



Case study

U.S.-based Mortgage Lender Accelerates the Loan Approval Process Providing Improved Self-Service Automation Features

Overview

A top ten mortgage lender in the United States has been providing loans across the country for nearly 40 years. In an effort to speed and simplify the loan approval process, a practice that is traditionally long and cumbersome, the mortgage provider enlisted mobile technology to allow for self-service automation. With the customer in control and able to provide information at their convenience, the loan process is shortened and simplified, allowing the organization to serve more customers than if they were to utilize only traditional processing methods.

Challenge

New multi-channel interactions and tech-friendly customers naturally forced the organization to consider changing the way in which they interacted with their applicants, including their information gathering and approval initiatives. At the same time, while new strategies and technology-focused processes were being considered, the management of risk and control in such a closely regulated space also needed to be carefully evaluated. This fine-line of what can be accomplished technically, and what is allowable under law, was kept in careful consideration.

a2ia Mobility Benefits



**MOBILE WORKFLOW
POWERED BY SELF-SERVICE
AUTOMATION.**



FAST AND SECURE.



**OFFLINE & CLIENT-SIDE
FEATURES.**



**SHORTENED & SIMPLIFIED
PROCESS THAT IS NO
LONGER TIED TO BUSINESS
HOURS.**

Solution

a2ia Mobility™, a patented software toolkit, was selected as the engine to power the mortgage lender's mobile app. Customizable and flexible, the SDK sits seamlessly inside of their iOS and Android apps to deliver on-device and client-side capabilities for document clean-up and image analysis.

Once the application process is started, the applicant can download the mobile app onto their smartphone or tablet. From here, they can track their loan progress and perform various tasks from the convenience of their home, to advance their status towards an approval.

Deliver **on-device** & **client-side** capabilities for **document clean-up** & **image analysis**

Simply and easy to use

1. When supporting documents are required, such as drivers' licenses, tax forms, marriage licenses, etc., the user simply logs into the app and clicks on the "Upload Document" button.
2. From here, the user selects which document they are providing, snaps a photo of the ID or form, and *a2ia Mobility* does the rest.
3. With automatic image correction, *a2ia Mobility* fixes the skew, removes shadows and noise, and provides the app a pre-processed, corrected image. With offline functionality, this is performed directly on the mobile device, without the use of a server, data connection or Wi-Fi.
4. The corrected image is displayed within the app and once the image is "approved" by the user, it is sent to the Loan Officer who can accept or reject the document based on internal requirements and regulations.
5. The applicant is then notified of the document's status and can be kept informed, in real-time, of the application's progress.

Results

Both the applicant and the lender benefit from the inclusion of mobile technology into the loan approval process.

By moving functionality to the mobile device and enabling self-service automation, the applicant gains more control of the lending process and can deliver required information to the Loan Officer at their convenience, shortening and simplifying the time to an approval. With the flexibility of providing information and documentation from anywhere, at any time, the applicant is no longer tied to business hours or a scanner or fax machine. The entire process can also be tracked via the mobile app, enabling transparency.

About *a2ia Mobility*

a2ia Mobility[™] is patented a software toolkit (SDK) that delivers capabilities directly to the phone or tablet and enables new opportunities for banking customers, merchants, corporations and field agents looking to capture information in locations that reach beyond the traditional office.

Supporting real-time business operations, *a2ia Mobility* is powering next-generation solutions that process documents such as checks, ID cards and other forms and documents. *a2ia Mobility*'s client-side capabilities include all check usability (IUA), image quality analysis (IQA) and data extraction features, and its global footprint meets local truncation requirements.

For more information, visit www.a2ia.com or call +1 917-237-0390 within the Americas, or +33 (0) 44 42 00 80 within EMEA and Asia.

