



Is Your Bank or Credit Union Able to Easily Accept Borrowers' Loan Payments from Other Banks & Credit Unions?

The findings of an FIS survey of community bank CEOs indicate that the No. 1 concern of financial institution executives was growing loan revenue. As banks and credit unions expand markets and offerings to achieve loan growth initiatives, these institutions often attract borrowers who make their loan payments from other financial institutions.

Improving consumer retention also ranks high as an executive concern and customer satisfaction in this area is measured by the ease of which your borrower is able to conduct such a payment transaction.

There are several major benefits to your institution having the ability to provide a borrower friendly online loan payment experience which has the capability to pull payments from your borrowers' funding sources at other institutions.

Customer Satisfaction & Retention - Simply put, customers want ease and convenience and will bank with the institution that does the best job providing this.

Reduced Operating Costs - Financial institutions adopting a borrower friendly automated loan payment solution available 24/7 often find substantially reduced operating costs and customer service resources freed up as the institution no longer needs to manually transact loan payments.

Improved Cash Flow and Loan Asset Quality - The easier it is for a borrower to make a payment, the more likely they will make these payments and make them on time even if it is at the last moment.

Convenience Fee Income - A convenience fee is a charge levied for the privilege of paying for a product or service using an alternative payment, or a payment method that is not standard for the merchant. As an ATM provides depositors 24/7 access to funds, online loan payment solutions provides 24/7 payment capabilities from any funding source which delivers fee worthy added value.

A suitable online loan payment solution should have the ability to provide borrowers a seamless and simple means to make their loan payments to your institution from their bank or credit union at any time. The solution should also provide multiple payment channels: Online, through Contact Center or Collection Agent or through an automated Interactive Voice Response System. The solution provider should be familiar with the channel integration and file interface needs of your institution's core processing system as well as the ability to provide a smooth turnkey implementation without disruption.

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Bottom Line: Borrowers have many options and therefore the ability to demand a convenient loan payment experience. Banks and credit unions providing borrowers the ability to easily make loan payments at any time from any financial institution clearly have an advantage over competitors that do not.