



# VeriLoan

## Loan Origination & Servicing Solution

Retail Banking



Add-on for

 Microsoft  
Dynamics 365



**Reduce**  
turn-around time



**Enable**  
digital & self-service origination



**Reduce**  
error & return rates



**Mitigated risk &**  
enhanced decisioning



**Improve**  
employee experience



**Reduce**  
Cost of Client Acquisition



**Boost**  
customer engagement



**Increase**  
market share

VeriLoan is a powerful end-to-end digital loan origination, servicing and collection solution built on top of Dynamics 365. It allows managing the entire customer lifecycle in one, unified CRM platform. Covering everything from pre-screening, onboarding, underwriting, disbursement to collection, VeriLoan automates the entire retail loan process.

The solution empowers financial institutions to make fast, consistent and cost effective loan decisions within predefined risk margins. It provides straight-through processing (STP), sophisticated rule engine, simplified KYC and AML check processes and advanced eligibility calculator. Using VeriLoan, financial institutions can deliver paperless, future-ready loan journeys for their retail banking customers anytime, anywhere and on any device.



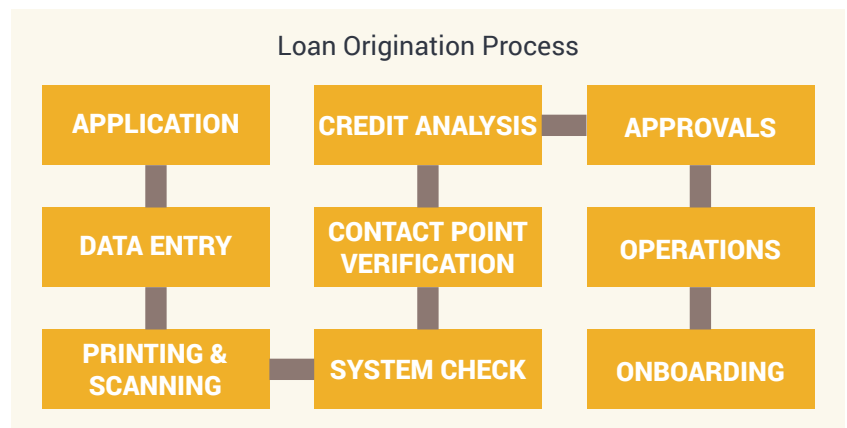
RETAIL BANKING



## Retail Loan Origination

Capturing the loan request is a crucial step in the loan origination process. VeriLoan helps to capture the data and manage seamless customer journeys on a single platform, no matter the chosen channel.

- Digital customer onboarding, automated workflows and paperless document management across the entire retail loan origination process
- Instant data capturing, personalized loans that range from **Retail Auto Loans** to **Personal Loans**, **Home Loans** to **Credit Cards**



## Retail Loan Origination Types: Omni-channel origination on a single platform

### 1 Branch Based Origination

*Archie is looking for a personal loan. He visits his branch to find out what the bank can offer him.*

- Reduced error and return rates with upfront eligibility, document checklist and automated policy check & scoring
- Decreased turnaround time with paperless processes, automatic routing & assignment and automated system checks
- Enhanced operational efficiency with standardized processes, electronic forms and role-based forms & dashboards

### 2 Digital Origination

*Adam is looking to get a mortgage. He visits the bank's website to find out more information on different home loan offerings. He decides to apply for the loan online.*

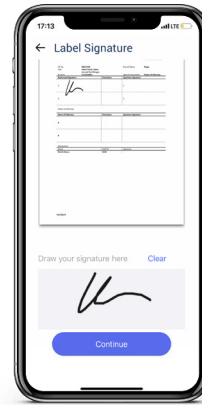
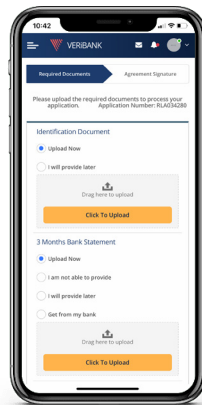
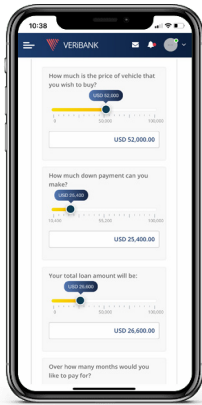
- Omni-channel sales model with a common platform for applications across channels and standardized processes
- Lower cost of acquisition with digital onboarding, electronic documents and signature
- Enhanced customer experience with intuitive UI and product personalization

### 3

## Mobile Origination

Archie is looking for a car loan. He visits the website and requests for someone to visit him to discuss all the loan options.

- Increasing cross-sell with Single View of the Customer, Next Best Action and multiple product onboarding
- Enhancing customer engagement with competitor comparisons, electronic forms & signature
- Speeding up turnaround time with documents image capturing and immediate application initiation



### Rule Engine

Powerful, easy and transparent rule engine to configure the retail loan origination process

The powerful rule engine fully automates credit policy with minimal, or no, human interference. With the help of Inrule, business users can easily change policy rules and calculations without the need of programming. It helps make your loan origination process more transparent and easy to use.

### Eligibility Calculator

Built-in eligibility calculator improving customer acquisition

VeriLoan's Eligibility Calculator has pre-defined rules to check customers' eligibility when they apply for loans online. It automatically checks the customer's eligibility and displays eligibility results. The calculator allows cost savings by reducing manual processes and improves customer experience with instant pre-approvals.

### Application Scoring

Application scoring to increase consistency of loan evaluation process

Application scoring quantifies the risks associated with the loan application. It has the ability to maintain a scorecard with specific parameters and values. These are applied on customer's application for a loan product to identify the internal application score. Application scoring helps making fast and accurate customer acquisition decisions based on the scorecard results.



### Retail Loan Servicing

VeriLoan Retail Loan Servicing provides end-to-end functionality for the entire life cycle of loans. Streamline the retail loan servicing process, increase lending efficiency and lower servicing costs.

- Loan Inquiries: Customer loans listing, repayment details, repayment scheduling, loan details printing and downloading
- Loan Maintenance and Services: Loan restructuring, early repayment, early settlement, clearance letter request, installment postponement request, request routing & processing



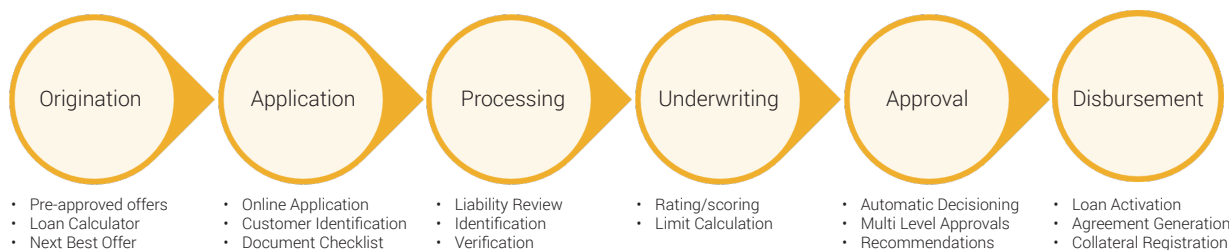
### Retail Digital Collection

Using VeriLoan, take early actions in collections, improve loan collection management and reduce the proportion of non-performing loans. Enhance recovery performance by communicating with customers as early as possible in the collection cycle and implement a collection strategy per segment.







- Automated collection strategy, collection process configuration, activity management & SLAs
- Collection settlement, promise to pay & broken promise management

## Digital Lending Portal

VeriPark's digital lending portal makes it possible to offer self-service digital loan experiences. Aimed at making loan origination simple, it replaces traditional loan processes with dynamic loan application flows and increases customer conversion rates.



## Key Features

 <h3>Origination</h3> <ul style="list-style-type: none"> <li>Eligibility Calculators</li> <li>Form Printing &amp; Scanning</li> <li>KYC &amp; AML Checks</li> </ul>	 <h3>Application Scoring</h3> <ul style="list-style-type: none"> <li>Built-in Scorecard</li> <li>Repayment Plan Generation</li> <li>Instant Decisioning</li> </ul>	 <h3>Rule Engine</h3> <ul style="list-style-type: none"> <li>Product Policy Automation</li> <li>Relationship Based Pricing</li> <li>Approval Metrics</li> </ul>
 <h3>Collections</h3> <ul style="list-style-type: none"> <li>Segment-based Strategy</li> <li>Activity Management</li> <li>Proactive Alerts</li> </ul>	 <h3>Servicing</h3> <ul style="list-style-type: none"> <li>Product Builder</li> <li>Restructring/Refinancing</li> <li>Early Repayments/Settlement</li> </ul>	 <h3>Mobility</h3> <ul style="list-style-type: none"> <li>Tablet-based Sourcing</li> <li>Direct Sales Agents</li> <li>Digital Origination</li> </ul>

## References



## About VeriPark

VeriPark is a global solutions provider enabling financial institutions to become digital leaders with its Intelligent Customer Experience suite. With its main offices located in United States, United Kingdom, Europe, Asia, Africa and the Middle East, VeriPark is helping financial institutions to enhance their customer acquisition, retention and cross-sell capabilities by providing proven, secure and scalable Customer Relationship Management, Omni-Channel Experience, Branch Automation, Loan Origination and Next Best Action solutions.

<h3>VeriChannel</h3> <p>Omni-Channel Experience</p> <ul style="list-style-type: none"> <li>Mobile Banking</li> <li>Internet Banking</li> <li>Contact Center Banking</li> <li>Mobile Wallet</li> <li>Digital Onboarding</li> <li>Kiosk &amp; ATM Banking</li> <li>Chatbot</li> </ul>	<h3>VeriBranch</h3> <p>Branch Automation</p> <ul style="list-style-type: none"> <li>Teller</li> <li>Seller</li> <li>Advisor</li> <li>Universal Banker</li> <li>Unified Front End</li> <li>Digital Branch</li> <li>Signature Verification</li> </ul>	<h3>VeriTouch</h3> <p>Acquisition, Retention, Cross Sell</p> <ul style="list-style-type: none"> <li>360 / 720° Views</li> <li>Next Best Action &amp; Customer Insights</li> <li>Sales &amp; Prospect Management</li> <li>Marketing &amp; Campaign Management</li> <li>Loyalty &amp; Retention</li> <li>Complaints &amp; Service Requests</li> <li>New Customer Enrollment</li> </ul>	<h3>VeriLoan</h3> <p>Loan Origination &amp; Servicing</p> <ul style="list-style-type: none"> <li>Retail Auto Loans</li> <li>Personal Loans</li> <li>Home Loans</li> <li>Credit Cards</li> <li>Commercial Loans</li> <li>Scoring &amp; Servicing</li> <li>Digital Lending Portal</li> </ul>
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