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WORKFLOW

BPMN 2.0 FORMAT

MORTGAGE BANKING

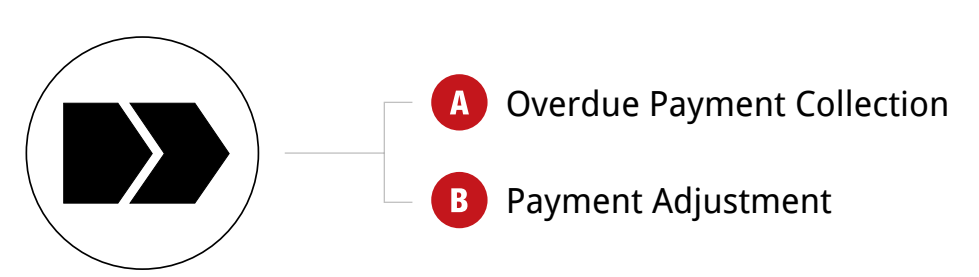
Default Mortgage Collection

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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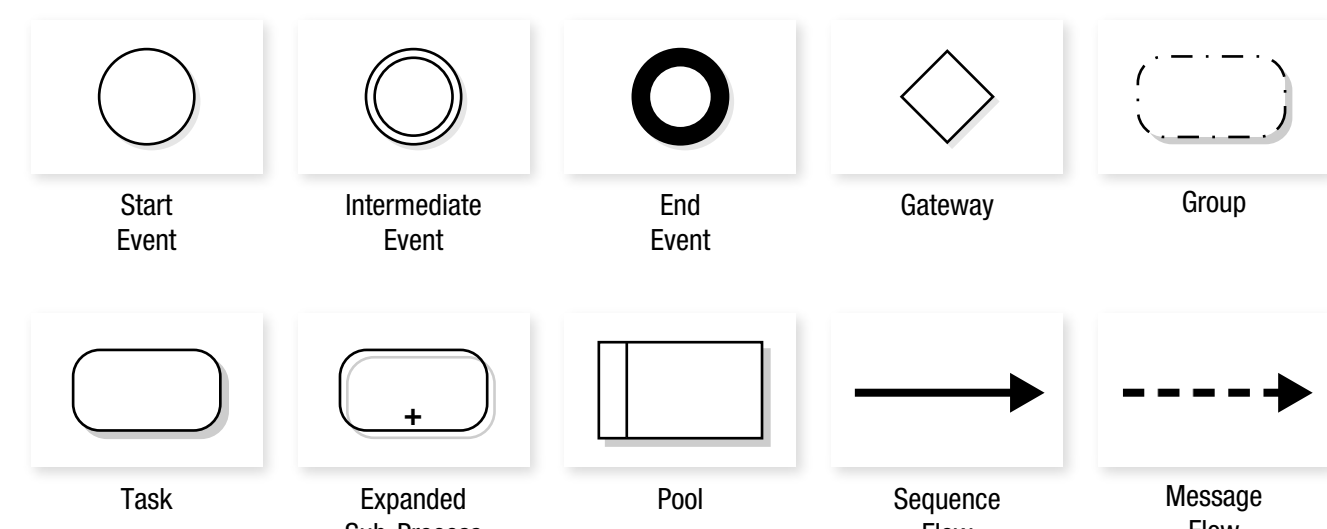
Default Mortgage Collection: Workflow



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

Customer

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]
  
```

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