



Top-Five Mortgage Servicer Profits from ACH and Debit Card Payments

This top-five mortgage servicer grew profitability by exceeding industry benchmarks for efficiency. The servicer grew adoption of efficient electronic bill presentment and payment to 20% higher than industry average.

At the time, this top-five mortgage servicer's website was increasingly becoming a focal point, creating an opportunity to drive customers there on a regular basis through electronic bill presentment and payment (EBPP) via the web. The mortgage servicer also saw the need to put a scalable platform in place through which it could continually deliver new and emerging services, features and functionality.

Business Driver: Best-Fit Integration and Innovation

Later, with expanding business channels, the mortgage servicer began sub-servicing loans under a variety of private labels. To ensure a seamless transition for hundreds of thousands of private-label customers, the mortgage servicer turned to its bill pay solution to flexibly accommodate multiple brands.

The Solution: An Adaptable Electronic Payments Infrastructure

To find a solution, the mortgage servicer turned to the ACI Speedpay solution. The ACI Speedpay solution is driven by a single, integrated ACI® Bill Payments Engine™ that powers organizations' entire bill payments operation, enabling them to streamline the complexities of bill presentment and payment processing to achieve the best results possible while eliminating application silos. The client deployed the following services:

- ACI's one-time payments: A quick-capture payments service that lets the client easily accommodate customers who wish to make payments, but don't want to sign up for an ongoing service.
- ACI's recurring payments: Enables the mortgage servicer to deliver consumers a complete, predictive online payments experience that helps drive the adoption of low-cost bill presentment and payment methods, increase customer loyalty and improve cash-flow forecasting.
- ACI's eLockbox: Gives the client a way to consolidate and receive electronic payments coming from any source, including every online banking site, walk-in location and their user interfaces.
- ACI's customer communications management: Delivers greater customer satisfaction and cost savings by replacing paper bills with online bills customers can view anytime and anywhere.

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Making the Impossible Possible

When this top-five mortgage servicer experienced a system problem that caused the rejection of more than 80% of payments on a single day — ACI quickly responded with the delivery of a data file to help automate the correction process — a task that would have been nearly impossible to manage manually.

The Results: A Series of Successes

With ACI Speedpay solutions, the mortgage servicer grew their business profitably with efficient customer experiences. The company exceeds its goals for electronic payment adoption year after year. Most recently, the company saw 73% of payments done electronically.

Beyond the strength of its solutions, ACI functions as a trusted partner to help the mortgage servicer implement a complete EBPP strategy. A major factor in this collaboration is ACI's partnership approach, coupled with its deep industry and mortgage experience. This included:

- Migrating paper-based auto-debit customers to web-based recurring payments, increasing customers' payments flexibility
- Working together to drive new adoption rates, such as jointly designing an insert recently mailed with more than 400,000 statements
- Conducting regular security reviews to ensure compliance to PCI and FFIEC standards
- Setting up an automatic de-enrollment survey to collect feedback from customers closing their accounts — providing a valuable tool for the client to evaluate and improve its services

