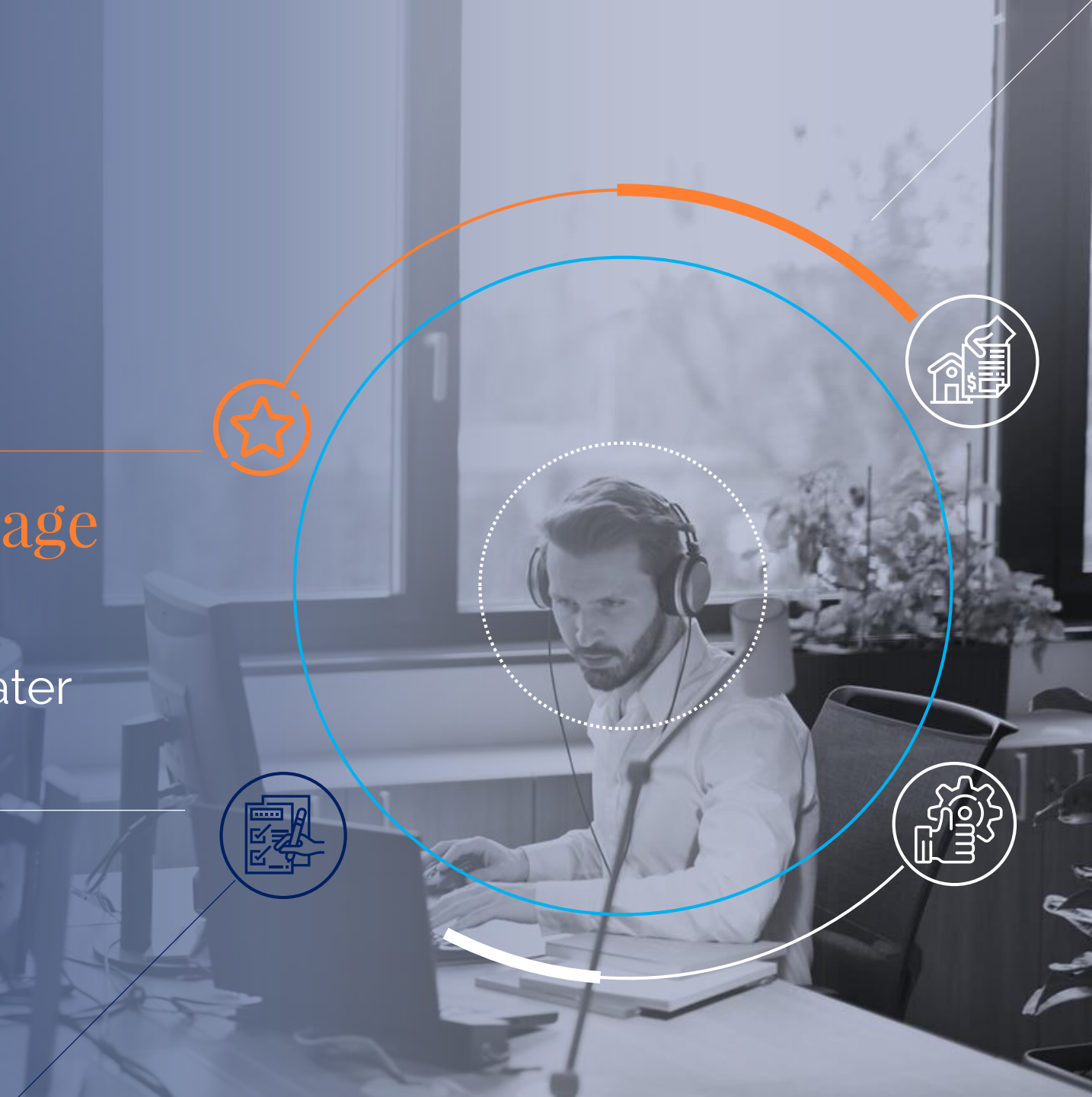




How robust is your mortgage post-closing process?

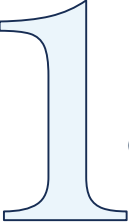


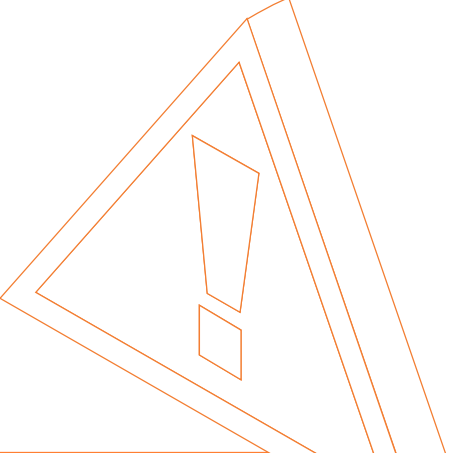
Assessing the key factors for greater compliance and profitability



Here's a reality check.

Critical defects that would result in the loan being uninsurable or ineligible for sale increased by **70% to 11.36% in the second quarter of 2018.** *

The top three defect categories were:

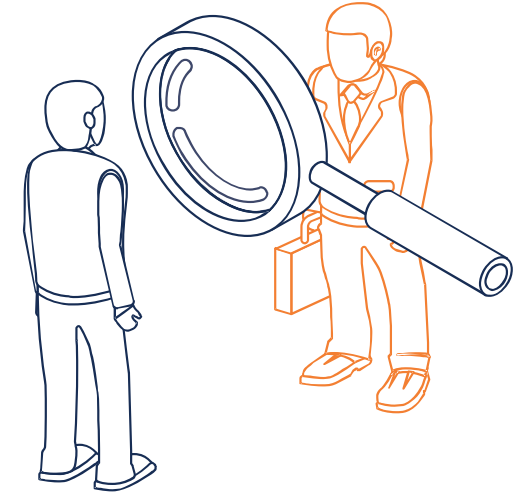
 Income / employment	 Loan package documentation	 Assets	
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Increase in defects in loan package documentation, for instance, leads to errors by settlement agents - such as closing table misses.

* Source: Mortgage QC Industry Trends Report

Post-closing is a complex process.

The post-closing process requires paying close attention to borrower qualifications and evolving regulatory updates. Doing so ensures timely compliance, mitigating reputational risks and expedited investor delivery.



Common challenges faced:

High operating costs: Due to inefficient and error-prone manual processes.

Scalability and backlog issues: Problems with document tracking and flow and inability to handle fluctuating volumes.

Delinquent pools and high holdback funds: Due to incomplete or inaccurate documentation.

Lack of robust dashboards and reporting: Hampers decision making related to changes to loan portfolios and loan approval workflows.

CFPB audits: Lack of internal policies aimed at protecting consumers and lack of employee training in CFPB best practices.

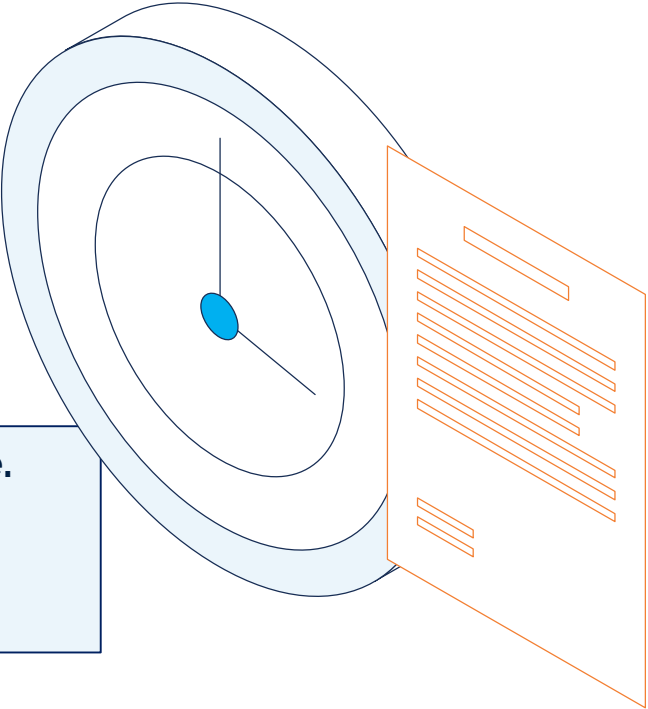
High repurchase risk: Inability to identify loans with the highest risk of defects due to poor quality control procedures.

Large number of custodial exceptions: Missing or improperly executed documents, non-existent sound documentation processes and workflows, and inability to flag document exceptions early-on.

Delays and inaccuracies impact on-time delivery of loans to agencies/investors, negatively impacting profitability.

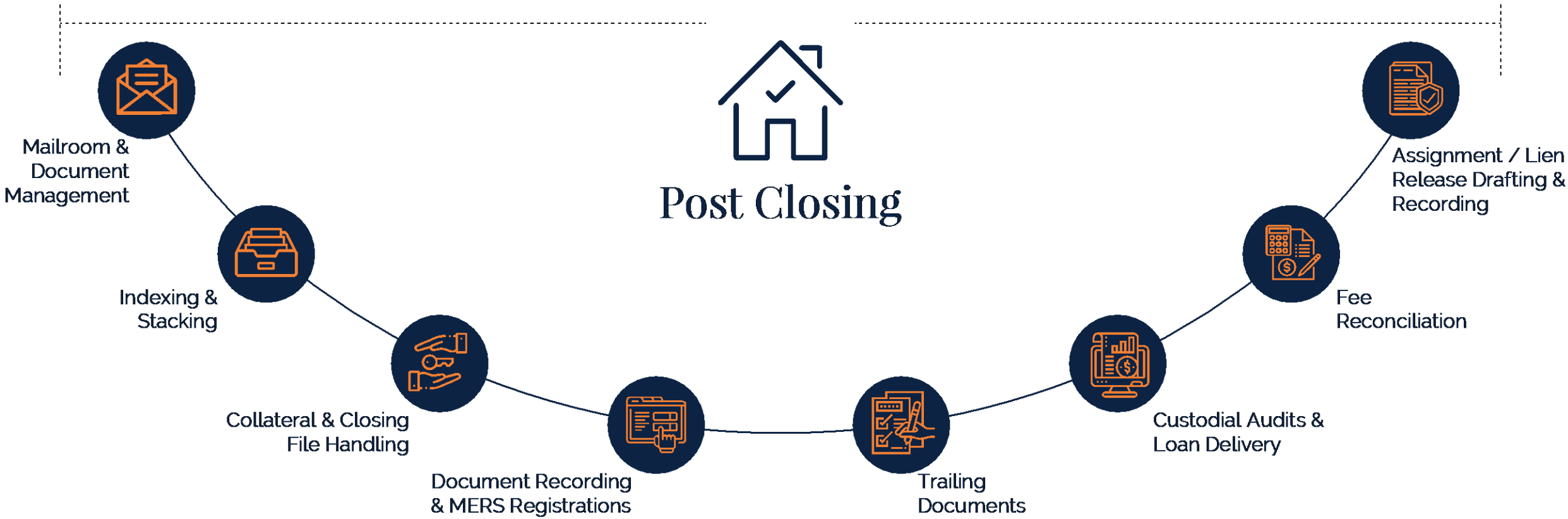
Late Delivery Penalties + Inaccurate Information Fines + Incomplete Documentation Holdbacks
=
Lower Sale Price Per Loan

Customer experience and efficiency are critical for lender success in the digital age. Stringent regulatory requirements demand proper documentation of forms, disclosures, affidavits, sales deeds and so on - prior to the initiation of transfer of ownership to agencies or investors.



How can you ensure successful post-closings?

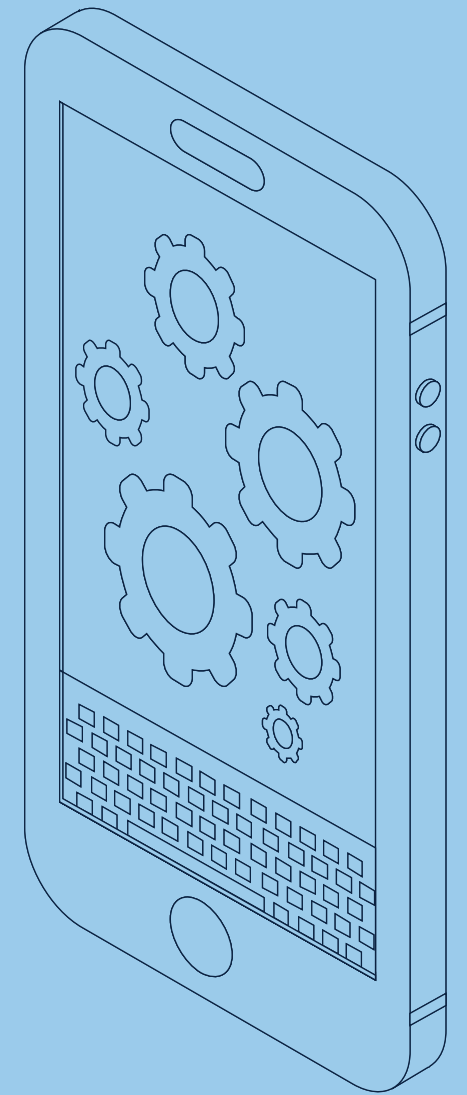
Executing, tracking and monitoring multiple processes – as shown below – is critical to timely delivery and compliance with stringent regulations.



But manual processes and the absence of workflows can get in the way.

It's time to combine technology with human resources to streamline the post-closing process, and improve efficiency, compliance and speed to market.

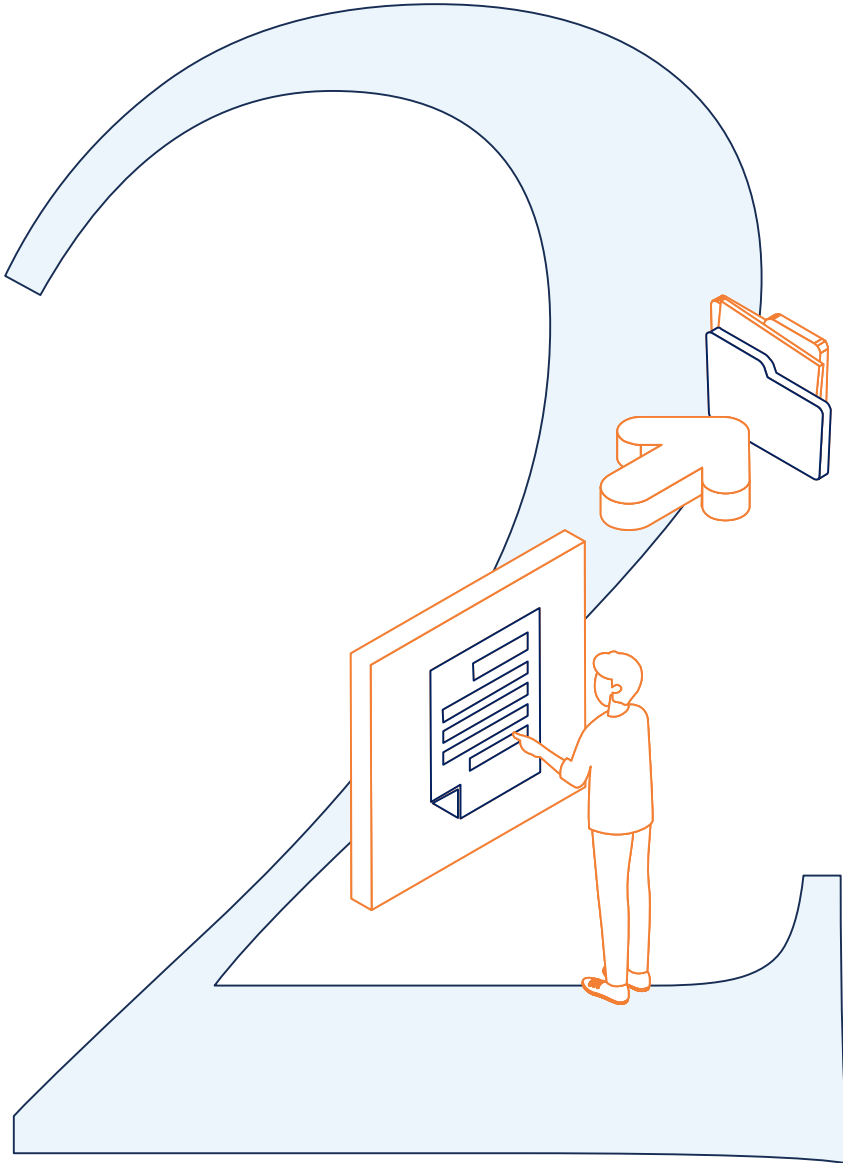
Here's how.



Leverage automated and customized workflows to create robust tracking, review and management of loan document files.

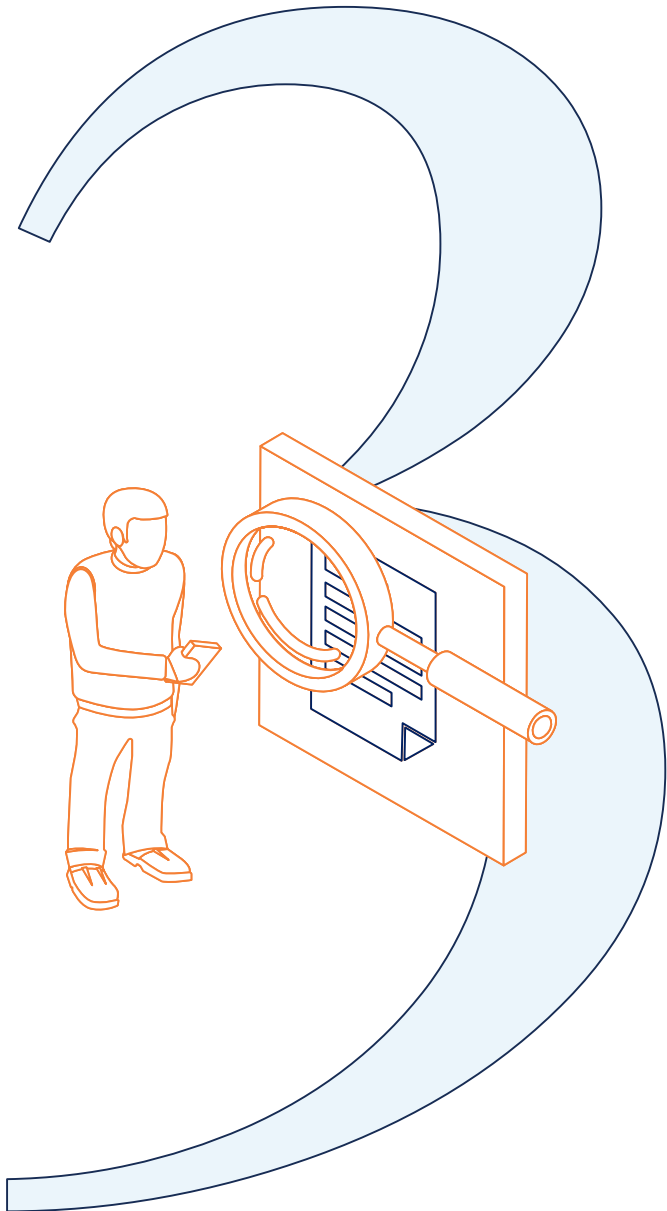
- Milestone-based tracking of closing and collateral packages and trailing documents.
- Proactive follow ups for missing documents.
- Automating custom sorting and re-packaging documents based on investor/agency requirements.





Implement best practices to ensure compliance with investor/agency requirements

- Ensure same-day Post-close Collateral and Closing Package reviews and exception clearing.
- Timely feedback to closers and notaries.
- Efficient final documents tracking and review.
- Robust fee audits and refund timelines to borrowers – CFPB compliance.
- Strong pre-sale audit including credit files and exception resolution.
- Streamlined full-file assembly and delivery - customized to investor/agency.



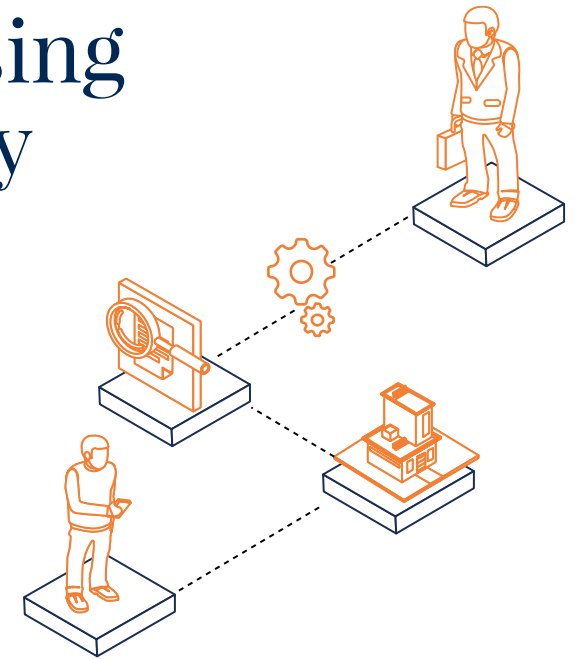
Create automated dashboards to empower C-level executives and managers with relevant insights to help them drive continuous process improvements.

- Trend analysis on loan document milestone timelines and portfolio reporting provides proactive insight on loan sale ability.
- Reports such as correspondent lender/settlement agent performance scorecard offer deep insights into performance metrics, enabling lenders to make informed business decisions.
- Utilize data and analytics from post-closing to improve pre-closing processes.

You can streamline the end-to-end post-closing process either using in-house resources or by partnering with an experienced vendor.

Partnering with the right vendor can help fast-track the process and provide considerable benefits:

- Cloud-based technology platforms and workflow models with flexible and integrated automated solutions for seamless delivery.
- Low initial investment with access to Software as a Solution (SaaS) and Business as a Solution (BaaS) for seamless integration and scalability.
- Vendor responsibility for updates and maintenance, reducing operational hassles and improving productivity.
- Identification of right-fit projects for automation, leading to faster ROI.
- Value stream mapping, systematic quality controls and standardized processes to drive improved governance.



THE OUTCOMES

- Lower cost of operations by up to 30%
- Reduce cycle times
- Enable robust reporting and analytics.

The success of your lending organization depends upon a robust post-closing process.

⚙️ Are the collateral and closing documents error free?

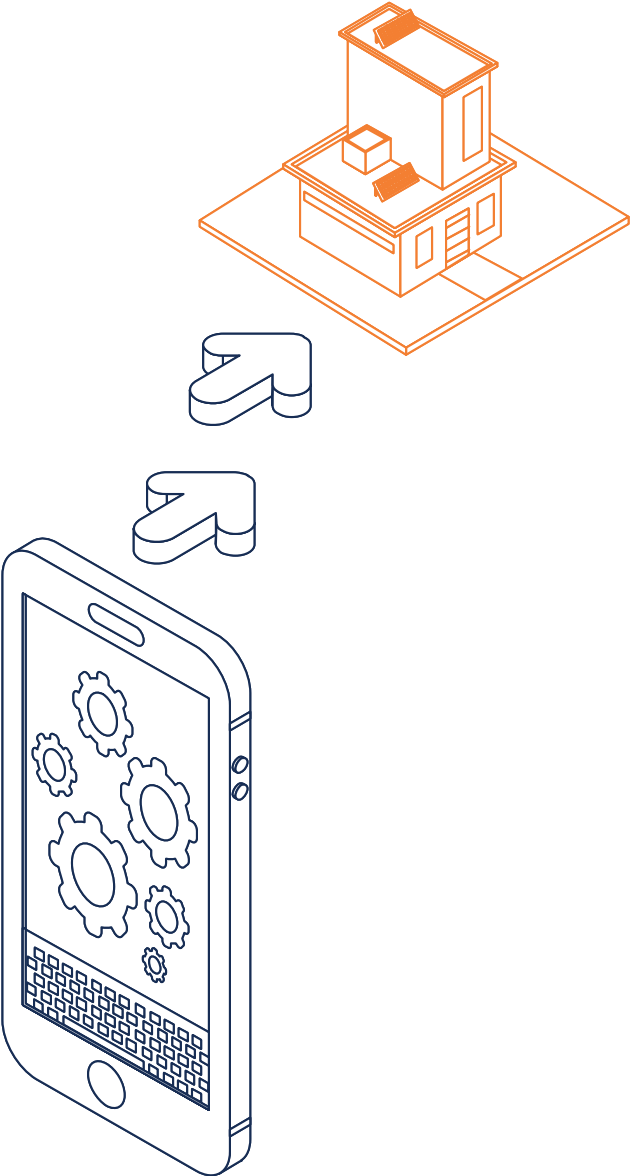
⚙️ Are the trailing documents being tracked effectively?

⚙️ Are you delivering files and documents in a timely manner?

⚙️ Is your mailroom process efficient?

⚙️ Are you able to proactively identify and resolve exceptions?

⚙️ Are you properly leveraging technology and automation?



Create a sound, compliant post-closing process while lowering costs and risks.

Sourcepoint's Post-close Document Services inject efficiency and accuracy into the collection, review, and delivery of loan files and trailing documents.

With extensive domain and compliance expertise, we are uniquely positioned to assist lenders in meeting their objectives such as enabling scalability, clearing backlogs, improving physical document handling and storage, tracking and managing trailing documents, and mitigating risks on compliance issues and CFPB Audit/Recording Fee reconciliation.

Contact Sourcepoint today to learn more about how our portfolio of hybrid and automated services can help you streamline your post-closing process for sustained success.

