

A streamlined solution for buy-to-let mortgage lenders

The buy-to-let mortgage market is experiencing turbulent times. A combination of cost challenges, inefficient processing, lengthy time to offer, and fluctuating volumes has left many lenders searching for a solution.

Against a backdrop of high rates and a rise in arrears and repossessions, it's clear that a new approach is required to weather the storm and deliver long-term success.

Firstsource and Digilytics have partnered to offer buy-to-let mortgage lenders a comprehensive solution to streamline operations, improve efficiency, and reduce costs.

'Mortgage Shared Services' provides a one-stop shop for lenders - from receiving the application to delivering the funds and future servicing of the account.

Features of the Solution

A single, streamlined service that handles everything, from application intake to account servicing, eliminating the need for fragmented solutions and internal resource allocation. Key features include:



AI-driven document processing, delivering increased accuracy and minimising the threat of fraud



Multi-tenanted architecture with robust information security controls



Flexible commercial model, including all-inclusive cost per application



'Bring your own process' - workflow configured for each lender's requirement and fully integrated with system of record



Ability to deliver services from UK centres or offshore centres in India and South Africa to gain a cost advantage, while complying with Financial Conduct Authority (FCA) regulations



Firstsource's shared services team handles pre-processing and pre-underwriting tasks using Digilytics' automation software, RevEL

To find out more or to talk to one of our experts about the Firstsource/Digilytics 'Mortgage Shared Services' offering, visit

www.firstsource.com/bfsi/mortgage-shared-services/



The Benefits

Huge reduction in **cost per mortgage application** – to just **£60-£75**

An estimated **three to five point improvement** in lenders' net promoter score (NPS)

Up to **75% improvement** in turnaround times

Flexibility to scale depending on volume fluctuations

AI-driven document processing **minimises errors and the risk of fraud**

Ensure **complete data privacy** through a secure, multi-tenanted infrastructure with robust information security controls

Flexible commercial models - choose from an all-inclusive cost-per application model or a customized solution that fits your needs

Bring your own process - leverage our expertise to configure workflows that seamlessly integrate with your existing systems and meet your specific requirements