



Lender Hub

Configurable workflow and
risk management system for
the mortgage valuation market

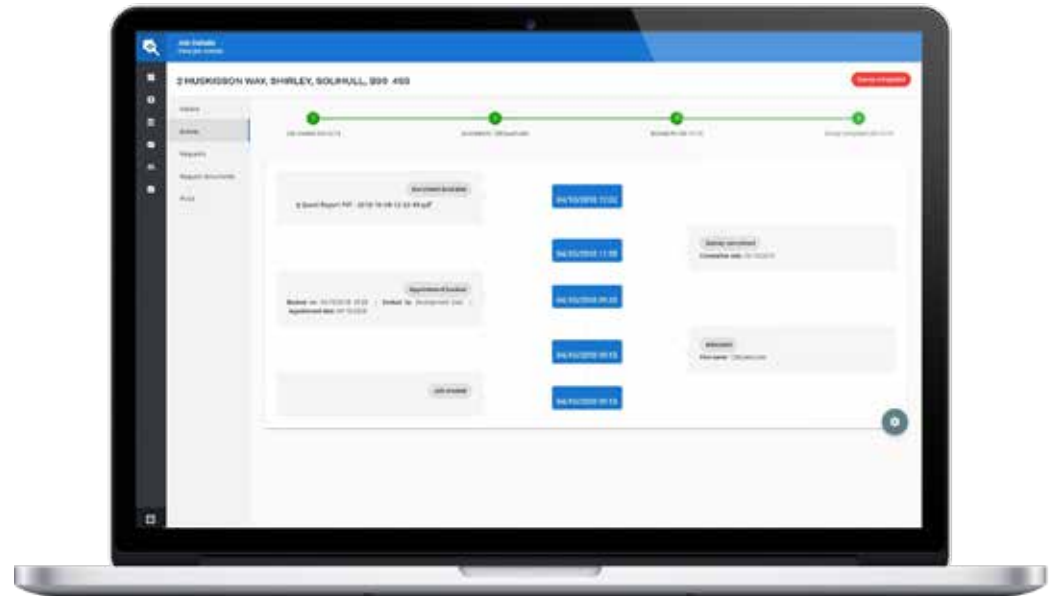


Lender Hub is a configurable workflow and risk management system for the mortgage valuation market. Our web-based desktop software provides Lenders with a job management platform that interacts directly with Survey Hub and PVQ Hub, managing mortgage valuations from instruction through to completion.

Our solution enables Lenders to engage seamlessly with Panel Managers and Surveying Firms throughout the lifecycle of a mortgage valuation, improving efficiency and transparency.

The software provides real-time job updates, case progress tracking with event history timelines and access to a messaging service, delivering full visibility and simplified communication.

Configurable rule engines facilitate automated triage for 'valuation type' decisions. PVQ management enables Lenders to raise and respond to Post Valuation Queries in one place. These tools ensure that valuation risk is minimised, while streamlining workflows.



Features

- Seamless integration with Survey Hub and PVQ Hub, enabling access to jobs instructed to Panel Managers and Surveying Firms for full transparency.
- Configurable rules and thresholds to automatically triage which type of mortgage valuation to instruct. (AVM, remote or full inspection).
- User-friendly dashboard that visually displays the status of jobs, flagging new requests and actions that need urgent attention.
- Ability to control system users with different levels of login access.
- Job list overview screen, where you can use filters for quick searches and easily identify job status with colour coded flags.
- Job details page displays a progress bar and job status. View all activity, including any attachments which can be downloaded.
- Raise, manage and escalate PVQs against specific jobs. Monitor progress, with the ability to view actions and respond in real-time.
- Manage SLA settings for specific response times.
- Simple messaging service that enables lenders to interact directly with a Panel Manager or Surveying Firm, time and date stamped.
- Get next job functionality for both message requests and PVQs, where the next most important task is presented to the user.
- Event timeline functionality displays job history in chronological order, showing a snapshot of dates, times, status and requests.
- Ability to download and view a signed-off Lender formatted form.

Additional features (optional)

- Automated concentration risk analysis against new build development sites and geographical factors.
- Integrated ability to run AVM's through the CoreLogic IntelliVal service.
- Automated Risk, Fraud & Audit alerts, hidden BTL, flood risk, HMO verification and many more selectable data fields, providing pro-active alerts pre or post valuation.

How it works



1 A mortgage valuation request is received by the Lender and created as a new job on Lender Hub, or if required passed from the Lenders mortgage origination system to Lender Hub through API direct integration.



2 Based upon a set of configurable rules (decided by the Lender), Lender Hub ascertains and triages the most appropriate valuation type for the property.



3 An instruction is sent to Survey Hub and allocated to a Panel Manager or Surveying Firm.



4 The Lender tracks progress of the job, sends message requests and can raise and manage PVQs.



5 Once a mortgage valuation is complete, the Surveyor will sign off the job and a Lender form is created and returned to Lender Hub, and if required can be passed back via the API to the Lenders mortgage origination system.

What's included?

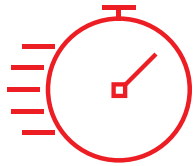
Feature/Service	Description	Lender Hub (Basic)	Lender Hub (Standard)	Lender Hub (Integrated)
Job Status	Live tracking and visualisation of job progress	✓	✓	✓
Job Information	View the instruction information of a job (i.e. contacts and property attributes)	✓	✓	✓
Job History	View the full case history of a job	✓	✓	✓
Lender Form	Ability to view PDF of completed lender report	✓	✓	✓
Job Requests	Raise requests against a job	✓	✓	✓
Request Management	Respond to or close an open request	✓	✓	✓
Raise PVQs	Raise PVQs against a job	✓	✓	✓
PVQ Management	Accept or reject a PVQ response	✓	✓	✓
Manual Job Creation	Key in a job into Lender Hub	✗	✓	✓
Job Allocation	Allocate jobs to Panel Manager/Surveying Firm using rules	✗	✓	✓
Job Updates	Ability to update job information	✗	✓	✓
Integrated Form Data	Valuation data returned and visible within each job record	✗	✓	✓
Integrated Photographs	Photographs collected at point of valuation	✗	✓	✓
Valuation Triage	Configurable rules and thresholds to automatically triage which type of mortgage valuation to instruct	✗	✓	✓
Job Creation API	Jobs created via your own mortgage origination system (MOS)	✗	✗	✓
Job Management API	Updates, completion information and valuation data / photographs retrieved directly into your system where required	✗	✗	✓

Additional (Optional) Services:

Concentration Risk	Automated pro-active concentration risk analysis against new build sites, geographical spread or property type and style	✗	✓	✓
AVM Calls	Integrated ability to run AVM's through the IntelliVal service	✗	✓	✓
Risk and Audit Alerts	Risk & Audit Tool incorporates a full range of core data elements that can be used pre or post valuation to pro-actively mitigate risk	✗	✓	✓

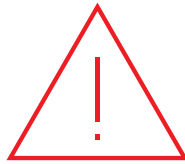
Integrated Services

What are the benefits?



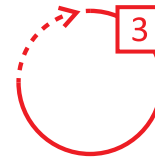
Better turnaround

Having to only enter information onto one single system and not two separate systems, saves considerable time and effort, improving SLA turnaround times.



Reduction in errors

Minimal re-keying of information during job creation, updates and transferring form data, eliminates room for errors or missed information.



Real-time status updates

Job updates and responses happen in real-time, received directly onto the Lender's mortgage origination system, improving operational efficiency.



About us

CoreLogic UK empowers the Property Services Industry through Technology, Data and Connectivity.

The markets we serve include mortgage finance, property surveying, residential estate agency, insurance and energy.

Our solutions help clients to streamline operations, improve performance, make smarter decisions and mitigate risk.

We deliver value and work collaboratively with our clients, by listening to their needs. We address challenges and act quickly to present innovative and cost-effective technological and data driven solutions.

29.7 | million UK residential properties monitored daily for events

150 | million UK property transactions stored in our database

20+ | years of historic sales, listings and valuation data

80% | of all UK property valuations instructed using our technology

For more information please call 0333 123 1415 or email salesuk@corelogic.com

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