

Mortgage Director

A Next-Generation Enterprise Mortgage Software and Mortgage Lending Technology Solution

Mortgage lenders are challenged to deliver a more efficient lending process in tandem with a compelling borrower experience. Mortgage Director from Fiserv delivers powerful tools to reduce risk, lower costs and close loans faster.

The digital mortgage is not new, but it is evolving. Financial institutions and lenders are realizing that it's not enough to simply deliver a great consumer experience. If there's not a strong connection between your digital borrower experience and your back-end user experience, you're losing efficiency.

As your single source for lending technology, Fiserv brings all those components together. With a single-source provider, lenders save time on implementation, have reduced support costs and establish higher-functioning end-to-end workflow. We're able to eliminate the vendor oversight, vendor risk and due diligence required when there are multiple parties to manage. This type of complete lending ecosystem ultimately delivers a better experience for consumers.

Simplify the Complex

Mortgage Director is an intelligent loan origination system that leverages digital technologies to streamline data collection and automate best-practices workflows, loan tasks and data validation processes. This advanced automation enables your teams to focus on the points where human interaction is needed most. And by leveraging the unique advantages of using Fiserv lending technology exclusively, you're better able to maintain loan quality and certainty through the entire transaction by mitigating risk, compliance and loan defects.

Financial institutions and independent mortgage bankers are well aware of the issues related to compliance, regulation and margin risk associated with mortgages in today's environment – but may not realize how digital capabilities can greatly simplify the process. Manual processes are cumbersome and prone to error, and there are countless compliance rules to consider. The Fiserv approach dramatically simplifies and improves the experience for consumers and your operations staff by having thousands of workflow rules preconfigured with industry best practices.



An Intuitive Digital Engagement Portal

A key component of Mortgage Director is OriginateSM Mortgages from Fiserv, a personalized, self-service, digital channel experience that empowers customer engagement. While Mortgage Director provides the foundation for a highly automated mortgage experience, Originate Mortgages takes the mortgage origination experience to the next level with a unique consumer portal.

Driven by data and automation to reduce the friction customers experience today, Originate Mortgages enables your customers to engage in intelligent, collaborative experiences that include a personal and simplified information-gathering process, and easy comparison and selection of loan program and rate options. The solution also creates a more intelligent experience for important milestones such as automated loan decisions, delivery of important initial documents and disclosures, digital signatures capabilities and loan team communication.

Originate Mortgages is designed for financial institutions and mortgage bankers seeking a seamless and compliant consumer direct origination strategy, enabling mortgage loan officers to be more productive and providing consumers with a choice for how they engage their financial institution. It begins with an online inquiry and supports collaboration through to closing.

Accurately gathering data and documents for complete applications, Originate Mortgages issues an automated response and streamlines the entire origination process with integrated messaging, loan status updates, document delivery and online conditions. This results in a more efficient process and improved customer experience.



Key Features

- Rules-based engine power lender efficiency
- Best-of-breed industry partner integrations
- Single system of record that supports consumer direct, call center, retail, wholesale and correspondent lending channels
- Fully automated conforming, portfolio, HELOC and closed-end second programs
- Maximum loan-level revenue with secondary marketing and warehouse line management tools
- Integrated imaging, optical character recognition (OCR) and intelligent character recognition (ICR)
- Agency approved for Day 1 Certainty[®] data workflow and automation
- Advanced software as a service (SaaS) technology stack
- Robust RESTful API services library, documentation and support
- Speed to market; go live in 90 to 180 days
- Compliance confidence

A Direct Connection

Designed to simplify the mortgage banking process using best-of-breed vendors, Mortgage Director includes seamless vendor interfaces encompassing a wide range of solutions, including but not limited to credit reporting, automated underwriting, appraisal, mortgage insurance, flood certifications, fraud detection, high cost analysis, Home Mortgage Disclosure Act data and initial disclosures. The laborious process of manually signing seemingly countless closing documents is eliminated with e-signing capabilities. All of our interfaces are designed for efficiency, automatically populating screens, forms and automating workflow with the retrieved information.

The Digital Opportunity

Using digital technology, machine learning and automation, you can streamline mortgage transactions and reduce loan processing costs. An intelligent, holistic process considers the full ecosystem and all the players.

Digital mortgage capabilities can deliver a dramatically improved consumer borrowing experience and enable financial institutions to expand their footprints to markets where they don't have a brick-and-mortar presence, or where loan originators aren't available. It's an opportunity to make the borrower experience easy and intuitive, and to deliver a differentiated experience quickly and accurately.




Key Benefits

- Deliver a self-service mortgage origination experience
- Remove the friction points that occur when applying for a mortgage loan
- Improve staff efficiency by focusing on the tasks that matter, knowing data is verified and important milestones are met
- Offer more products and expand revenue by lowering costs and decreasing complexity
- Expand visibility to your brand and create customers for life



Connect With Us

For more information
about Mortgage Director:

 800-872-7882

 getsolutions@fiserv.com

 [fiserv.com](https://www.fiserv.com)

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today.

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