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.

<table>
<thead>
<tr>
<th>Country</th>
<th>Program</th>
<th>Availability</th>
<th>Funding/Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>Main Street Lending Program</td>
<td>Available through any federally-insured depository institution (banks, savings associations &amp; credit unions)</td>
<td>$600 billion funding through a Special Purpose Vehicle Fed will take 95% of the loan value</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Coronavirus Business Interruption Loan Scheme</td>
<td>Available through more than 40 accredited lenders</td>
<td>Comes with a UK government-backed guarantee Also covers the first 12 months of interest payments</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Bounce Back Loan Scheme (BBLS)</td>
<td>Available through more than 23 accredited lenders</td>
<td>100% Government-backed guarantee Loan Amount up to 25% of a business turnover capped at £50,000</td>
</tr>
<tr>
<td>Australia</td>
<td>Coronavirus Small and Medium Enterprises (SME) Guarantee Scheme</td>
<td>Available through more than 41 accredited lenders</td>
<td>Support up to $40 billion of lending to SMEs Government will guarantee 50% of new loans</td>
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**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/KYC/AML 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
INTRODUCING SMB ASSISTANCE LOANS

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

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

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 loan life cycle from due diligence to account servicing & arrears management handling
- Unified letter generation of 10+ different types of letters

LEADING CANADIAN BANKING GROUP
- Increased client satisfaction, retention and product penetration.
- Improved efficiency and enhanced client experience
- Digitisation 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

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

- Specialist Pega BA and QA Practice
- Global ODC’s Bangalore, Hyderabad and Nearshore UK
- Nearshore North American Development Center
- Contact

BENEFITS

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
Coforge is a leading global IT solutions organization, enabling its clients to transform at the intersect of unparalleled domain expertise and emerging technologies to achieve real-world business impact. We leverage AI, Cloud and Insight driven technologies, allied with our industry expertise, to transform client businesses into intelligent, high growth enterprises. Today our proprietary platforms power critical business industries. Our 21,000 technology and process consultants engineer, design, consult, operate and modernize systems across the world.

Learn more about Coforge at: www.coforge.com