

# Case Study Results Show More Closed Loans

**Switching to Funding Suite improved profits and increased borrower satisfaction**



## Case Study Overview

### The Company

Village Capital & Investment, LLC, based in Mount Laurel, New Jersey, is a mortgage lender with \$228 million in annual mortgage originations. Founded in 2003, employee owned Village Capital & Investment, provides FHA, conforming, Alt-A, non-prime and commercial products to qualified applicants.

### The Challenge

In 2003, the bank was using a credit reporting system did not offer rescoring capabilities. Village Capital & Investment wanted a credit reporting management system that would enable it to improve file accuracy and thus improve borrower's credit scores.

### The Solution

In 2007, Village Capital & Investment implemented Funding Suite®, Cogent Road's Internet-based application for credit reporting management.

## Case Study Results

### Accountability and Score Improvement

Having worked with Funding Suite at another lender, Kevin Glackin, director of Credit Services for Village Capital & Investment, knew he wanted to use the solution at Village Capital & Investment.

“When we implemented Funding Suite, we were provided with a team of experts,” said Glackin. “We were able to keep records on anticipated score improvement and results. There was a lot of accountability on both

ends, which is what our previous provider lacked.”

### Average score increase 50 to 70 points

Using Funding Suite to run hundreds of custom rescoring plans for its borrowers, Village Capital & Investment was able to improve most of those borrowers' credit scores on average by 50 to 70 points.

“Funding Suite was unbelievably accurate,” said Glackin. “In running hundreds of rescoring plans, I can count the number of deficiencies and times we didn't get our score increase on one hand.”

Funding Suite provides credit scores from all three major credit bureaus: Experian, Equifax and Transunion. Dependent on the borrower's needs, Village Capital & Investment typically requests three scores or what is known as a tri-merge credit report which uses all three repositories scores.

### Fixing errors gives 100 points

For one borrower, Village Capital & Investment was able to raise the credit score from a 564 and 582 to 702 and 713, an increase of more than 100 points. In this particular scenario, Funding Suite helped Village Capital & Investment uncover inaccuracies in the credit report and repair those errors.

In terms of errors within the credit reports, Village Capital & Investment experiences inaccurately reported delinquency as well as stale data that may adversely affect the borrower's ability to qualify for a better loan. When these inaccuracies are uncovered and corrected with Funding Suite, they may re-

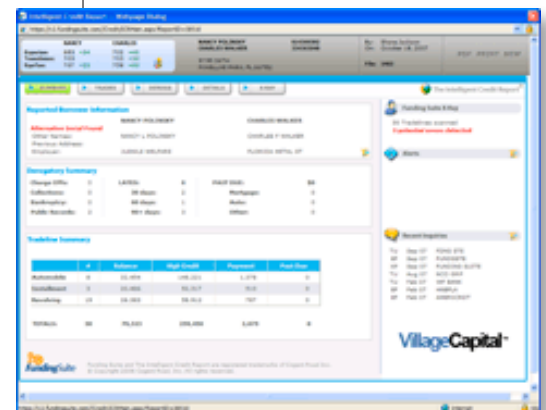
sult in a substantial improvement on the borrower's buying power.

### Qualifying more applicants

“Many of the borrowers we do improvements for go from being unable to qualify for a loan to qualified. These borrowers were previously unable to acquire a loan with our investors but once they go through the rescoring process using Funding Suite's tools, we are able to find a product for them.”

In addition to helping borrowers raise their credit scores, Village Capital & Investment provides education throughout the loan process. New Beginnings Financial Services completes a front-end review to determine what improvements may be available to its borrowers. During this review process, Village Capital & Investment may uncover undesirable patterns of credit usage.

## More Closed Loans



*Funding Suite's Intelligent Credit Report proofreads every credit report for errors that may be holding back an applicant's credit score.*

### Credit education builds client loyalty

“When we communicate with the customer about their profile, our private labeled rescoring plans help educate our customers about the pitfalls they may encounter or have encountered,” said Glackin. Funding Suite gives us specific deliverables designed to boost our client’s understanding of credit and how it may positively or negatively impact their lives.”

At the time of implementation, Village Capital & Investment began tracking Funding Suite’s accuracy levels. What the bank found was an 80 percent rescoring prediction accuracy level on average. Because Funding Suite is based on algorithms that are constantly changing, 80 percent is generally regarded as the highest accuracy rate possible.

### Funding Suite offers highest accuracy

“It is impossible to get 100 percent accuracy with algorithms because of the constant movement,” said Glackin. “If you get a rescoring plan that predicts a 50 points gain, you can count on 40 points, and that is very accurate. What kept us using Funding Suite was the anticipated result of the software was more than 80 percent, and we were unable to find that with any other providers.”

“Using Funding Suite, we’ve had such a remarkable response from our borrowers,” said Glackin. “We have had everything from a warm handshake to a 300 pound construction worker break down in tears of gratitude. Many of our customers have

told us that we have changed their lives by helping them out with a refinance or other credit situation. It is a wonderful experience for everyone involved, including the end investor, because the borrowers have gone through an educational process and emerged as more responsible homeowners.”

### Increased marketing support

Village Capital & Investment was able to use Funding Suite to prove to its borrowers the benefits of using a credit management system. Because of inaccurate data in many credit bureau reports, there is often a negative stigma attached to credit reporting programs.

“Once we were able to find someone that could help us make the product more saleable, the end result was more sales,” said Glackin. “The key to our success in using Funding Suite was being able to prove to borrowers that credit management software can be effective.”

#### THE IMPACT

*“We improved most credit scores an average of 50 to 70 points.”*

*If your business can benefit from Funding Suite’s credit report management software, please call 800.848.3162 or visit us at [www.fundingsuite.com](http://www.fundingsuite.com)*



*“Funding Suite was unbelievably accurate. In running hundreds of rescoring plans, I can count the times we didn’t get the expected score increase on one hand”*

**Kevin Glackin**  
Village Capital & Investments

## Why Funding Suite?

### For immediate benefit today.

- average score increases of 50 points
- strengthen client loyalty
- free rescoring analysis on every credit report

### For increased loan production tomorrow.

- easily implement a rescoring process
- build referral and word of mouth business
- differentiate your mortgage business from the others

## COGENT ROAD

Maker of Funding Suite® Software

4520 Executive Drive, Suite 215 • San Diego, CA 92121  
800.848.3162 • [www.cogentroad.com](http://www.cogentroad.com)

[www.fundingsuite.com](http://www.fundingsuite.com)