

# Unit Cost: Mortgage Loan Servicing

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Unit Cost: Mortgage Loan Servicing

Definition & Measurement Details



## What is Unit Cost: Mortgage Loan Servicing?

The total cost of mortgage loan servicing operations (including labor, technology, occupancy and other overhead costs) divided by the average number of mortgage loans in the bank's servicing portfolio over the same period of time.

## Why should this KPI be measured?

Unit Cost: Mortgage Loan Servicing measures the average operating cost incurred by the bank, or loan servicer, to service a single mortgage loan over a defined period of time (e.g., monthly, quarterly, etc.). While

## How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) total mortgage loan servicing expense incurred by the organization over a given time period, and (2) the average number of mortgage loans in the organization's loan

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# Unit Cost: Mortgage Loan Servicing

Benchmarks & Characteristics of High Performers



## Unit Cost: Mortgage Loan Servicing

Total Mortgage Loan Servicing Expense / Total Number of Mortgage Loans in Servicing Portfolio



### 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.

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