



# MORTGAGE PROCESS OUTSOURCING

## ORIGINATIONS OUTSOURCING

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# MORTGAGE OUTSOURCING CONSIDERATIONS



- **Why Outsource?**
- **Outsourcing Opportunities**
- **Benefits**
- **Challenges**
- **Other Outsourcing Considerations**
- **Balancing Low Cost with High-Touch Service**

# WHY OUTSOURCE?

- **Provide distinctive and enhanced service in a cost-effective manner**
- **Re-deployment of scarce capital to other businesses**
- **Flexibility in implementing business plan**
- **Enhances ability of companies to compete in competitive market**

# OUTSOURCING OPPORTUNITIES



- **Sales and/or Operations**
- **Specific Processes, Products or Entire Programs**
- **Wholesale or Retail Operations, Closing or Post Closing**
- **High Volume Transaction-Oriented Processes**
- **Voice and/or Transaction Processes**
- **Analytics – Portfolio, Bond, ABS**

# OUTSOURCING OPPORTUNITIES

(Continued)

## Loan Origination

- ▶ Lead Qualification (1003 Generation)
- ▶ Pricing / Product Support Desk
- ▶ Broker Desk (Inbound / Outbound)

## Loan Processing

- ▶ Assemble Loan File
- ▶ Order – Title / Appraisal / VoE / VoD / VoM / VoR
- ▶ Submit file for U/W
- ▶ Schedule Closing

## Underwriting Support

- ▶ Underwrite per lender / FNM / FRE guidelines
- ▶ Determine qualification and pricing
- ▶ Prepare and coordinate conditions
- ▶ Decision

## Quality / Compliance Check

- ▶ Pre-funding Quality Check
- ▶ Post funding Quality Check
- ▶ Detailed Scorecard and recommendations for process improvement

## Account Opening Services

- ▶ Doc Draw
- ▶ Indexing and Filing of documents
- ▶ Loan Boarding

## Loan Servicing

- ▶ Payment Processing
- ▶ Escrow Administration
- ▶ Default Administration
- ▶ Collections / Foreclosures

## Secondary Marketing

- ▶ Portfolio validation
- ▶ Pre-Securitization Data Integrity
- ▶ Custodial/Certification Function Support

## MBS/Mortgage Analytics

- ▶ Loan Level/Pool Level Analysis
- ▶ Research and Analytics Support

# OUTSOURCE BENEFITS?



- **Converts Fixed Costs to Variable Costs**
- **Enhances Service and Product Offering with Limited Incremental Costs**
- **Increases Existing Resource Utilization**
- **Enables Re-deployment of Capital**

# OUTSOURCE CHALLENGES?

- **Voice Neutrality and Clarity**
- **Skill Sets and Training**
- **Customization and Adaptability**
- **Exception Handling**
- **Customer Satisfaction**

# OUTSOURCE CONSIDERATIONS



- **Provider Experience**
- **Customer Status and Performance Reporting Capabilities**
- **Exceptions, Escalation and Intervention Protocols**
- **Customer and Data Security**
- **Accountability**

# BALANCING LOW COST WITH HIGH TOUCH

- **Outsourcing as an Enhancement to Business – Not Just a Cost Savings**
- **Continuity of Value Proposition**
- **Customer and Employee Support**
- **Matching Outsourcing Platform to Needs of Your Business and Customer**

