

## America's leading community-based financial services company selects Encapture® to improve onsite capture

*Distributed capture leveraged to facilitate immediate loan modification negotiation and processing*

### The Client

The client is one of the ten largest banks in the US. It made a massive acquisition during the financial crisis that substantially increased its portfolio of troubled mortgage loans. It is now one of the top mortgage originators and servicers.

The bank cherishes its reputation for good customer relationships. The increase in mortgage delinquencies and potential foreclosures posed a threat to that reputation, and to the financial success of many of the bank's customers.

### The Problem

When the federal government deployed HAMP (Home Affordable Modification Program) to forestall foreclosures, this client, like other leading mortgage lenders and servicers, launched a massive program across its nationwide holdings. The program involved:

1. Collecting many documents from troubled homeowners,
2. Determining which homeowners were entitled to a trial loan modification based on the documents supplied, and
3. Negotiating the terms of the modification.

The program faltered in part because of the difficulty of collecting all the required papers and assembling, in a single location, a complete file of all the documents needed for a loan to be modified. All parties were frustrated – customers, regulators, and banks. The client believed it was exposed to reputational risk as well as the risk of losing good customers because of the paper intensiveness and time-consuming nature of the HAMP process.

*“Now we know we can make HAMP work smoothly for our customers. Encapture has helped us demonstrate that we are committed to the goals of HAMP, to serving our customers well, and to converting paper-intensive processes to smooth workflows.”*

*Encapture user,  
Leading community-based  
financial services company*

### The Solution

The client chose Encapture®, Imagine Solutions' enterprise capture platform, to automate the document collection process of the HAMP program. The bank announced a series of community-based HAMP workshops at various locations across their servicing area. Encapture was deployed on site to digitize customers' documents on the spot. With minimal training for the temporary workers, it instantly and securely digitized the documents, applied the proper indexing, and stored them in the bank's repository. The scanned documents became part of the system of record. The complete file, with both the historic and newly gathered documents, was then routed to the on-site negotiators.

Once the complete file was reviewed, borrowers were informed then and there whether they qualified for a trial modification. If they did, they worked out the terms of the trial modification with the on-site negotiators.

### The Benefits

In less than six weeks, the bank had a functioning remote capture capability that solved a process bottleneck and was portable to other sites as needed and integrated with its loan processing systems.

All parties benefitted. Anxious borrowers got timely, informed answers. Instead of sitting for hours on the phone with distant call centers, instead of faxing their documents repeatedly, or getting confusing instructions, borrowers were able to solve their document issues on-site with the help of trained loan modification experts.

This Encapture-driven success let the bank demonstrate its commitments to helping customers avoid foreclosure and to helping regulators obtain information about the progress and efficacy of the HAMP program. The bank improved its chance of retaining good customers for future business while securely handling customer information without risk of privacy breaches.

By capturing the information digitally, the bank avoided the cost of manually managing paper-based documents -- gathering large files, copying them for a variety of purposes, transporting them, storing them, and making them available to other parties.

### Achievements:

- ✓ Portable remote capture capability
- ✓ Better customer service
- ✓ Integration with the system of record
- ✓ Synching with original loan files
- ✓ Near-real-time processing

*To see how your organization can experience similar benefits, contact Imagine Solutions today at:*

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