

Digital Mutual Conference 2020

3rd & 4th November



Headline sponsor:



Transforming mortgage lending

Using digital technology to empower people

Paul Cole

Head of Business Development (Lending), Iress



Headline sponsor:

dprgroup



Mast.



Transforming mortgage lending

Using digital technology to empower people

Paul Cole, Head of Business Development (Lending)
November | 2020



Key challenges



Appropriate engagement between your people, technology and most importantly your members

Managing multiple, often disconnected systems within resource and budget constraints

(In)ability to react to change in a self-sufficient, cost effective and timely manner

Maintaining appropriate engagement with your members through channels of their choosing

Driving needs



Appropriate engagement between your people, technology and most importantly your members

- Right process, right time
- Reduction of unnecessary manual steps
- Streamlined access to information
- Empathetic human driven engagement

Managing multiple, often disconnected systems within resource and budget constraints

- Internal systems
- External systems
- Human or system interfaces

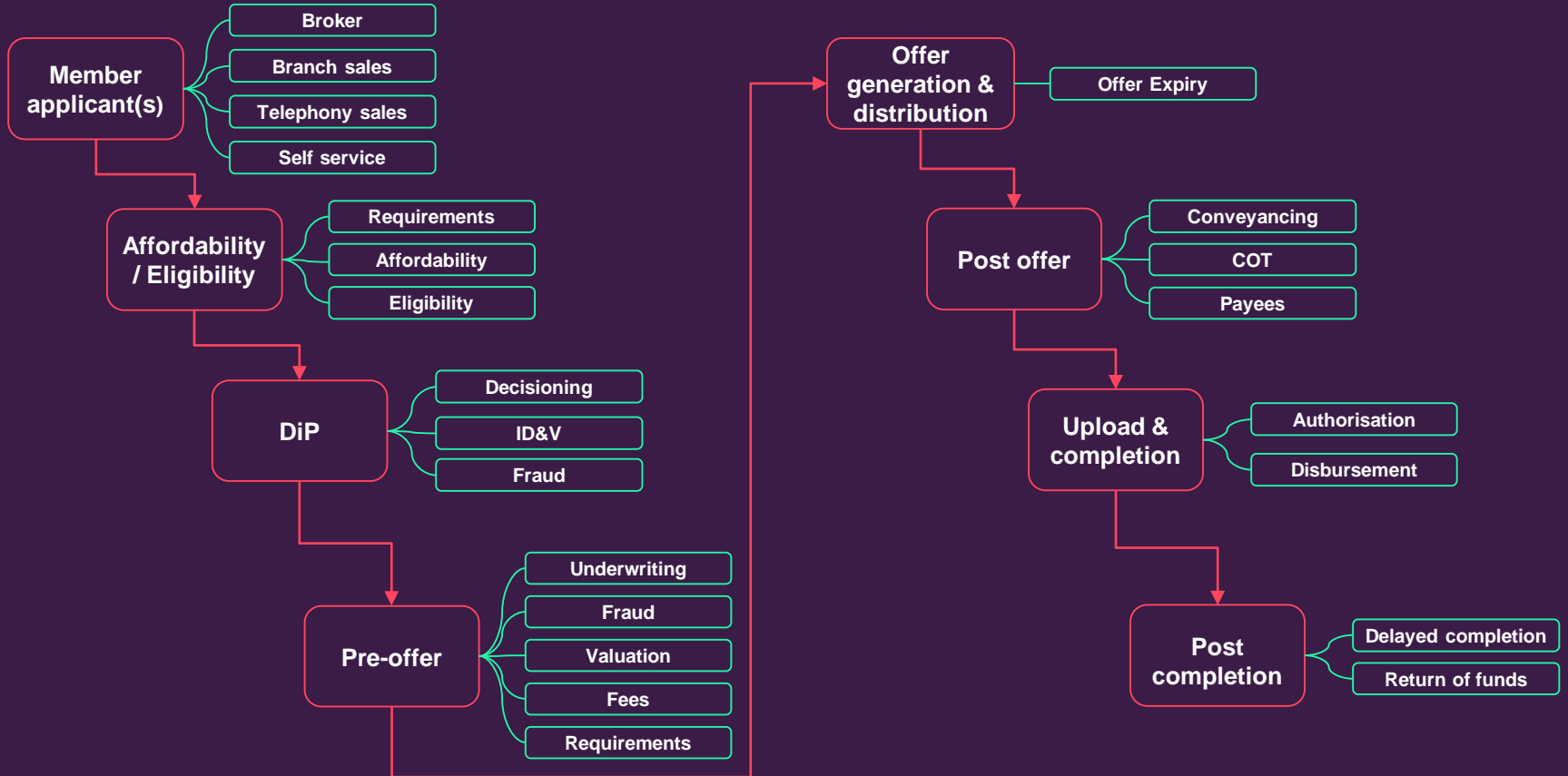
(In)ability to react to change in a self-sufficient, cost effective and timely manner

- New ways of engaging
- Technology consolidation
- Lender controlled
- Appropriate decisions

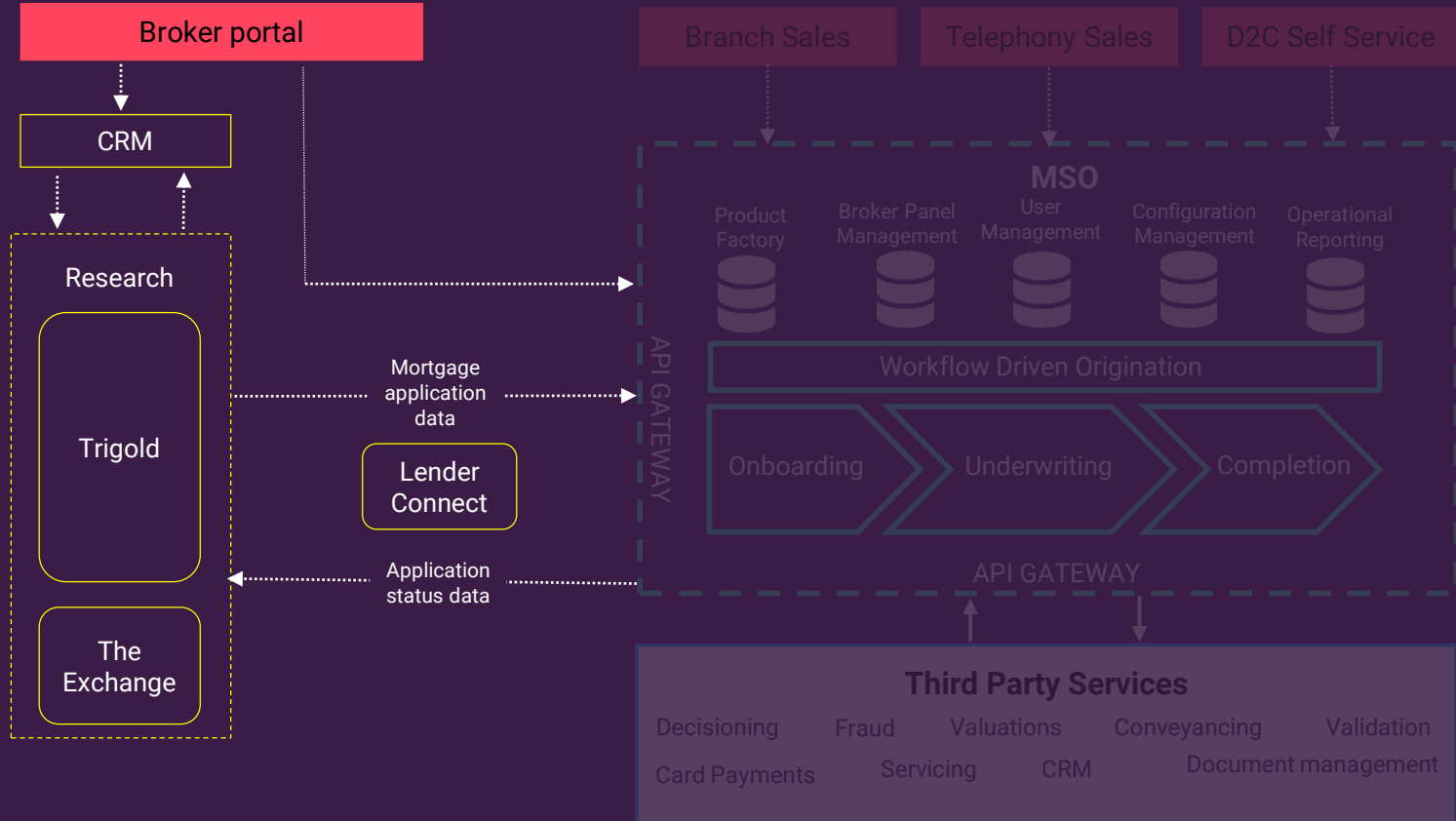
Maintaining appropriate engagement with your members through channels of their choosing

- Digital D2C
- Choice
- Differentiation
- Channel swapping

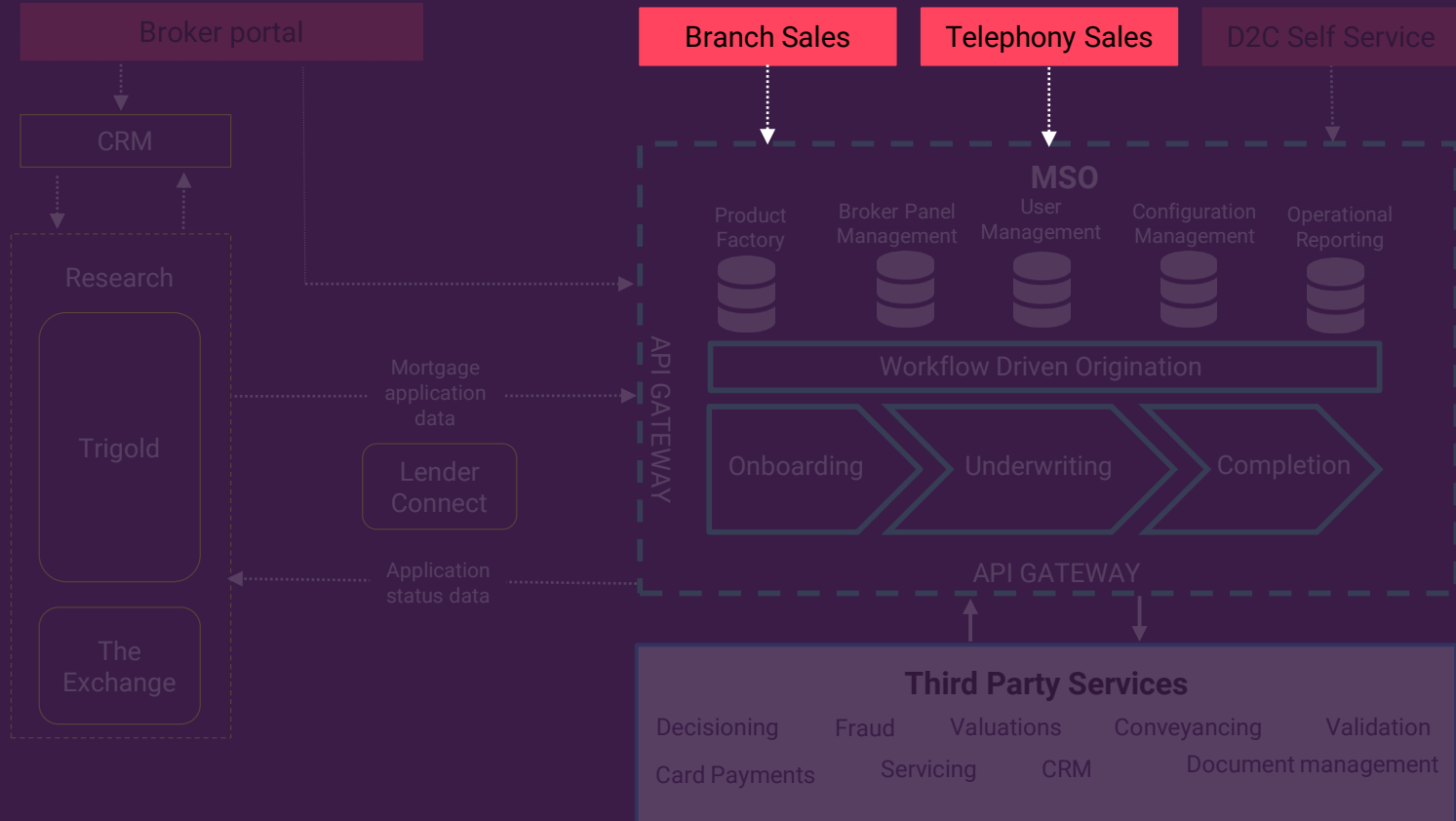
Typical mortgage journey



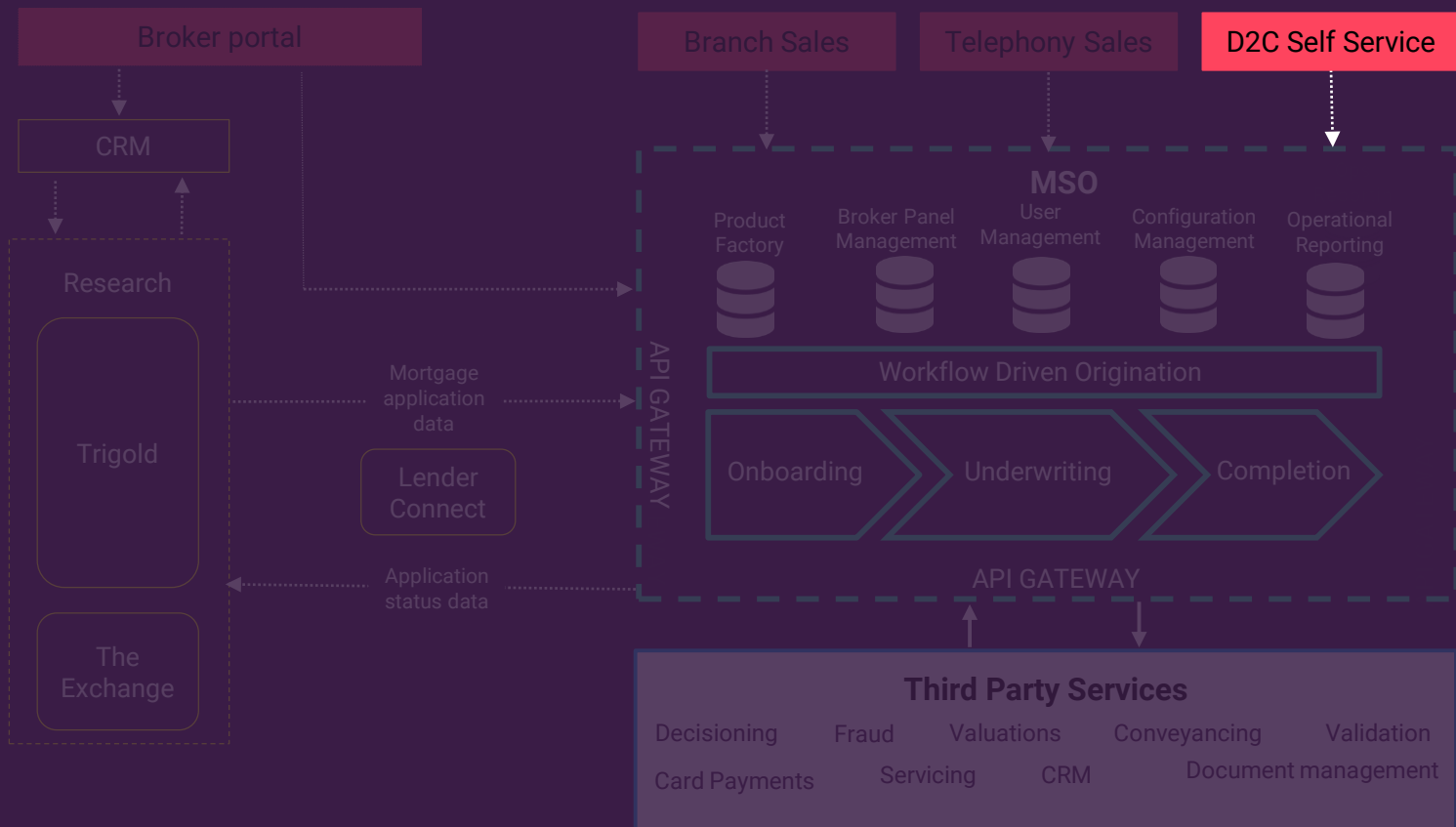
Iress mortgage journey



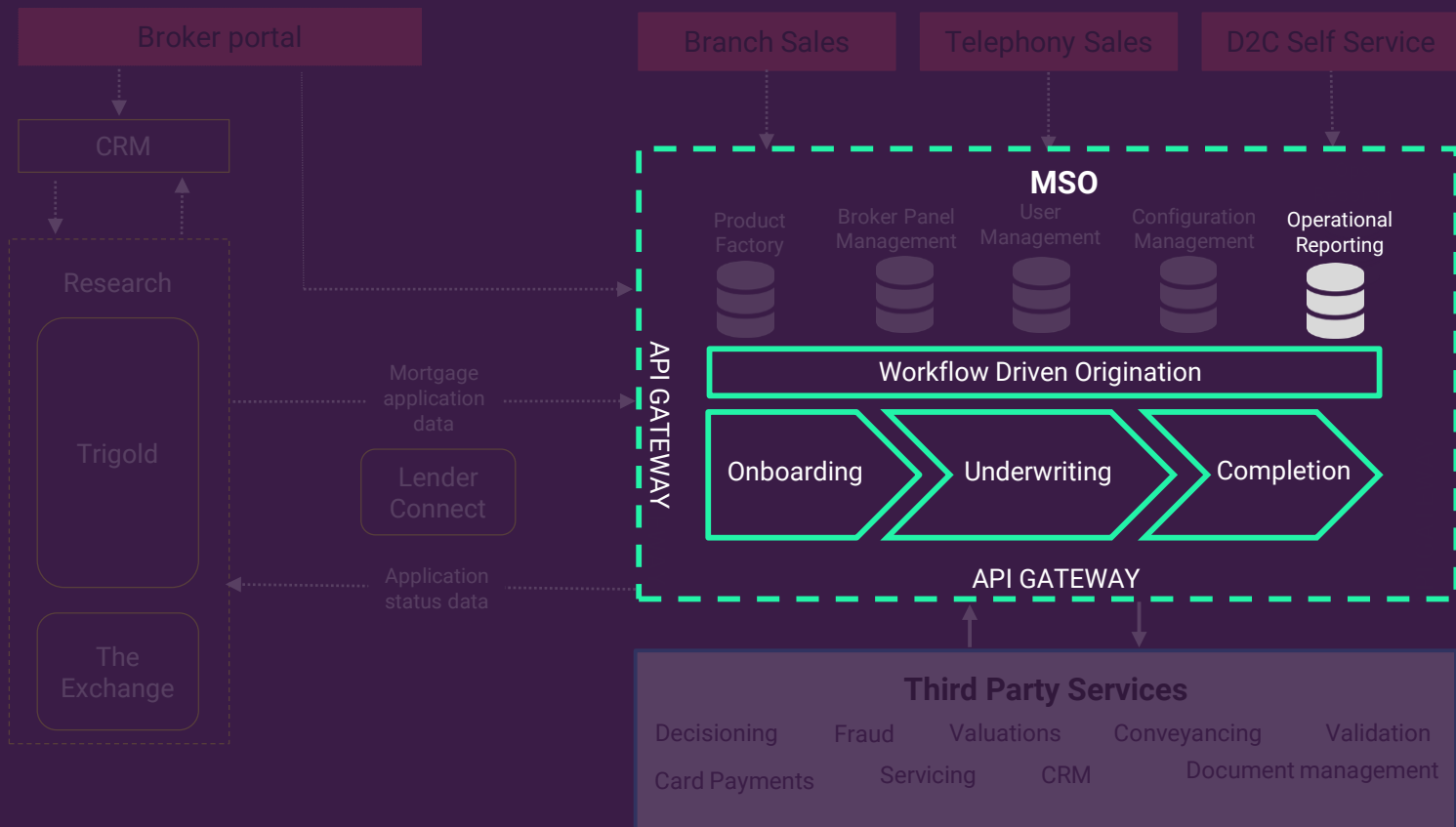
Iress mortgage journey



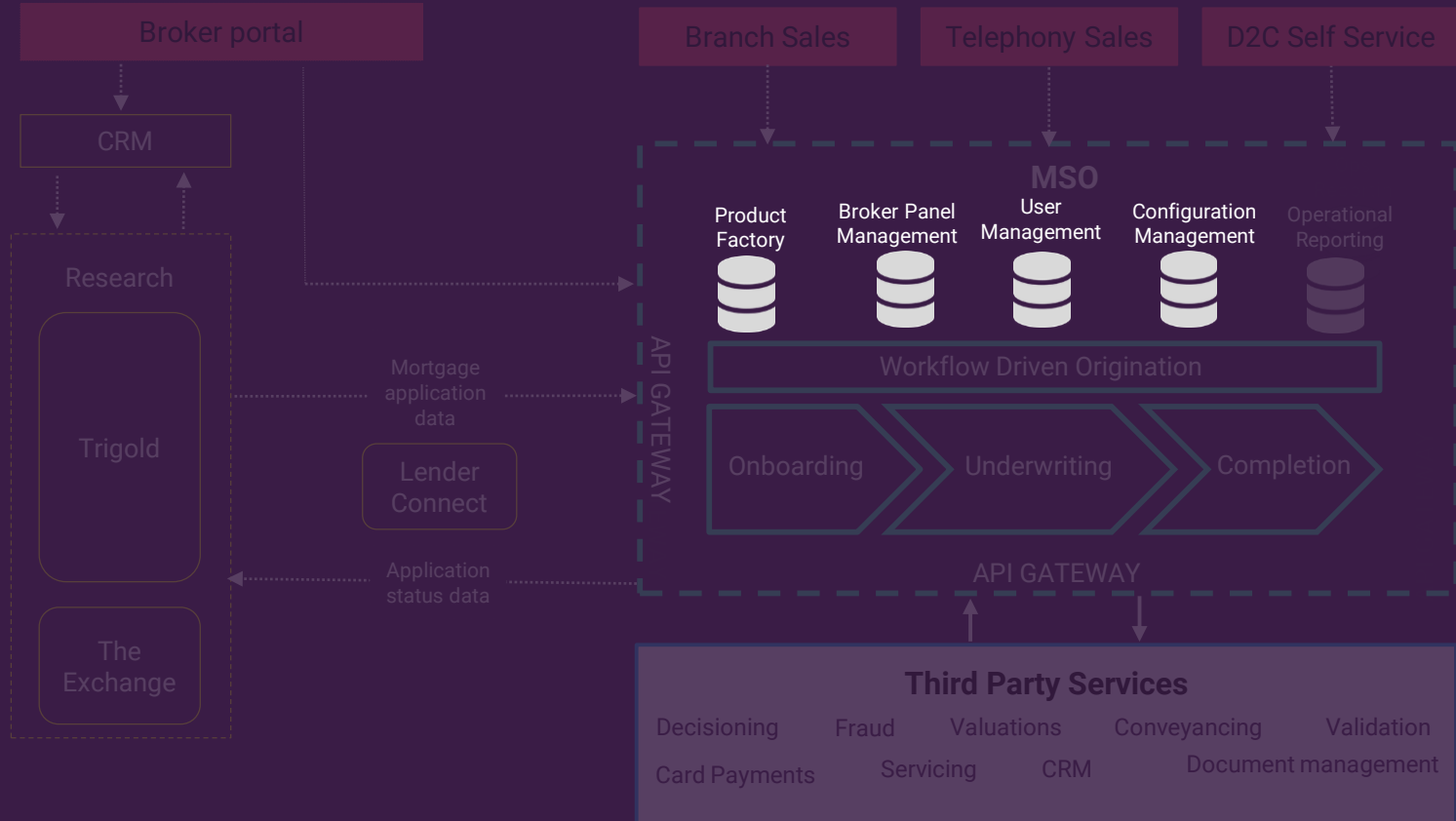
Iress mortgage journey



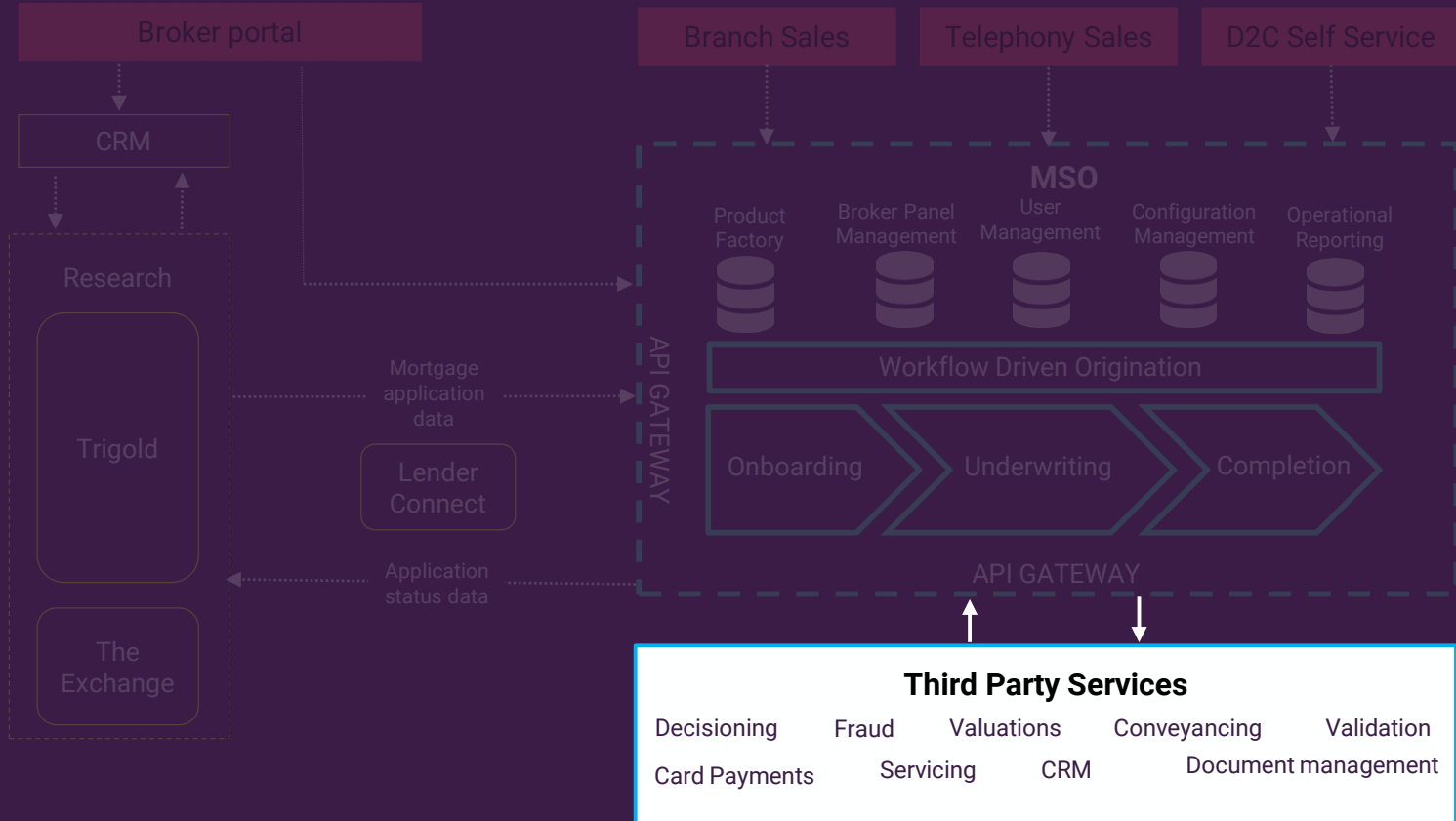
Iress mortgage journey



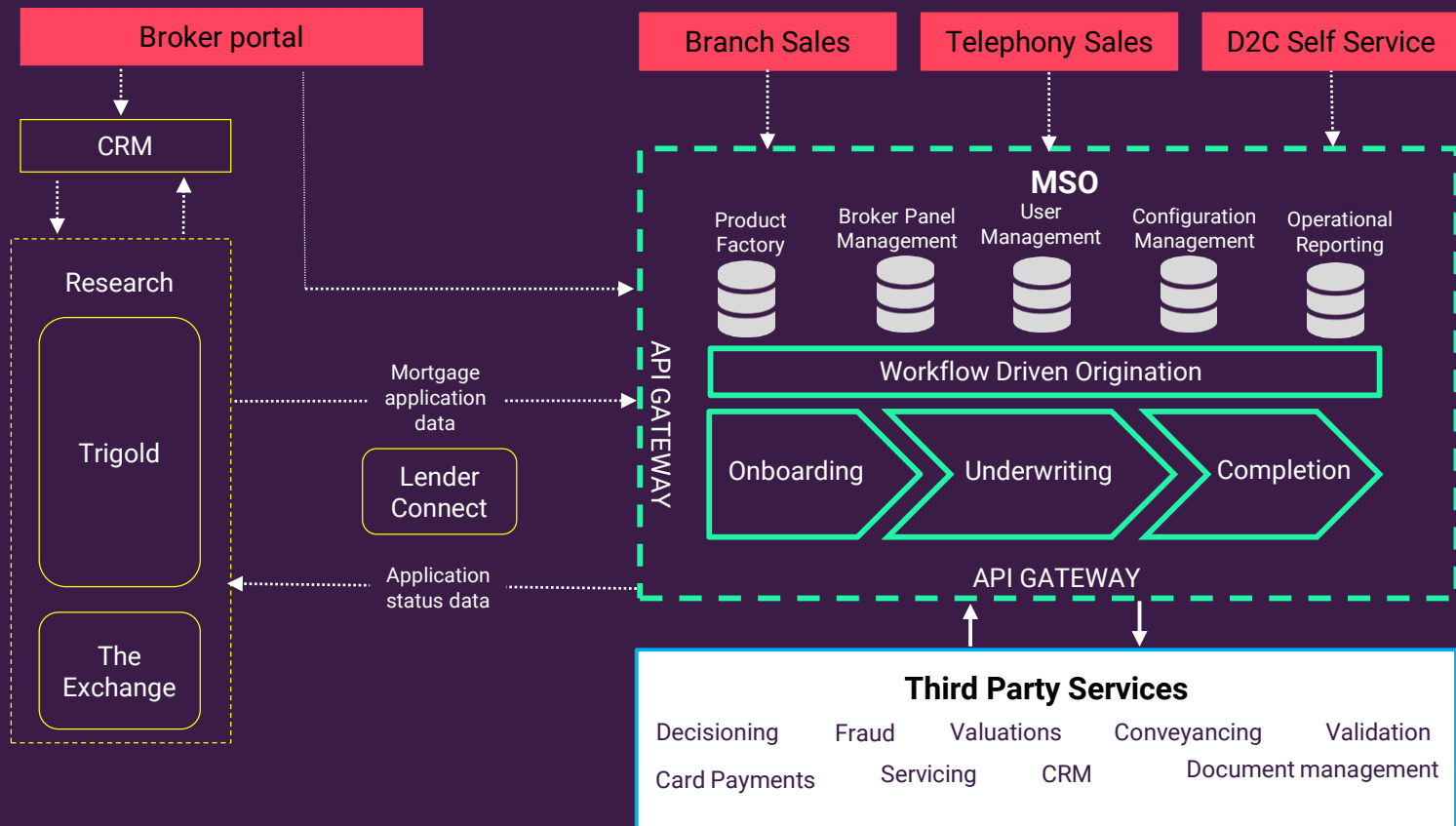
Iress mortgage journey



Iress mortgage journey



Iress mortgage journey



Thank you!

For more information
please get in touch

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