

# ARGO

## Retail Lending

### Benefits

- Enhance Revenue
- Increase Productivity and Efficiency
- Improve Customer Experience
- Strengthen Governance, Risk, and Compliance
- Increase Employee Engagement/Effectiveness

### Integrated Retail Lending Solution

**Consumer Loans. Real Estate Loans. Business Loans. Indirect Loans.** Financial institutions have historically kept these loan types separate and processed them using different platforms. This results in decreased productivity, increased costs, significant errors, longer turnaround times, and poor customer experiences.

With ARGO, institutions gain a competitive edge by processing all of these loan types as part of a single, end-to-end solution – **the ARGO Retail Lending solution**. This solution provides the following capabilities to increase efficiency and productivity, improve customer satisfaction, and minimize risk.

### OmniTouch

ARGO provides cross-channel OmniTouch functionality to improve customer engagement by:

- Processing loan applications from a customer's preferred channel – branch, contact center, point of sale, or digitally
- Accepting e-Signed documents from any location at any time

### Paperless Processing and e-Signature

To replace ink signatures with an electronic signing ceremony, eliminate document printing, and produce a legally binding document, ARGO provides Paperless Processing. This enables customers to choose where they e-Sign – in a branch, at home, or on the go – for a seamless experience. With Paperless Processing, the institution integrates a paperless workflow directly into loan origination processes.

In addition to processing multiple loan types and providing cross-channel capabilities, institutions require transparent governance and compliance controls, decisioning support, and intuitive workflow to:

- Systematically enforce regulatory and internal requirements
- Speed up application processing and funding
- Efficiently assign and prioritize tasks



To successfully perform these functions, ARGO Retail Lending delivers:

## Sales Tools

Retail Lending displays consolidated customer information and loan details for a total view of the customer's relationship. Financial calculators and product selection tools expertly guide employees in identifying best-fit products for increased customer engagement.

## Governance, Risk & Compliance Controls

These controls systematically enforce regulatory requirements during the loan process. Applying decisioning analytics, Retail Lending automatically triggers policy and compliance exceptions based on the institution's business rules and policies. Institutions also establish a consistent process aligned with lending regulations. With this automation, institutions eliminate manual identification of complex policy violations, reducing potential audit and regulatory compliance issues.

## Decision & Rules Engine

The ARGO Decision and Rules Engine automates and supports decisions made during loan origination. Using lender-defined parameters, the engine derives decisions such as:

- Determining applicant's risk
- Assessing risk and calculating pricing
- Making a decision on a loan

## Workflow Management

Applying Workflow Management's configurable tools, the institution assigns, routes, and prioritizes loans according to service level agreements, employee or team skills, authorities, and capacity. This functionality also displays actionable views of loan applications in progress. Real-time data enables managers to proactively resolve processing issues and bottlenecks.

## Loan Types

ARGO Retail Lending encompasses the following loan types:

**Consumer** – Unsecured and secured, installment, revolving, credit card, home equity, and home equity lines of credit

**Real Estate** – Residential mortgages for purchase, construction, refinance, or refinance-cash out. Renewals include a customer's primary residence, second home, or investment property.

**Business** – Small business, credit cards, and lines of credit including unsecured and secured (equipment, inventory, fixed assets, and commercial real estate)

**Indirect** – Helps build relationships with dealers, branches, and other lenders with flow-through arrangements for upstream and downstream partners, onboarding tools, and bonus programs.

## Channels

**Branch/Contact Center** – Originates and processes loans through the traditional in-person channel or over the phone.

**Digital** – Meets the needs of on-the-go customers with digital functionality to view loan types, compare options, submit applications, upload documents, and fulfill loan requests.

**Third Parties and Affiliates** – Provide a secure web portal, facilitating loan origination at the point of sale through ARGO OmniTouch technology.

One of the largest used-car retailers in the U.S. uses ARGO Retail Lending to perform loan underwriting with 100 percent of their retail loans benefitting from ARGO automated decisioning capabilities. This includes more than 1.4 million applications and 330,000 booked loans per year in more than 180 locations.



The table below provides an overview of ARGO Retail Lending and how it supports financial institutions and their customers as they start, stop, and submit different types of retail loan applications from multiple channels.

Consumer	Mortgage	Business	Indirect	
Financial Center • Contact Center • Internet • Third Party/Affiliates • Aggregators				
Sales & Relationship Management	Application Management	Underwriting	Processing/Closing	Post Closing
<ul style="list-style-type: none"> <li>• Leads/Campaigns</li> <li>• Referrals</li> <li>• Pipeline</li> <li>• Cross-Sell</li> </ul>	<ul style="list-style-type: none"> <li>• Data Gathering</li> <li>• Application Entry</li> <li>• Loan Conditions</li> <li>• Disclosures</li> </ul>	<ul style="list-style-type: none"> <li>• Financial Analysis</li> <li>• Bureau Analysis</li> <li>• Collateral Analysis</li> <li>• Memorandum</li> <li>• Preparation</li> <li>• Policy Management</li> <li>• Decisioning</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor Management</li> <li>• Closing Options</li> <li>• Document Preparation</li> <li>• Verification</li> <li>• Disbursement</li> </ul>	<ul style="list-style-type: none"> <li>• Exceptions</li> <li>• Trailing Documents</li> <li>• Renewals</li> <li>• Reviews</li> </ul>
<b>Workflow Management</b> Management Console   Routing, Assignments, and Prioritizations   Data Collection   Service Level Agreement Management Audit Trail   Reassignments   Tracking   Archived Loan Requests				
<b>Governance, Risk, and Compliance</b> Decision and Rules Engine   Paperless   e-Signature   Centralized Business Rules Management   Risk Management   Templates Pricing and Fee Management Frameworks   Audit Log   Credit Report Evaluation   Fraud   Compliance				
<b>Management Insight &amp; Reporting</b> Key Performance Indicators   Available/Actionable   Scheduled   Test & Learn/Champion Challenger				



Applying over 38 years of experience, ARGO designs and implements software for financial services and healthcare organizations. Financial services solutions include real-time anomaly detection for fraud and BSA/AML, sales, service, and relationship management, retail and commercial lending, and teller payments processing. Healthcare solutions address patient record matching; duplicate records; post-discharge care management and patient financing/provider cash flow.