

Adobe solutions for eMortgage enablement

Improving eMortgage capabilities, from loan sourcing to servicing



Accelerating mortgage processing

According to Forrester Research, Inc., the average mortgage process involves as many as 35 manual handoffs.¹ By harnessing electronic processing with Adobe, exchanges occur onscreen with little effort.

Adobe LiveCycle Enterprise Suite

- Streamlines and automates business processes to help people interact with information more effectively
- Enables financial firms to create engaging online applications that make processing customer requests more efficient and accurate
- Features dynamic document generation to help financial firms create more personalized customer communications

Whether the real estate market is hot or cold, banks and mortgage providers still face intense competition for business. To attain a competitive edge, they must reduce cycle times and close deals faster. However, many still rely on paper forms, faxes, and e-mail documents to coordinate with legacy systems, which increases the chance for error and noncompliance and slows down the process. Consider these important points:

- Rekeying data from paper applications costs money, takes time, and introduces errors.
- Origination processes were designed for single channels, but lenders now need to include web, fax, phone, and paper processes.
- Abandonment rates are high because applications are long and complicated.
- Funders and other third-party reviewers and services are not linked to each other's systems.

These problems all inflate the cost and slow the speed of mortgage origination, processing, and servicing. The result is business lost to more efficient competitors.

Making mortgage processing more efficient

Solutions based on Adobe® LiveCycle® Enterprise Suite software help financial institutions overcome these challenges by streamlining the steps of mortgage sourcing, origination, processing, and servicing. LiveCycle ES:

- Enables lenders to produce rich Internet applications (RIAs) for research, selection, and application processes, making loan sourcing and servicing easier for customers, employees, and brokers
- Minimizes the manual steps involved with credit scoring, underwriting, and pricing—making loan processing faster and easier to coordinate
- Helps ensure that important closing documents are on time, accurate, secure, and compliant
- Provides support for digital signatures so managers can verify the integrity of a document and the identity of the signing party—all online

1. Source: Forrester Research. February 2003.

1. Loan sourcing



Borrower researches mortgage options and selects a mortgage product.



Application information is submitted according to business rules and industry standards.



Disclosure document set is dynamically generated based on borrower account info. Signed application package is submitted.



Completed application data is validated for accuracy.

2. Loan processing



Loan officer and/or underwriter review loan file and determine whether loan is approved.



Materials are dynamically generated and delivered to service providers, partners, and borrowers.

3. Loan closing



Closing agent reviews dynamically generated closing package and verifies against document checklist.



Borrower signs closing package, documents are notarized, and final copies are distributed as needed.



Transaction is recorded by county recorder.



Loan is funded, and the note is transferred electronically.

Increasing customer acquisition and retention

Adobe helped a leading U.S. mortgage provider speed loan processing by linking Adobe PDF application forms to back-end systems. Now customers can complete applications offline, minimizing abandonment and rekeying. The organization also dramatically cut costs because it no longer had to create, print, collate, and deliver 15 million pages of loan packages each month.

Save money with electronic processing

Mortgages processed electronically from point of sale to closing have shown savings of US\$1,200 to US\$1,500 per transaction, according to the eMortgage Alliance.²

Reducing costs and streamlining the lending process

Adobe solutions for eMortgage enablement help lenders reduce costs by automating steps that require paper. They also enable banks to create a single, easy-to-use interface that contains all the customer information needed for efficient processing. With these solutions working seamlessly together, lenders and mortgage brokers can:

- Streamline document capture and routing to include all participants
- Eliminate manual steps, close more business, and reduce costs
- Lower error rates and lessen time spent fixing errors
- Automatically generate and print compliant mortgage documents
- Leverage industry standards, such as XML, to integrate with current and planned systems
- Extend legacy systems to get more value out of existing assets

Extending the process across channels and over firewalls

Adobe can help support mortgage processing across multiple channels, including self-service, creating a more convenient process for customers. No matter what the channel, Adobe PDF documents look like familiar paper forms, increasing applicants' and employees' comfort with online processes. This also benefits lenders. Since online channels are so cost-effective, customer adoption of these channels improves profitability.

Using free Adobe Reader® software, customers can fill out applications online or offline and save applications locally to complete them later. Considering the complexity of mortgage applications, the ability to participate offline could significantly minimize abandonment.

On the back end, Adobe can prefill applications with information from lender records—such as name and contact information—to save customers time, improve accuracy, and reduce abandonment.

Adobe solutions make it easier for lenders to include employees and third-party approvers in workflows. Banks and mortgage brokers can implement automated processes that adhere to business rules, policies, and regulations. Participants simply use Adobe Reader software to review and act on applications. Trailing documents such as income statements and property assessments are all attached to the application as a single, organized file.

2. Source: Mortgage Bankers Association Cost Study, October 2005.

Automating mortgage processing

Banks can automate mortgages from sourcing to servicing, even when steps require paper—for example, when a form requires a wet signature. With Adobe, brokers don't need to rekey the information from the paper form. Rather, the software scans the form and automatically decodes the barcode, extracts the data as XML, and shares it securely and automatically across a range of back-end applications. This eliminates delays and errors. Lenders immediately capture all the information they need, including signatures, and can now automatically and dynamically assemble mortgage documents based on business rules.

Improving process control and compliance

Adobe solutions support industry standards such as those from the Mortgage Industry Standards Maintenance Organization (MISMO) and the Property Information Systems Common Exchange Standard (PISCES). In addition, they help ensure process integrity at each step, which is critical for institutions that must produce documents that are compliant for customer delivery and archiving. Adobe makes it easier for banks to ensure everyone works with current versions of forms and to maintain an audit trail of documents and processes.

Doing more business

Solutions based on LiveCycle ES improve the efficiency of eMortgage processes by making it faster, reducing or eliminating manual steps, improving data accuracy, reducing the drag from trailing documents, and lowering error rates. Only Adobe can do all of this—and leverage lenders' current systems.

For more information

To learn more about Adobe solutions for eMortgage enablement, visit www.adobe.com/go/fsi_emortgage, e-mail FSIpractice@adobe.com, or call 888-649-2990.



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