compare the experience - with and without a digital lending platform

Outdated loan models can intimidate borrowers and are inefficient for your employees. Wouldn't you rather deliver easy-to-use, modern technology that improves everyone's experience?

Look at the difference a simplified, streamlined, all-digital lending platform makes.

Lead Capture		
Status Quo	Digital Platform 🕢	
Lender → Meets customers in person or via phone and follows up later with an application. Borrower → Lender provides a paper application to fill out and bring into the branch	Lender → Receives online inquiry and digital lead record is created. Loan options and rate scenarios are shared electronically. Borrower → Completes online inquiry on device of choice – can switch between devices and the information previously filled out is retained.	



Pre-qualification		
Status Quo	Digital Platform 🕢	
Lender → Uses one system for pre-approval, then another system to generate the loan scenario. Explains to the borrower which documents are needed.	Lender → Generates a pre- approval and loan scenario in one system. Has direct access to all data needed without pulling credit. Borrower → Initiates	
Borrower → Waits for lender to show available rates and initiate pre-approval. Must find and provide initial documents.	pre-approval. No need to submit supporting documents at this stage.	

Application		
Status Quo	Digital Platform 🕖	
Lender → Helps the borrower complete the application because none of the data is pre-filled for them. Borrower → Needs to fill out each section.	Lender → Application is customized based on loan request type, streamlining needed data. If the borrower is an existing customer, much of the data is pre-populated. Borrower → Fills out a user-friendly application that already has some information completed.	



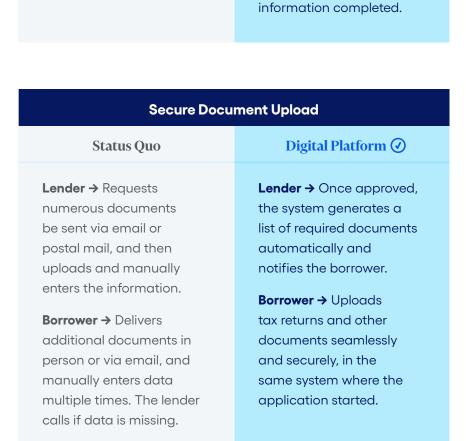
Outdated loan models can intimidate borrowers and are **inefficient** for your employees.

Decisioning Digital Platform 🕢 **Status Quo Lender** → Looks up **Lender →** System determines the requirements, terms, and rates for each loan requirements, and the product, no matter how borrower gets an instant strong the borrower's decision, complete with initial application is. rates, terms, and up to three offers. Items needing **Borrower** → Manually additional review are enters data multiple automatically queued for times, and then waits for the underwriting team. an approval and offer.

Borrower → Fills out a

user-friendly application

that already has some





A single, all-digital loan platform helps lenders maximize their agility, streamlining the journey from application to close.



Closing		
Status Quo	Digital Platform 🕖	
 Lender → Arranges in-person meeting with borrower. Borrower → Makes a trip to the branch to review and sign documents. 	Lender → The closing process is completed digitally. Borrower → Closing documents are easy to execute and sign electronically.	

A single, all-digital loan platform helps lenders maximize their agility, streamlining the journey from application to close. It enables banks and credit unions to help more borrowers, increase productivity, and deepen customer and member relationships.

unlock your potential

Learn more about our digital lending technology.

For more information about Jack Henry, visit jackhenry.com.

