



Mortgage Back-office Services

Committed to drive your business enrichment

EFFICIENT | FAST | PRODUCTIVE



KG Information Systems Private Limited

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WE ARE

- ✓ KGiSL provides high value & cost effective back-office services from our service delivery locations in Coimbatore, Bangalore & Belize
- ✓ Open-ended solutions for any functional area to allow industry, geography and client specific customizations.
- ✓ We combine industry best practices , proprietary tools and methodologies to improve client satisfaction, reduce operational costs while streamlining processes through continuous improvements and optimization.
- ✓ Our service delivery is based on subject matter expertise, streamlined processes & analytics driven operational approach
- ✓ Our state of the art technology & infrastructure are equipped with best in class quality management system and adhere to ISO & data security standards
- ✓ Combined with 100% outcome based pricing models we bring to the table a truly compelling partnership value proposition



15 years of experience serving global client projects. Average client engagement is 5+ years



Agents undergo regular skill training to maintain the standard of competencies



Regular project reports are delivered ensuring complete transparency and complete client control over project



Streamlined processes & analytics driven operational approach offer quick turnaround



Quality assurance ensures SLAs are met and assure accuracy levels of over 98%



Client centric approach offers fully tailored solution and complete client control over project

SOME OF OUR SERVICE OFFERINGS

Transaction Processing

Mortgage Back-office
Telecom Bills Analysis
Legal Garnishments
Financial & Accounting
Supply Chain Management
(Procure to Pay)
Invoice Processing

Data Processing

Data Entry and validation
Data Conversion
Transcription (A/V)
(Finance & Medial)
Image Editing
Video Editing

Judgement Processing

Research Services
Revenue Cycle Management
Search Engine Optimization
Social Media Management
Monitoring Services
Data Analytics



100% Schedule Adherence



Saves Your Time



Highly Secure



Professional and qualified workforce



Quickly Scalable



Zero downtimes



24 x 7 Support



Cost Effective

Mortgage Back-office



Solutions for the Mortgage Finance Industry >>

Global organizations depend on KGiSL's tested and proven Back-Office support solution that delivers measurable results. As compliance and regulatory challenges proliferate, lenders and servicers must find new ways to provide extraordinary service to borrowers while minimizing risk and keeping costs low. KGiSL provides quality back-office services customized around the client's specific needs without sacrificing speed and efficiency.

KGiSL delivers back-office services within the client's lending system (like Encompass360), technology and workflow, integrating our team with the client's portfolio to provide necessary support. The back-office helpdesk team functions as an extension of client's process and offers support functions like constantly monitoring and alerting loan processors of rate lock expiration, compliance issues, raising appraisal orders, managing records and documents.

Residential Mortgage Value Chain – Core Processes

KGiSL Back-Office Solution lowers the cost, raises productivity, and arms the client platform with "On-Demand" operational capacity

Sales & Marketing

- Product Development
- Prospect and Lead Generation
- Direct Sales

Pre-Underwriting

- LOS Data Entry
- LOS Data Validation
- Data Lock in LOS

Processing

- Document Checks
- Ordering External Data
- VOE/VOM/VOR
- Initial Disclosure and Truth In Lending Preparation

Underwriting

- Automated Underwriting
- Manual Underwriting

Closing

- Document Prep
- Scheduling Closing
- Funding
- Trailing
- Documentation
- Appraisal and other Risk Reviews

Servicing

- Payment Processing
- Taxes and Escrow Management
- Customer Care
- Investor Reporting Management

Defaults

- Collections
- Default and Property Identification
- Foreclosure
- Loan Modifications
- Dispositions
- Securitization Reviews



KGiSL works with clients to create customized solutions. Please contact us for more information about Mortgage Back-Office Services.

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