Client was looking for a more variable and cost effective model than staffing underwriters full-time, onsite.

- **Underwriting Services Outsourcing**

Indecomm underwriting staff is now a major part of the Client's normal workflow. We are part of their business model and have built a long-lasting, mutually beneficial partnership.

- **Timely and Accurate Underwriting**

Indecomm has helped the Client to maintain efficient underwriting turn times on their loans with excellent quality.

Client

Our Client has a 20 year history in the business and became one of the first lenders to offer mortgages to the public online and via a toll-free number. Additionally, this lender was one of the first to offer mortgage loans tied to the prime interest rate. This business model allowed for rapid expansion and quickly turned our Client into a leading national lender. When the industry began its slowdown, our Client underwent a difficult transition and consolidated several Operations Centers into one centralized Operations Hub.

Challenge

The Client's consolidation of Operations Centers, along with the changes in the industry, led to difficulties in maintaining underwriting turn times. Like many within the industry, our Client also had a desire to manage their costs in line with their current volumes. We started working with our Client in 2009 with both their correspondent and consumer business channels. This was the Client's first venture into outsourcing their front line underwriting projects for their consumer business channel. Our Client needed to get their new loans underwritten within a turn time acceptable both from a compliance perspective and to meet customer needs. They also wanted to be able to maintain reasonable underwriting times going forward and move their costs to a more variable model.

Resolution

Indecomm was able to offer a solution to the Client that helped their bottom line by allowing them to implement a variable model into their most expensive labor area. The Client was extremely behind with their turn times on new loan underwritings when we started working with them. With Indecomm's underwriting talents and business model, we were able to not only bring the Client's new loans up to date, but we continue to maintain reasonable underwriting times as a standard.

They do consider Indecomm an extension of their staff. When the Client grows, we grow with them.

Indecomm has been partnered with this client through a major restructuring and re-branding. Recently Indecomm was able to help the Client launch a new loan origination system (LOS) with minimal impact to the production levels for their clients submitting loans to them. They have been able to expand into additional offices and grow their retail presence since Indecomm helps their business so well.

Benefits

The benefits for the Client are significant, including maintaining reasonable turn times, cost effectiveness and growth in their markets.

Some of the most important advantages are improvements in customer service. We enable the Client to move loans more quickly through the underwriting process with quality underwriting. Indecomm allows the Client to deliver a high quality product in a reasonable amount of time.

Indecomm's ability to efficiently and accurately underwrite loan files has allowed the Client to concentrate on expanding growth in their retail presence. Through its collaboration with Indecomm, our Client experiences efficiencies and the expertise of an experienced underwriting team without the staffing, cost and space required to maintain one on site.

Major advantages for the Client:

- Timely underwriting
- Improved workflow efficiencies
- Ability to focus on market expansion
- Cost efficiencies

Indecomm Elements

- Underwriting skills
- Technical Expertise

