

**opsdog**

**WORKFLOW**

**BPMN 2.0 FORMAT**

**MORTGAGE BANKING**

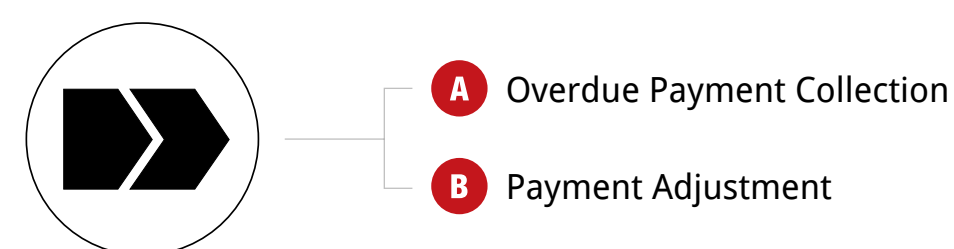
# Default Mortgage Collection

**The OpsDog Financial Services Hierarchy**

- Mortgage Banking
  - Sales & Business Development
  - Retail Network
  - Loan Operations
  - Loan Servicing
    - Default Mortgage Collection
  - Secondary/Wholesale
- Banking
- Insurance
- Broker Dealer
- Investment/Asset Management

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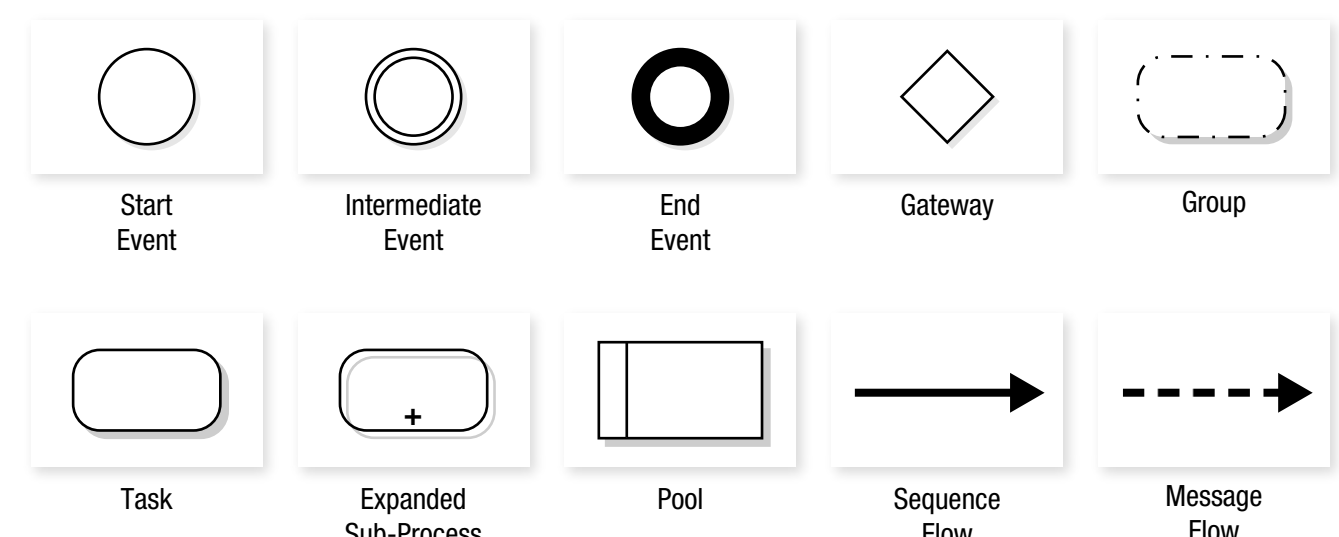
### Default Mortgage Collection: Workflow



### Workflow Description

The identification of delinquent mortgage accounts and any subsequent collection attempts. This process includes overdue account payment notification, collection assessment, collection resolution and final payment negotiation.

### Legend



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## Mortgage Banking: Default Mortgage Collection Workflow [BPMN 2.0]

**Mortgage Bank**

**Overdue Payment Collection**

```

      graph LR
        Start([Mortgage payment overdue]) --> Task1[System X generates list of accounts with overdue balances]
        Task1 --> Task2[List of delinquent accounts is sent to collections team]
        Task2 --> Task3[Collections team receives list of delinquent accounts]
        Task3 --> Task4[Account information on delinquent accounts is loaded into System X, account information is pulled up]
        Task4 --> Task5[Outbound call is placed based on targeted accounts]
        Task5 --> Task6[Customer is notified of late payments]
      
```

**Customer**

pm.FSOS.DefaultCollectionBPMN.150105

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