**incedo**

# Automating Loan Servicing Experience for a Mortgage Client

## Key Challenges

- Low efficiency due to manual intervention and errors

- Poor customer experience with slow and inaccurate services

- High operational costs caused by repetitive tasks

- Compliance and security challenges in dealing with sensitive customer data

## Business Solution

A comprehensive loan servicing automation system was implemented with:

› Easy and centralised tracking for all running processing using Business Process Automation

› Automated data entry and document processing with Robotic Process Automation

› AI-powered chatbots to handle customer queries and provide instant responses

## Business Impact

**45**% reduction in operational cost

**80**% cutback in manual errors

**45**% reduction in loan servicing time

R/02/08/2024

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