

# RPA-as-a-Service

## Mortgage Robot Experience

### Originations

- **Initial Disclosures** – Scrubs the loan, fixing any outstanding issues, then validates, generates, orders and sends an initial disclosure package within the LOS.
- **Lock Desk** – Once lock request is received, auto-parses an email request, scrubs the loan, validates the contents of the lock, sets up the locked loan within the secondary market portal, completes locking in the rates and, if needed, sends locked disclosures.
- **Loan Setup** – Validate Signed Disclosures have been received, determine credit card charge for the appraisal purchase (if needed), then enter appraisal details into the LOS.
  - **VA Appraisal** – If the loan is VA, the appraisal will first be entered into the VA portal and then completed in the LOS.
- **Verify AKAs** – Checking on each borrower, the robot checks outstanding credit, fraud, and application documents to determine if any other aliases are present.
- **Loan Inquiries** – Within the UDA Section, the robot performs validation into any past inquiries the borrower may have made on a mortgage.
- **Run Fraud** – Utilizing DataVerify, the robot validates the borrower has not partook in any fraudulent behavior, then attaches the report to the loan file.
- **Order Flood Certificate** – Triggered by markers within the LOS, the robot orders the Flood Certificate and attaches it back to the loan file.
- **Order Title** – Determines which Title Company to order from, enters the order details into the applicable title company portal.
- **Work Number Ordering** – Attempts to order the work number for the borrower(s). This will be present for large scale employers and, if present, robot attaches to the loan file.
- **Assign Processor** – Stores information from the LOS, then assigns a processor within the Mercury Portal.
- **Change of Circumstance** – Validates, generates, orders and sends either an initial or closing change of circumstance disclosure package within the LOS.

Automating disclosures produces an average cost savings of 63% for our lenders.

- **Final Disclosures** – Validates, generates, orders and sends closing disclosure package within the LOS.
- **Future Appraisal Order** – If appraisal needs to be ordered in the future, the robot queries the background of the LOS for loans that have been previously set up, but have an appraisal date set in the future.
- **Uploading Appraisals** – Adds copy of appraisal and supporting documentation into LOS. Completes review of appraisal to determine status (as-is/subject-to), appraised value, property type, etc. and notifies employees appraisal is ready for further review.
- **Denial Letters** – Once loan is flagged as denial, robot generates and sends Denial Letter to borrower. Letters can be sent electronically or printed to be mailed.
- **Registering MERS, Authorization & Disbursement of Funds** – Registers loans in Mortgage Electronic Registrations Systems, then generates and sends an email to the settlement agent notifying that funds are authorized to be released.
- **Transferring MERS** – Transfers servicing rights to new servicers through Mortgage Electronic Registrations Systems.
- **Upfront Mortgage Insurance Premium** – Validates and submits mortgage insurance premium payments to VA and FHA.
- **Investor Stipulation Extraction** – Scrubs investor sites to determine outstanding stipulations before loan can be purchased. Adds stipulations back to LOS to help team members satisfy pending documentation.

## Performing Servicing

### Escrow Administration:

- **Escrow Setup** – Sets up escrow on an account.
- **Escrow Analysis** – Performs an individual escrow analysis.
- **Exceptions** – Resolves exceptions from mass escrow analysis.
- **PMI Cancellation** – Cancels PMI upon borrower request.
- **Escrow Cancellation** – Cancels escrow upon borrower request.
- **Database Transfer** – Logs tasks in the access database and routes to the right group to process.
- **Escrow Worksheet** – Gets the last positive escrow balance, copies escrow details from that point forward to the escrow worksheet, posts to Sunrise.
- **Taxes** – Determines taxes and gathers corresponding docs from county site, fills out the CoreLogic tracker. CoreLogic then returns tax docs that FNMA accepts.

### Administration:

- **Assurant Hazard Policy Pages** – Logs into Assurant, takes screenshots of policies and distribution, saves them in NIS.
- **Invoices** – Reads the item date on the invoice and copies it to the manual form.
- **Step Code** – Completes a step in MSP when a claim is filed.

### Document Custodianship:

- **Collateral Document Request** – Submits request to Doc Custody to provide images missing from NIS.
- **Underwriting Document Request** – Submits request to Iron Mountain for documents determined missing by Doc Custody in the NIS.

## Default Servicing

### Loss Mitigation:

- **Decision Information Completion** – Inputs underwriting information to portal.
- **Final Document Generation** – Generates final documents if account passes all the checks, including the calculation eligibility. Once passed, runs the final calculation.
- **Close Case** – Logs Loss Mitigation in HSSN and WP portals. Closes the workup upon completion.
- **Reclass Request** – Requests reclass after second trial payment is received.

### Foreclosure:

- **Eligibility Review** – Checks eligibility like NOD Expired, Active BK LM. Creates a checklist and saves it to NIS.
- **Bid and Sale** – Reviews at 30, 15, and one day prior to sale date, includes payoff reinstatements.
- **Timeline Review** – Reviews accounts for upcoming FLAD Deadlines.

### Bankruptcy:

- **Payment Change Notice** – Populates Nationwide form with information in SOR.
- **Bankruptcy Setup/Proof of Claim** – Populates Nationwide form with information in SOR; Auto-triggers tasks within SOR based off of completed MSP steps.
- **Post-Petition Fee Notices** – Populates Nationwide form with information from feed and portal.
- **Motion for Release** – Creates a referral form with all delinquency information, enters information pulled from portal and feed.
- **Closing Bankruptcy Workstation** – Populates information from several different MSP screens utilizing end user input it observes on the initial screen.
- **Docket Monitoring** – Utilizes daily summary of all filed documents to populate applicable MSP steps and/or launches referral processes.

### Property Preservation:

- **Vacancy Date** – Updates Vacancy date in MSP from FNMA Report.

### Claims Processing:

- **Claim Filing** – Uses the info from the manual form to fill out claims in LoanSphere, attaches document, and submits claim.

Visit our [website](#) to learn more about how HPA is helping lenders scale their operations, process loans faster, and keep costs under control. Better yet, [hear it directly from an HPA client](#).

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### About HPA, A Cognizant Company

HPA is the leading RPA-as-a-Service provider for lenders seeking secure, reliable intelligent automation solutions. As a proven automation Center of Excellence, we utilize our proprietary technology and extensive reusable code library to deliver scalable RPA programs that accelerate ROI and reduce total cost of ownership. For more information, please visit [hpa.services](#).

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### About Cognizant

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](#) or follow us [@Cognizant](#).



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