



# Loan Payoff Request *Prebuilt RPA Solution*

The process of requesting a payoff involves several steps, from extracting borrower and lender data from the loan application, to physically placing a payoff request call, and finally inputting required data into title systems. In any given month, a lender or title company could receive hundreds of 1003 Uniform Residential Loan Applications, which all require issuing payoff calls that can take up to 10 minutes per file to complete.

Neostella's loan payoff request automation offers a time-saving solution that can make your overall loan processing more efficient. The best part? We've already done the work, making implementation fast and easy. Other benefits of our prebuilt process include:

## A One of Its Kind Process



The ability extract data from 1003 forms for individuals or multiple parties using advanced analysis to determine which lenders to call.



Our unique call system uses speech-to-text translation which creates a call transcript and "listens" for keywords before any action is taken, making it more resilient for phone tree changes.



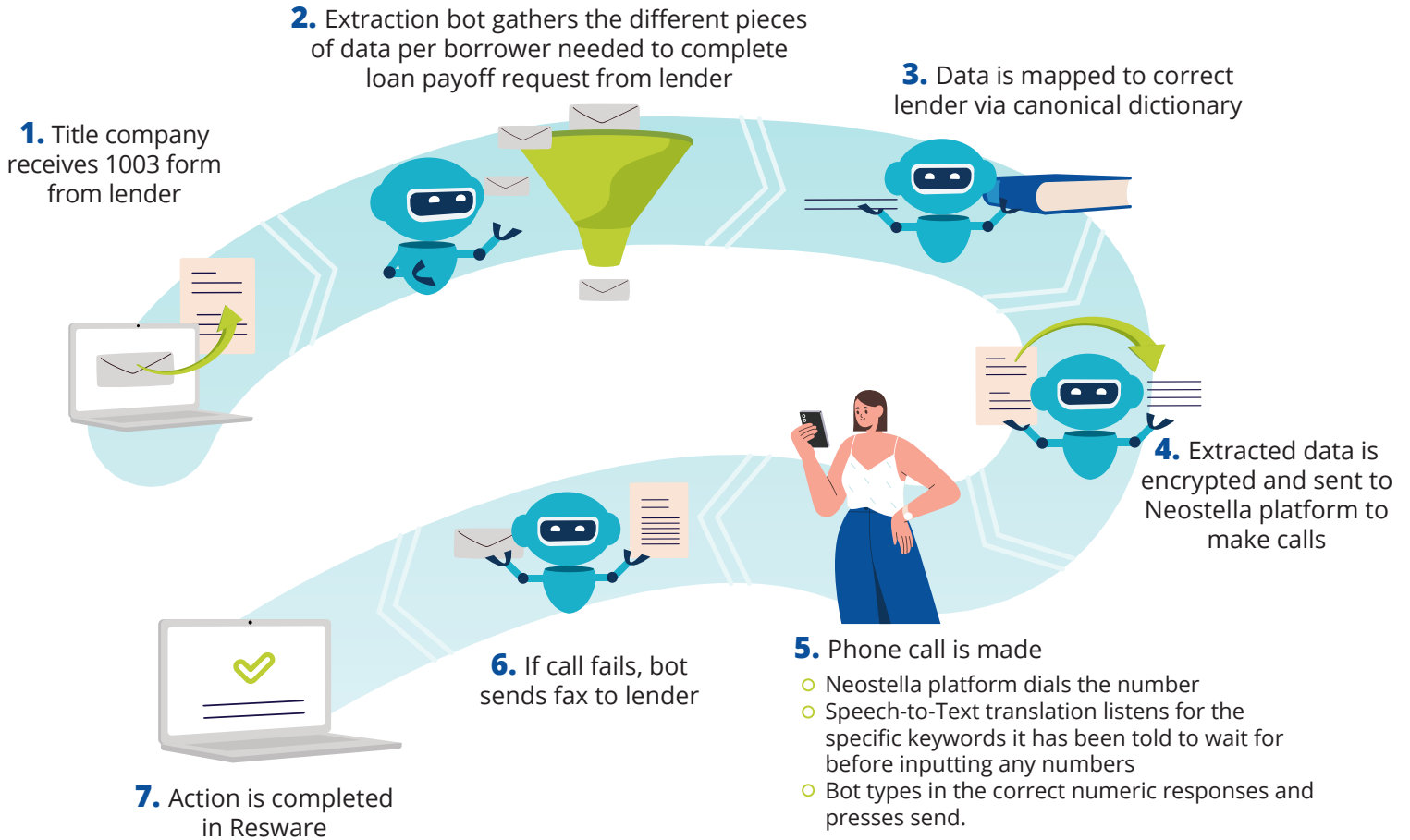
Highly customizable instruction lists can be added to or changed -- without development -- making multiple lenders to call per payoff simple.



## How Does Automating Payoff Calls Work?

Our developers analyzed existing systems to determine an automation solution that would be suited to handle a variety of calls and different lenders. In doing so, we developed a sophisticated payoff automation machine that uses two different technologies to handle payoff calls, a process in a class all by itself.

# How Does Automating Payoff Calls Work?



## What's the ROI?

We've created an automation that utilizes the Neostella platform to instruct RPA bots how to make loan payoff request calls that can be easily adjusted for each lender.

- Give back valuable time to your employees that was previously spent manually dialing.
- Seamlessly handle phone tree changes, such as adding a holiday greeting to a voicemail message, with the use of Twilio API and Google Speech-to-text translation.
- Generic process with instruction lists allows for customizable & programmable options to easily extend the process from one lender to another.
- Improved accuracy, as bots do the legwork and don't make mistakes.

## Pricing Options

| PLAN TYPE: | # OF CD'S            | PRICE            |
|------------|----------------------|------------------|
| Standard   | Up to 200 CD's/Month | \$8,000/Year*    |
| Premium    | Up to 400 CD's/Month | \$12,000/Year*   |
| Elite      | 650+                 | Call for Pricing |

\*Plus the cost of UiPath licenses.