

Home Equity Lending Performance Improvement

Client Need: A \$30 billion bank experienced difficulty meeting scheduled loan closing package preparation deadlines. A central department was responsible for document preparation for all of the branches within its multiple state footprint. Service levels were unacceptable including phone calls not being answered within standard service level times.

Solution: Benchmark's consulting team provided a comprehensive solution where current performance was compared to that of industry peers and from that analysis, performance gaps were identified and recommendations for new service levels and performance goals were made. A staffing model was designed and implemented and training was provided to management.

Result: Annual recurring savings in excess of \$560,000 were identified and call service levels were improved to 80% of goal from 20% of goal.