



## Resolve loan stipulations quickly

### Realize gains from loans faster with automation

Loan stipulations, and the cumbersome process to resolve them, force many lenders to sit on loans for an extended period of time. And, when you're unable to sell those assets to other investors, it drains the potential for profits.

Loan stipulation resolution processes are often bogged down by delays and manual processes. Stipulation information from various branches and underwriters often must be manually input into spreadsheets, with other information extracted and shared via email. This means there's often limited visibility into who is doing what and when between the branches, underwriters, and the post-closing team.

How can you create a faster, more transparent process that gets loans off your books faster?

### Give employees a single system of action to resolve loan stipulations faster

ServiceNow's App Engine helps financial institutions build custom solutions to meet their specific workflow challenges. With little to no coding required, it's quick and easy to create new applications or build on top of existing apps. You see results fast:

- Automatically log loan stipulation details in a central portal that everyone involved in the process can access, eliminating errors
- Connect branches, underwriters, and the post-closing team via a single app, so everyone can clearly track the status of activities
- Streamline the time spent on calls, emails, and waiting for responses, so team members can spend more time on strategic work

App Engine's capabilities easily extend to other key business and financial processes. For instance, automatically capturing the specific reasons a loan is not approved, helping institutions easily demonstrate compliance with the Equal Credit Opportunity Act when it's time for an audit. Proven results generate excitement across the enterprise for other customized apps that make work easier and operations more agile.

### Industry

Financial services

### Challenges

- Time-intensive manual processes to collect loan stipulations
- Error-prone spreadsheets and emails
- Disjointed communications and workflows between different teams

### Solution

App Engine  
IntegrationHub

### Results

- Collect stipulation details faster
- Connect branches, underwriters, and post-closing team in one place to improve transparency
- Free up resources for more strategic work

Find out how App Engine helps you develop customized solutions to resolve operational challenges.

[LEARN MORE](#)

[Learn more about ServiceNow solutions for financial institutions.](#)

# Managing loan stipulations with App Engine

**1 Loan sale initiated**  
The post closing specialist initiates a loan sale with a secondary market lender, triggering the loan stipulations process.

**2 Identify loan stipulations**  
Before the sale can close, the post closing specialist completes an audit, and identifies any loan stipulations from the secondary market lender, such as gathering documentation or collecting signatures.

**3 Review loan stipulations**  
The post closing specialist consults the loan origination system for the necessary documentation. Then, routes the remaining tasks to the people with the right information and skills to resolve the identified loan stipulations.

**4 Manage and/or log interactions**  
As needed, interactions and communications related to resolving the loan stipulations are managed in the app.

**5 Resolve stipulation tasks**  
Once the assigned stipulation tasks have been completed, the app automatically marks them as resolved.

**6 Notify post closing specialist**  
The app alerts the post closing loan specialist that the stipulations have been resolved.

**7 Complete loan sale**  
Once the loan stipulations have been resolved, the loan sale can go forward.

