INTEGRATING AUTOMATION TO MEET REGULATORY REQUIREMENTS

AIS develops language detection solution with integrated OCR technology to review 180k loans for leading mortgage servicer

A new regulation in the State of California required a leading mortgage servicer to ensure all modification documents were printed in the same language as the original loan. Failure to comply would result in stiff penalties. For a servicer who manages over 1.5 million loans, manual document review was impossible due to cost, volumes and time constraints. The only viable option was to partner with a firm like AIS to build an automated solution since internal development resources were not readily available.

THE APPROACH

Based on the requirements outlined by the servicer, AIS agreed to review over 580,000 loan documents within a 90-day time frame. AIS leveraged optical character recognition (OCR) technology to efficiently and accurately assess if a document was originated in English or "Other" languages.

AIS created a custom language detection solution using two Java developers and a pair of RPA developers. AIS took a bottom-up approach, first building a language interpretation and data management core. AIS's technology team then collected source mortgage documents, extracting and pushing required data into the interpretation system. Finally, modules went through multiple agile developments, testing, upgrades, and integration cycles using the provided input data.

AIS worked through various document complexities during the testing phase such as file types, page orientation, overlapping text, unreadable text, and file corruption. Additionally, developers created code enhancements to ensure that bots could adequately interpret different languages and handwritten notes in all orientations.

FACTS & FIGURES

580,000
loans documents reviewed with language detection software

50
days to develop and deploy a customized, OCR automation tool

100%
customer satisfaction from a Top 5 mortgage servicer

THE OUTCOME

AIS quickly developed and deployed a customized, automated tool that leveraged OCR technology to review all files for the servicer within 50 days. Not only did AIS' solution cut 40% off the required delivery timeline, but it also achieved 100% customer satisfaction from the servicer for documents processed.

In addition, AIS provided the servicer with an extra level of quality control, conducting a thorough review of all documents marked "other language" to ensure processing precision.

Although the initial regulatory changes only pertained to California, the servicer is now interested in continuing the process to meet the requirements of other states.