Mortgage Origination and Servicing Solution
Automating the complete Mortgage Lifecycle

eFIRST Origin is a flexible, and highly configurable, web-based mortgage origination and servicing solution that is in use throughout the lending marketplace. It provides a managed environment to automate the complete mortgage lifecycle from POS through to post completion servicing and redemptions for all types of secured and unsecured mortgages and loans. A modular solution, eFIRST Origin allows clients to purchase a complete system or alternatively a standalone origination platform, or a servicing platform, if the requirements are for managing only part of the process.

• Automates the complete mortgage lifecycle from POS to post completion and redemption.
• Latest technology, encompassing flexible web-based solutions and services.
• Supporting all channels of communication and introduction.
• Tailored automation of workflow and task allocation activities.
• Multi-product sourcing, selection and maintenance.
• FSA and CCA compliant processing, documentation and calculations.
• Fully integrated servicing suite available.

Key Features:

Origination Platform
A multi-channel solution, eFIRST Origin comprehensively supports a consumer or introducer website to improve the speed and reduce the cost of the mortgage origination process. It manages all origination processes including client data capture, product selection, document production and managing the client offer.

Complete End-to-End Servicing
eFIRST Origin is a fully featured servicing platform for mortgages and loans. Accounts are processed from completion to redemption including interest charging, payment collection (direct debit or internal account), currency switches, statement production and redemption quotation and processing.

Compliance
eFIRST Origin has been designed to adapt rapidly to the constantly shifting emphasis within the mortgage industry and regulatory environment. The tools provided by the system ensures full compliance with FSA and CCA regulations at all times.

Multi-Currency
eFIRST Origin has been designed with multi-currency loans at it’s core. Mortgages can be in one or more currencies with the documentation to match. Switching between currencies is fully supported including the associated calculations and transactions.
**DIP, KFI, Underwriting and Product Selection**
eFIRST Origin has a sophisticated product sourcing, selection and maintenance suite to ensure the most appropriate products are offered to the client. The system can be configured to apply product rules at each stage of the process to ensure that the mandatory client information is collected so that full underwriting rules can be applied. In addition to creating the offer document, Decision in Principle (DIP) and Key Facts Illustration (KFI) documents can be automatically generated at the appropriate stage of the client offer.

**Workflow and Task Management**
eFIRST Origin is a workflow-based system offering fully configurable task generation and management. Overdue tasks are monitored by the system and escalation procedures can easily be put in place. Any document generated by the system can open tasks, and tasks can be presented to third parties such as solicitors or valuers for completion.

**Document Creation**
eFIRST Origin can be configured to automatically generate documents at the appropriate stage of the process. It uses a large library of fields from the system’s database, or from external feeds, that can be accessed and managed by an authorised administrator. These documents can be complex KFI’s or simple messages. A library of configurable document templates is also included.

**Full Audit Trail and Histories**
eFIRST Origin records a comprehensive audit record of all system and data changes providing a complete record of all activities performed on the system.

**Usability**
From a user’s perspective, the eFIRST Origin software is very easy to learn and use. All on-line help files and printed documentation are written in plain English, and system navigation is intuitive. Users are only presented with functions they are authorised to use.

**Management Information**
The solution provides lenders with customised management information. The system features a structured SQL database whereby staff can design and schedule their own reports using standard reporting tools. In addition, there is a pre-built interface into Crystal Reports.

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**BancTec’s client base includes blue chip lenders and packagers, past and present, many of them leaders in their market niche:**

- Metro Bank
- HBOS Offshore
- UBS
- Lloyds TSB
- GMAC RFC
- Bear Stearns
- Preferred Mortgages
- Blemain Group
- The Co-operative Bank
- National Guarantee
- National Counties Building Society
- Barnsley Building Society
- Vernon Building Society
- Solent Mortgage Services
- Arbuthnot Latham & Co
- Victoria Mortgages
- Enterprise Homeloans
- The Mortgage Operation
- High Street Home Loans
- C2-financial
- Vesta Money
- AToM Group
- The Finance Centre
- The Mortgage Business
- Retirement Plus
- Cambridge Building Society
- Hadenglen PLC
- Universal Building Society
Forms Technology

Data entry pages within eFIRST Origin are easily constructed using simple page definitions and maintenance functions. These application forms are made up of pages consisting of fields known as dictionary items allowing the system to capture client and product data in a structured format. eFIRST Origin validates the client data as each page of the application is completed and automatically highlights any missing data with a marker adjacent to the empty field to prompt the client. The system ensures the client completes all mandatory fields on each page before they are allowed to continue with the next step. Maintenance facilities allow administrators to rename dictionary items, set items as mandatory data, allow users to add notes to an item, add a button to provide the user with a help function and enable the copy function (useful where there are multiple applicants). Submitted enquiry data can be used as a basis for identifying an appropriate mortgage product quotation or to validate against selected products.

Flexible on-line forms can be easily generated to capture customer data.

Users are given the opportunity to request any number of quotations, following which a full online application can be completed.

Product Maintenance and Sourcing

eFIRST Origin has a unique and highly sophisticated product creation suite providing easy design and maintenance for all lending products including specialised risk related schemes. Features such as base rates, fees, documents, commission levels and eligibility criteria can be configured either at an individual product level or for a product set. This allows for effortless creation and amendment of product set-up. The information provided by the user is compared with the mortgage product database. The system provides a list of the available mortgage products that the customer is eligible for. It also allows the user to sort the available products by a number of different criteria. Any rules breeches are highlighted and product switching is supported at any stage of the process. Users are given the opportunity to request a number of quotations, KFI’s and interfaces between eFIRST Origin, and credit rating agencies such as Equifax and Experian are also included.
Introducer Support

Introducers are fully supported by the system providing them with enquiry management, product selection, KFI generation, on-line applications, full case tracking, task management and MIS capabilities.

Developed using the latest web technology and designed to compliment an existing website, the introducer support component is the ideal tool for offering higher levels of service to the introducer channel. With direct 24 hour internet access, and with both brokers and clients having their own unique logins allowing them to track the progress of their applications from start to finish, eFIRST Origin provides a powerful tool for you to gain a significant competitive advantage.

The system provides useful information for your introducer channel including; commissions pending, commission history, cases pending and cases submitted.

Mortgage Processing and Workflow

eFIRST Origin workflow supports all activities related to processing mortgages. All key processes are fully configurable and are supported by “user maintenance” functions.

Being entirely browser-based the system will support geographically distributed processing and management activities. Access to the system can be available 24 hours a day via the Internet. This also allows for easy implementation and maximum flexibility. In addition, status tracking information can easily be made available to clients.

The system manages all the tasks associated with every application. Each customer case is monitored through every step of the process to ensure all activities are performed to schedule.
Document Production

The document production system allows documents to be easily created from eFIRST Origin. These documents are based on user maintainable templates that are instantly populated with the relevant client and product data.

Documents can either be generated by the user, eg, the KFI, or automatically created by the system, eg, annual statements. The document templates are created and maintained using Microsoft Word. When Word opens, the system automatically generates the required template and provides the user with easy access for editing.

- Application form generation to receive and import client and product data.
- Data capture, mortgage servicing and search & enquiry screens.
- Full audit trails for all sales activities, product sourcing decisions and servicing tasks.
- Task scheduling, case management, prioritisation and escalation.
- Automated payment processing including direct debits.

A ‘documents’ button presents a window to the user with a list of available documents associated with each business function. The user can select any document they would like to produce and indicate what sections should be included. Once a document has been produced they are automatically stored in the system. At any point a user can then open any one of these documents for editing and printing.

An audit trail and historical archive provides details on each document created, edited or printed, allowing users to track changes, return to previous versions and to ensure the correct document version is always used. The system can also convert any document into a non-editable PDF file for complete document integrity.

- General Ledger interface provided.
- Management dashboard and reporting.
- Compliant documentation; DIP, KFI, offer and servicing docs in Microsoft Word and PDF formats.
- Financial and APR calculations.
- Full audit trail records all activity on the system.
- Archive of all documents.

eFIRST Origin automatically generates KFI, DIP and offer documents at each stage of the process to ensure you remain compliant and provide the best service to your clients.
Compliance

eFIRST Origin has been developed to address all FSA and CCA compliance issues. The eFIRST Origin compliance module has been created using the latest web technologies for speedy implementation across internal networks, as well as introducer access via the Internet.

BancTec’s implementation services ensures each solution is delivered successfully and tailored to the requirements of each client. BancTec uses established methodologies such as the PRINCE 2 framework to scope and plan the project in conjunction with the client.

Implementation & Support

BancTec has an experienced project team that are experts in mortgage and lending applications. With a strong track record of successful delivery, our clients have access to our team of implementation, technical, training and development consultants, as well as access to BancTec’s quality assurance team.

In addition, on-line manuals and specialised training courses provides an interactive forum for the client to quickly learn how to use the system. With access to a full 24/7 support facility, any client issues are tracked through the use of a dedicated web-based application. As well as the web based support desk, our clients have access to our telephone hotline support to ensure any issues are resolved without disruption to your business.

Full servicing capabilities allow each client account to be managed from completion to redemption.
BancTec is a global leader in Business Process Outsourcing (BPO), providing financial transaction automation and document management services for organisations seeking to drive efficiency in their financial and back-office processes. Headquartered in Dallas and London and with clients in 50 countries, BancTec leverages its proprietary IP and deep expertise to deliver flexible, focused solutions across the banking, financial services, utility, telco, government, transportation, manufacturing and professional services sectors. The company operates 21 BPO centres in Europe, United States and worldwide, utilising a common technology platform to ensure reliability, security and consistently high levels of performance. To learn more, visit www.banctec.co.uk or call +44 (0)1753 778888.

BancTec Ltd
Jarman House, Mathisen Way, Colnbrook, Berkshire, SL3 0HF