SMB ASSISTANCE LOANS
A flexible platform for banks to originate loans to SMB’s at scale and in compliance with changing government policies.

The solution provides the right foundation to configure/deploy processes in highly agile business environments, while ensuring the necessary business impact is delivered in a timely manner.

**CURRENT LANDSCAPE – SMB ASSISTANCE LOANS**

The Covid-19 situation is a good example of the need for SMB Assistance loans. With governments around the world announcing new relief loans and schemes on a weekly basis, lenders are inundated with thousands of loan requests. These situations mandate the need for smart and agile loan origination systems that can adapt to change and cater to high volumes, in real-time.

**BUSINESS CHALLENGES**

- **MONUMENTAL LOAN VOLUMES**: Loan Origination volumes for such special loans are unprecedented
- **NEED FOR RAPID ROLLOUT**: Lender banks/credit unions don’t have the necessary IT teams to spin up new processes quickly
- **REMOTE ACCESS TO LOANS**: Given the prevailing pandemic situation, remote access to loans is mandatory
- **COMPLIANCE OBLIGATIONS**: BSA/KYCAAML, regulations to minimize fraud and ensure visibility into the risk being underwritten
- **NEED TO BUILD FOR CHANGE**: With the Government policies changing almost on a daily basis, ability to adapt to change is a must
- **FUTURE PROOFING**: Systems limitations to cater to similar situations in the future

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**Powered By**

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**USA**

- **Main Street Lending Program**: Available through any federally-insured depository institution (banks, savings associations & credit unions)
- **Coronavirus Business Interruption Loan Scheme**: Available through more than 40 accredited lenders

**United Kingdom**

- **Coronavirus Small and Medium Enterprises (SME) Guarantee Scheme**: Available through more than 41 accredited lenders
- **Bounce Back Loan Scheme (BBLS)**: Available through more than 23 accredited lenders

**Australia**

- **Coronavirus Small and Medium Enterprises (SME) Guarantee Scheme**: Available through more than 41 accredited lenders

**Singapore**

- **Coronavirus Small and Medium Enterprises (SME) Guarantee Scheme**: Available through more than 41 accredited lenders

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**Main Features**

- **USA**
  - Main Street Lending Program
  - Coronavirus Business Interruption Loan Scheme

- **United Kingdom**
  - Coronavirus Small and Medium Enterprises (SME) Guarantee Scheme
  - Bounce Back Loan Scheme (BBLS)

- **Australia**
  - Coronavirus Small and Medium Enterprises (SME) Guarantee Scheme

- **Singapore**
  - Coronavirus Small and Medium Enterprises (SME) Guarantee Scheme

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**Additional Information**

- **Loans Available**:
  - USA: $600 billion funding through a Special Purpose Vehicle
  - United Kingdom: Loan Amount up to 25% of a business turnover capped at £50,000
  - Australia and Singapore: Support up to $40 billion of lending to SMEs
  - Government will guarantee 50% of new loans

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**Funding**

- **USA**
  - Fed will take 95% of the loan value

- **United Kingdom**
  - 100% Government-backed guarantee

- **Australia**
  - Support up to $40 billion of lending to SMEs
  - Government will guarantee 50% of new loans

- **Singapore**
  - Support up to $40 billion of lending to SMEs
  - Government will guarantee 50% of new loans
INTRODUCING SMB ASSISTANCE LOANS

**FAST TRACK LOAN ORIGINATIONS BY 40-50%**
Gain immediate capacity via straight through processing

**100% TRANSPARENCY**
Ensure accuracy and transparency to regulators

**25-30% REDUCTION OF ERRORS**
Leverage automation through OCR, e-signatures, sanction checks to reduce human errors

**MITIGATE CREDIT RISK BY > 30%**
Using AI/ML via data-driven and predictive models

**SOLUTION ADOPTION**

**Scope of Activities**
- 3-5 week roll out
- Gain understanding of loan product, origination complexities and existing IT Infrastructure
- Amendments to data model
- Configuration of applicable modules: OCR, risk assessment parameters, fraud algorithm, integrations, etc.
- Configuration of the portal screens based on loan product
- Configuration of dashboard reports

**Team:** 1 Business Analyst, 1 Lead System Architect, 2 Pega Developers

**CASE STUDIES - LOAN ORIGINATION EXPERTISE**

**LARGE AUSTRALIAN INVESTMENT BANK AND DIVERSIFIED FINANCIAL SERVICES GROUP**
- On average, each loan application performed 60+ service invocations
- Automated scanning, classification and storage of loan related documents
- Gateway e-lodgement of 6 different loan products

**LEADING BANKING GROUP IN UK DEALING IN RETAIL AND COMMERCIAL LINES**
- Less than 0.4% error ratio
- Digital signature functionality
- Interacts with 8-10 systems via 5 unique integration points

**UK’S LEADING PROVIDER OF BUSINESS PROCESS OUTSOURCING**
- 20% improvement in Transaction processing time
- Automation of end-to-end cycle from due diligence to account servicing & servicing management handling
- Unified letter generation of 10+ different types of letters

**WHY CHOOSE US?**

**Our Pega Practice**
- Total Pega Practice of 800+
- Pega Platinum Partner
- 200+ Person Years of Pega expertise
- 300+ successful Pega Implementations
- > 115 Certified Lead System Architects (CLSA)
- A Certified Pega Upgrade Partner

**Commercials**
- 3-5 week resourcing cost (T&M mode) to adopt the framework to be borne by the customer
- Build for Change Configurations for changing regulations
- Low Initial Cost Easy and Predictable
- Rapid Rollout Fast and Convenient

**WHY CHOOSE US?**

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- 200+ Person Years of Pega expertise
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**GLOBAL FINANCIAL SERVICES ORGANIZATION SERVING 5.4M CUSTOMERS ACROSS 30 COUNTRIES**
- Reduced onboarding time of a new partner (automobiles or dealers) to 10 days
- 15% improvement in operational efficiency from application to disbursement

**LEADING CANADIAN BANKING GROUP**
- Increased client satisfaction, retention and product penetration
- Improved efficiency and enhanced client experience
- Digitization of all documentation & propagation of data to adjudication systems

**LEADING VIETNAMESE FINANCIAL SERVICES COMPANY WITH OVER 15,000 EMPLOYEES**
- Automated process by reducing manual hand-offs
- Automated scoring process using Decision Management
- Automated the credit card onboarding process
Coforge is a leading global IT solutions and services organization which believes that real transformation cannot be driven by thinking in technology terms alone. With a mission to “Transform at the Intersect” it aims to bring both deep domain and deep emerging technologies expertise to achieve real-world business impact. A focus on very select industries, a detailed understanding of the underlying processes of those industries and partnerships with leading platforms provides us a distinct vantage. We leverage AI, Cloud and Insight driven technologies, allied with our industry expertise, to transform client businesses into intelligent, high growth enterprises.

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