

# American Federal Mortgage

**Team Size:** 50

**Location:** New Jersey (10 different states on East Coast)

**LOS:** Ellie Mae's Encompass® digital mortgage solution

## AFMC Cuts 5 Hours Off Their Daily Loan Origination Time

### Challenge

American Federal Mortgage Corporation is a mortgage lender that's been in business since 1987 and uses Ellie Mae's Encompass® LOS. Their affiliate title company was on a legacy title, escrow and closing software that required them all to rekey hundreds of individual data fields every time they needed to create a CD to fund a loan. Collaborating on fees was time intensive, costly, and created undue stress given the attention to detail required for this routine task and the severe consequences for any errors.

### Goals

AFMC wanted to decrease the time it took to originate a loan while maintaining accuracy so they could free up their team to focus on high value customer service activities. Margins are already thin in the current economic environment and they were seeking more ways to create efficiency. It was frustrating that their title affiliate, essentially under the same roof, had their own data in their legacy software but it couldn't balance automatically with AFMC's data in Encompass®.

### Solution

Their affiliate title company switched from the outdated legacy software to the modern Qualia platform which created a better way to interface the data between the lender and title teams and create a true "one stop shop". Through the **Qualia/Encompass® two-way integration and Fee Collaboration enhancement**, they found a way to accelerate their loan origination speed by seamlessly collaborating with their title company and instantly balancing their CDs.

### Results

In the first 30 days they were able cut over **5 hours out of their daily loan origination efforts** by getting their CDs balanced instantly. By adding the Fee Collaboration enhancement to their Qualia/Encompass® integration they were able to:

- Provide their affiliate title company visibility into their lender CD and what's actually in their system
- Import each others' CD with one click of a button to balance and match all fees accurately
- Automatically highlight discrepancies between the lender's CD and title & escrow company's CD



*"Qualia is a different type of software. You get the clarity and speed you need because you know the information is there and correct."*

— Andrew R. McElroy, Vice President, Mortgage Operations



0 minutes:  
time to balance the CD



5+ hours:  
gained productivity  
per day



Instant fee discrepancy  
highlighting