20% Lower Costs while Delivering Same Day Turn Around in Loan Servicing Requests

1 Customer

1. Commercial & Consumer Mortgage servicing division of Top 20 US Bank

2 Business Situation

1. **Cost pressures,** large variety of requests and **poor response time**
2. **Large number and variety of customer requests** per month
3. 27,000 for Residential Mortgage
4. 19,000 for Consumer Loans

3 Solutioning

1. **Reengineered request fulfilment process** into separate queues for loan activities - cash and non cash processes
2. **Identified** the large variety of requests requiring specialized skills

4 Execution

1. Staff cross-skilled to perform **similar 'grouped' functions**
2. **Monitored pipeline** to manage staffing and re-allocate resources

5 Value Delivered

Improved overall customer Service

1. SLK turned around 80% of work within same day
2. Turn time improved from 5 to 3 days for settlement of transactions

Sustained savings

1. Consistent 20%+ cost savings since inception of process

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