

# BORROWER ASSISTANCE AND DEFAULT MANAGEMENT SOLUTIONS TO NAVIGATE THE COVID-19 CRISIS



As lenders help borrowers navigate through the COVID-19 crisis, EXL offers relief with immediate resource capacity along with AI-enabled analytics and digital solutions, allowing the focus to shift to borrower assistance and protecting liquidity positions through proper risk management.

## Disruption

COVID-19 has brought some unprecedented challenges and affected many industries. The lending market that was thriving with significant surge is quickly transitioning the focus away from loan origination to default management and loan modification to manage a potential financial crisis.

The key driver for lenders across the board will be to help borrowers properly traverse through the challenging times while protecting their liquidity position through proper risk management.

EXL partners with several lending clients to create real, measurable value through operations outsourcing services including loan origination, servicing and default management. We help clients build intelligent operations by deploying advanced analytics, AI, robotics and other domain-specific technology solutions.

**17+** Years strong knowledge in mortgage domain

**8** Of top 10 US banks partner with EXL

**8** FinTech and alternative lenders

**3** Of top 5 banks in UK partner with EXL

## Realigning Priorities

Several real estate and mortgage industry groups have proposed an assistance program to help borrowers who may struggle financially as a result of the outbreak. Fannie Mae and Freddie Mac have also developed plans to help homeowners who are adversely impacted by this national emergency.

Such assistance programs include an extended grace period, the forgiveness of late payment charges, forbearance of foreclosure sales or evictions.

This dynamic environment has created a unique set of challenges for the lending and loan servicing organizations while complying with regulatory requirements, such as:

- Lenders are experiencing significant call volume from borrowers who are asking for help
- Urgent need to divert operational focus towards
  - Borrower communication
  - Default management
  - Loan modifications

### KEY OFFERINGS

EXL is helping clients navigate through the crisis by utilizing our **AI-enabled loan portfolio analytics** solutions to identify loans that are likely to default and conducting quick simulations on effective treatment options. We leverage **excess resource capacity within the US and our offshore locations** in specific areas that are likely to see a significant volume surge.

We are able to quickly operationalize the following processes that need immediate attention by the bank and non-bank lenders.

#### BORROWER ASSISTANCE

- Manage communication coming through web, email or voice channels due to manage the increased volume
- Verification of eligibility for forbearance plan related to reduced or suspend mortgage payments
- Forbearance eligibility for late payment charges, foreclosure sales, and evictions

#### LOAN MODIFICATIONS

- Document verification and fraud detection from borrowers looking to falsify wages and or employment
- Document processing and prioritization
- Underwriting support for loan modification
- Modification agreement processing

#### DEFAULT MANAGEMENT

- Predictive analytics on the probability of default
- Build payment propensity models, fraud, default models, and credit models
- Late payment processing
- Collections management
- Loss mitigation support
- Short sale/foreclosure support where applicable

## Why EXL

EXL mortgage process practice helps lenders with operations management, digital transformation, and advanced analytics to improve customer experience and reduce operational costs and cycle times from days to hours. With several years of experience in the mortgage space, we are able to bring solutions and staff at a rapid speed to manage borrower communication, loan modification and default management. These are all critically needed service elements during the current crisis:

- **Speed** – prior experience and ability to immediately deploy solutions and required capacity of qualified staff within the US and at offshore locations
- **Quality** – staff having prior experience with similar customer care and loan modification functions requiring empathy and appropriate communication skills
- **Flexibility** – always ready to work collaboratively and go out of the way to meet customer requirement
- **Partnership** – high touch relationship and partnership-driven culture

## About EXL

Headquartered in New York, EXL has more than 32,600 professionals in locations throughout the United States, the UK, Europe, India, the Philippines, Colombia, Australia and South Africa. EXL serves multiple industries including insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics, media and retail, among others. For more information, visit [www.exlservice.com](http://www.exlservice.com).