# **Unit Cost: Mortgage Loan Servicing**

Benchmarks, Definition & Measurement Details





# **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.



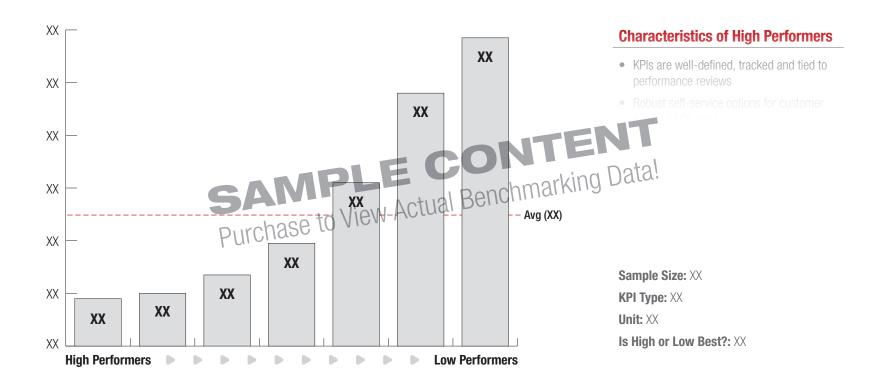
# **Unit Cost: Mortgage Loan Servicing**

Benchmarks & Characteristics of High Performers



## **Unit Cost: Mortgage Loan Servicing**

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



**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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