

# Consumer Finance

*Benchmarks, KPI Definitions & Measurement Details*

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The OpsDog Consumer Finance Benchmarking Report



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# Report Details & Methodology

The OpsDog Consumer Finance Benchmarking Report



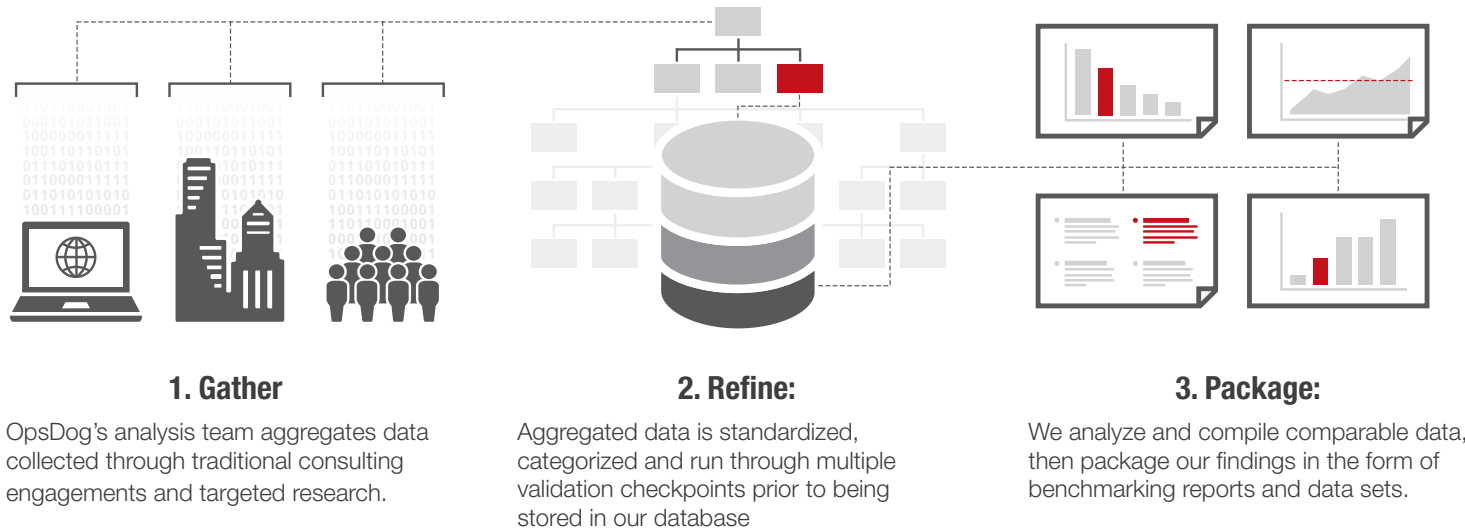
More than **5,000 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **28 KPIs** included in this report.<sup>1</sup>

**Data Range:** 2012-2017

**Region(s) Included:** United States, Canada

*The benchmarks included in this report were found to be comparable across companies of varying sizes (i.e., number of employees, total revenue).*

## Methodology: Data Collection & Validation



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### Note:

<sup>1</sup> The sample size of the observed data varies for each KPI.

# Consumer Lending

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## Consumer Finance

Mortgage Sales & Origination

**Consumer Lending**

Loan Servicing

Collections

-- The Consumer Lending Group is responsible for originating consumer loans (not including mortgages). Borrower applications must be inspected and reviewed thoroughly in order to make sure that risk is managed properly. Consumer loan officers and sales representatives consult prospective borrowers on loan solutions and collect applications and related information. The consumer loan operations function receives information from borrowers and loan officers and processes the loan (underwriting, closing, etc.) in accordance with the bank's standards. After a loan is closed, loan servicing and customer relationship managers work with borrowers to process loan payments, change loan information and answer any questions related to their loan. Consumer loans typically include auto loans, personal loans and student loans.

# Consumer Loans Closed per Consumer Lending Employee

Definition & Measurement Details



## What is Consumer Loans Closed per Consumer Lending Employee?

The total number of consumer loans closed over a certain period of time divided by the number of consumer lending employees working for the bank. Consumer lending employees include consumer loan officers, loan processors, underwriters and closers. Loan servicing employees are not included.

## Why should this KPI be measured?

Consumer Loans Closed per Consumer Lending Employee measures the total number of consumer loans closed in relation to the number of consumer lending employees working for the bank during the same

## How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total number of consumer loans closed over a certain period of time, and (2) the number of consumer lending employees working for the bank. Closed consumer

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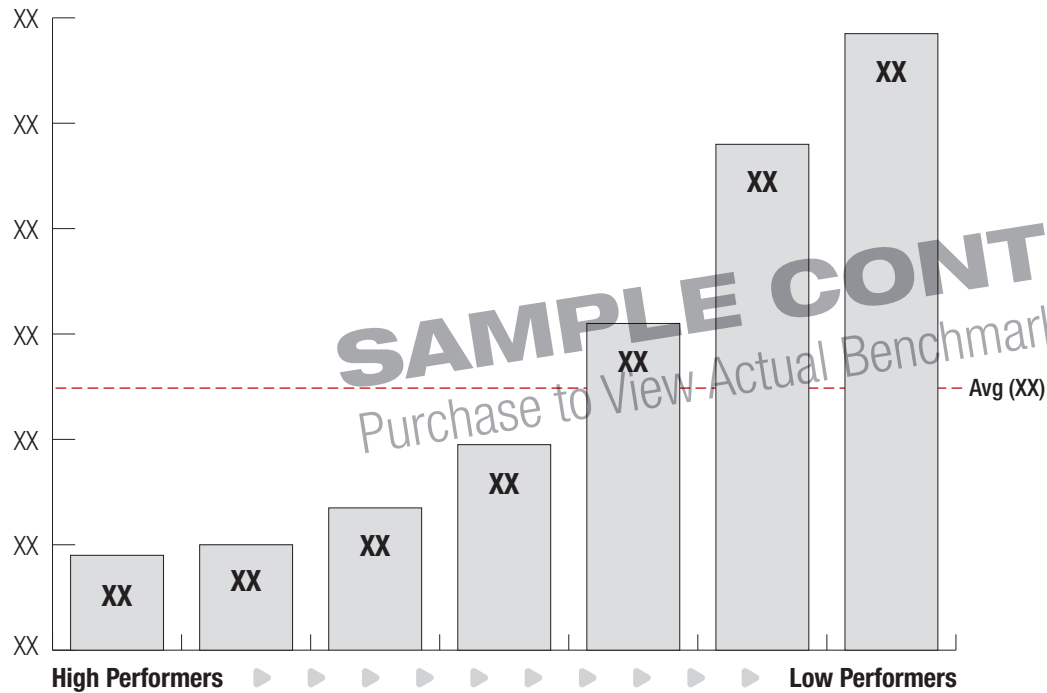
# Consumer Loans Closed per Consumer Lending Employee

Benchmarks & Characteristics of High Performers



## Consumer Loans Closed per Consumer Lending Employee (Monthly)

Total Number of Consumer Loans Closed / Number of Consumer Lending Employees



### Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

**How to read this chart:** This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.