

Lending

simplified digital lending for both lenders and borrowers

Can You Serve Borrowers at Their Moment of Need?

To stay ahead in today's fast-changing digital environment, you need intuitive, easy-to-access lending solutions that quickly connect borrowers to more types of transactions, while improving consistency and visibility for your staff. A single platform can provide efficiencies that allow your lenders to focus on what's important – the needs of your borrowers.

jack henry™



the need to make it easier for borrowers to borrow and lenders to lend

Shifting Borrower Expectations

Meeting the digital expectations of customers and members has become a necessity. U.S. consumer spending accounts for nearly 47% of gross domestic product, and the payroll of small businesses fuels much of this spending. Small businesses also employ approximately 61 million workers in the U.S.¹ The ability to serve consumer needs is tied directly to the success of meeting business needs.

Digital accessibility is critical no matter where a borrower is or what type of loan they seek. This became even more urgent in the wake of COVID-19, which led to fewer visits to traditional branches, and is likely to be the new normal for borrowers moving forward.

Effective lending continues to be based on deep, data-driven relationships, and a digital loan origination platform can more easily support and enhance those efforts. Digital applications that are

intuitive and logical also usher prospects into more meaningful relationships with their community or regional financial institution, helping empower people and communities with the financial freedom to move forward to achieve their goals.

Complex Internal Processes

The lending process has historically been inefficient and extremely siloed from both a personnel and technology standpoint. Often, lenders have had to handle both commercial and consumer lending requests using multiple systems and different processes.

These siloed systems simply can't keep up with the demands of borrowers accustomed to a digital world. Modern borrowers expect a seamless, Amazon-like digital banking account holder experience on the device of their choice. And any delay can lead to application abandonment.

What if you could implement more efficient lending processes for your institution by:

- Centralizing the automation of your loan processing – eliminating the need for multiple platforms that are limited to either consumer or commercial loans and their disparate loan types and services.
- Creating efficiencies in processes that are mundane and redundant.
- Empowering your lenders through all-digital technology to build strong, profitable relationships with borrowers each step of the way – from loan origination to decision automation to portfolio management.
- Safely meeting the evolving working capital needs of the small businesses you serve.
- Effectively serving borrowers in your community no matter what type of loan they're looking for.

An All-Digital Platform for Multiple Loan Types

By utilizing a single loan origination system for multiple loan types, you can take a more modern approach to doing business – one that matches the fintech digital experience consumers increasingly expect – and bring both simplicity and new efficiencies to your lending processes.



succeeding in the world of digital lending

Working with Jack Henry™, you'll gain a lending ecosystem that leverages core and third-party API integrations and centralizes data between underwriting, approval, and monitoring into a true single platform – for the life of the entire loan. It supports the diverse lending needs of the people and businesses you serve, all from a remote environment that's available 24/7.

You can create, manage, and support borrower relationships of nearly any type with easy-to-use, modern technology that saves time and reduces the time spent re-keying data errors – providing a better lender experience and, most importantly, a better borrower experience with faster access to capital. By reducing the number of solutions used in the loan process, your lenders can realize additional capacity to generate new business and expand market share.

You'll be better able to manage tasks from lead capture, loan application, underwriting, closing, to boarding to core and portfolio management with an integrated system. And automated underwriting and workflow capabilities mean that your lenders will be free to focus on other duties rather than clerical work. By utilizing this one-system approach, you'll also be able to not only increase your production bandwidth but focus on what's most important: the needs of your borrowers.



97%

of businesses and 81% of consumers are concerned with rising inflation costs.²

Organizations that understand these dynamics will be best positioned to thrive going forward.

what we offer

Jack Henry is committed to helping you streamline lending processes with digital technology so you can strengthen the financial health of the people and communities you serve by getting money into the hands of borrowers at their moment of need.

● Loan Origination

End-to-end lending technology that enhances the experience of borrowers and lenders by supporting the entire lending lifecycle, making each phase of the borrower's journey seamless and enjoyable. You can deliver more volume, reduce clutter, and streamline workflows to increase your profits with all-digital innovations for:

Consumer Lending

- Everything you need to service today's borrowers, with a fully integrated, fresh UI for the fintech digital experience on-the-go consumers increasingly expect.
- Automated decisioning tools mean quick loan options for the borrower, and embedded documents mean you never have to jump to a different system to generate application and closing documents.

Commercial Lending

- Digital technology provides a fully-automated digital experience business borrowers need – anytime, anywhere. With this innovative approach, you can streamline and standardize loan analysis, underwriting, review, and management, while controlling risk.
- All commercial loan types are available in one system, allowing for less technology to install and manage, providing better reporting and underwriting consistency, and keeping your data in one place.

Account Opening & Servicing

- Online application and document submission empower borrowers to communicate and transact with you at their convenience, across both consumer and commercial channels.
- Auto-decisioning tools and product-specific workflows reduce underwriting time, creating the efficiency and transparency your team needs, as well as a better experience for your borrowers throughout the entire life of the loan.

● Loan Solutions & Servicing

You can also expand beyond loan origination with solutions that make borrower data easily accessible for more efficient portfolio management and servicing capabilities – in key areas like:

Loan Management

- Robust loan management tools lead to more meaningful personal interactions, so loan officers gain the knowledge and bandwidth to resolve borrowers' personal concerns rather than collecting and organizing documents and correcting errors from manual input.

Loan Servicing

- Easily see the full borrower picture in one place, so you can quickly answer account inquiries or provide attractive options for an extended line-of-credit or refinancing.

Loan Trading & Participations

- Supplement organic growth while more effectively managing your balance sheet with the online tools needed to research, trade, and track participation loans.

Commercial Finance

- By utilizing this unique blend of software and services, you can gain the expertise to safely purchase, manage, and monitor accounts receivable while assisting borrowers in need and earning recurring fee income.

summary

Working with a digital end-to-end lending platform that crosses the divide between consumer and commercial segments, you'll be able to deliver a superior borrower experience while reducing staff workload, maximizing efficiency, and cutting costs – enhancing the experience of both your lenders and borrowers in the communities you proudly serve.

connecting possibilities

[Learn more](#) about how your bank or credit union can streamline the loan process for borrowers and lenders.

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

sources

1. [2021 Small Business Profile](#), U.S. Small Business Administration Office of Advocacy, accessed May 2022.
2. [Small Business Insights: 2022 is the year the pivot becomes permanent](#), QuickBooks Small Business Insights, accessed May 2022.