

Mortgage Lending

- Streamline mortgage lending from origination to servicing
- Provide borrowers with a secure, fully digital mortgage experience
- Reduce time to yes while ensuring risk policy adherence
- Manage loan processes efficiently across multiple channels

The COVID-19 crisis and related economic impacts brought lower interest rates, which accelerated and increased the volume of refinances and purchases. A paper-intensive process, mortgage applications typically generate up to 500 documents—and this excludes documents for loan servicing. These fragmented, manual processes can result in human error and make it difficult to enforce policies and procedures for “Know Before You Owe” rules, TILA-RESPA Integrated Disclosures (TRID), and Unfair, Deceptive, and Abusive Acts or Practices (UDAAP) compliance.

Due to social distancing, regulators are now more open to adopting new technologies such as eClosing. And yet today’s borrowers and brokers expect a fully digital experience, forcing lenders to focus on improving interactions and increasing customer engagement.

Meet the challenge

Appian enables end-to-end digital origination and servicing, with intelligent document processing, automation, and natural language processing for chatbots that execute customer requests.

Appian mortgage lending:

- **Streamlines processes**, with access to audit history across businesses and regions for increased speed, ease, and accuracy
- **Delivers exceptional interactive customer experiences** across channels, from origination to closing the loan through eSigning and eClosing
- **Unifies and extends systems** through combining business process management (BPM), artificial intelligence (AI), and robotic process automation (RPA)
- **Accelerates processing** with digital tools and functionalities including intelligent document processing

Focus

Deliver key capabilities for effective mortgage lending with an automated approach that enables:

- Improved internal controls and oversight
- Quick adaptation to changing business models and regulations
- Reduced manual and paper processes, data entry errors, and potential compliance violations
- Increased visibility across data sources, eliminating silos

Take control

Quickly build, deploy, and scale lending and payments initiatives with enterprise solutions, including:

- Loan origination
- Loan management
- Management of bank payments and card operations
- Stimulus lending programs (e.g., PPP, CBILS, CLBILS, BBLSI)
- Fast credit lending programs
- SWIFT gpi cross-border payments case resolution

Prepare for the future

Get innovation right the first time, quickly prove value, and build on success.

With Appian's low-code automation platform, financial institutions can accelerate application development while leveraging legacy IT investments.

Build web and mobile applications faster, run them on-premises or in the cloud, and manage complex processes end to end without limitations.

Financial services leaders trust Appian:



Use Appian to transform your mortgage lending. Learn more at: appian.com/finserv

appian

Appian provides a low-code automation platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian solutions to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit appian.com/finserv