



Defining the **New Mortgage Ecosystem**

New technologies can help lenders improve service levels, streamline operations and reduce costs. The pathway to digital mortgages can lead to profitability, but there are pitfalls along the way. A well-defined road map can help lenders avoid obstacles while creating a digital mortgage ecosystem that offers the experience consumers expect.

Four Critical Components of the **Mortgage Ecosystem Road Map**



System **integrations**



Borrower **satisfaction**



Outdated **processes**



Data **security**

The Map to the **Future Digital Process:**



Should you go digital?



65%

of recent loan applicants completed portions of their **loan application via online or mobile**



62%

of recent mortgage borrowers e-signed loan documents **via online or mobile, up from 51% in 2018**



64%

prefer loan status updates **via email**



27%

who prefer a **phone call**



71%

of borrowers say they are **"somewhat" or "very" comfortable** with the idea of completing loan applications online

Source: Fiserv, Expectations & Experiences: Borrowing and Wealth Management, 2019



Three reasons to **act now:**

1

Regulators and investors want it

2

Consumers demand it

3

Competitive pressure

A Mortgage Ecosystem is Essential:

- Streamlined origination process
- Lower origination costs
- Seamless integrations



Mortgage MomentumSM from Fiserv is the industry's first digital lending environment to house the entire mortgage lending process – from marketing and origination to secondary marketing and loan servicing. Our holistic approach to the digital mortgage process allows lenders to improve loan quality, mitigate risk and shorten approval and closing processes while reducing costs and enhancing the borrower experience.



Unless otherwise noted, all data is drawn from the quarterly consumer trends survey, Expectations & Experiences: Borrowing and Wealth Management (2019). The full survey methodology for Expectations & Experiences is available at <https://www.fiserv.com/expectations-experiences-research.aspx>. More information is available upon request.

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