

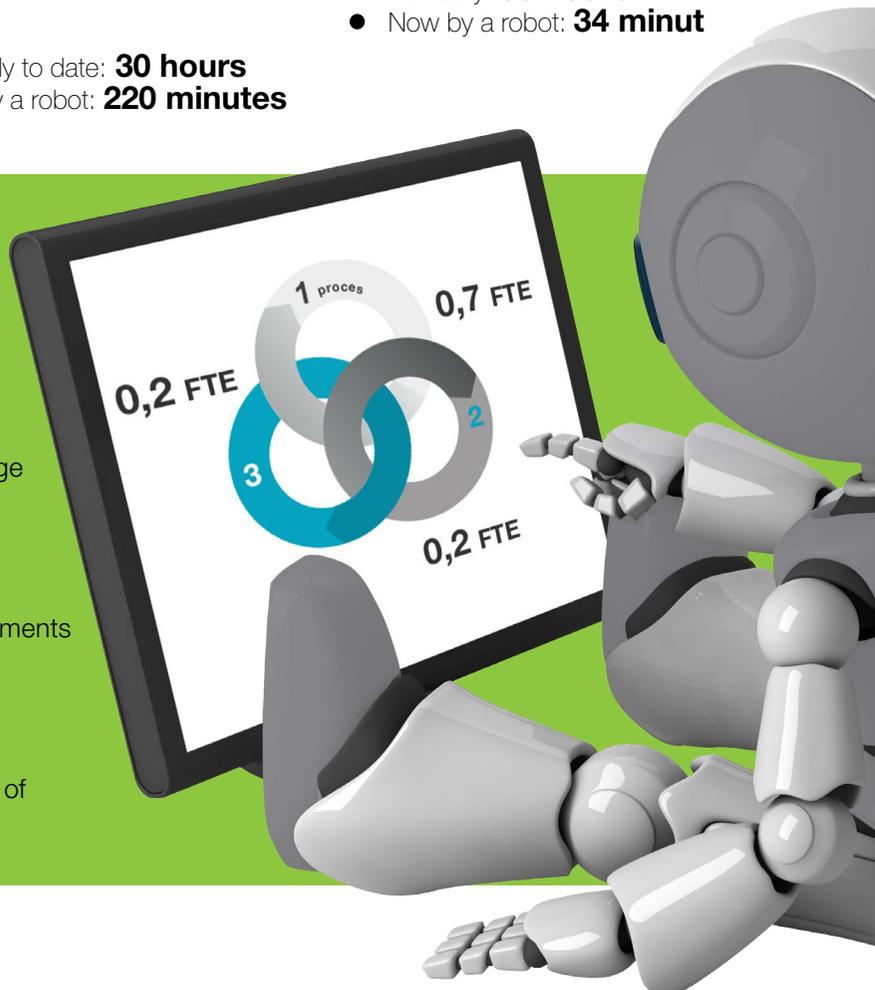
ROBOTISATION | LOAN SERVICING

Increasing the efficiency of the processing of reports of extraordinary repayments and repaid mortgages in Wüstenrot Mortgage Bank

1 Identification of overpayments and extraordinary repayments	2 Closing client accounts after repayment of the loan	3 Evidence of repaid loans and expected extraordinary repayments
<ul style="list-style-type: none"> ⊖ Error rate including the risk of not accounting for the extraordinary repayment (directly impacts the client) ⊕ Each extraordinary repayment is processed automatically ● Savings: 0.7 FTE ● Processed: 1122 items per month ● Manually to date: 95 hours ● Now by a robot: 152 minutes 	<ul style="list-style-type: none"> ⊕ The capacity allowed processing of up to 190 accounts per month ⊕ Necessary cooperation between different departments ⊕ Increasing processing frequency from monthly to daily (benefit to client) ⊕ The number of processed accounts is not ● Savings: 0,2 FTE ● Processed: 1350 items per month ● Manually to date: 30 hours ● Now by a robot: 220 minutes 	<ul style="list-style-type: none"> ⊖ Growth of the MCD agenda (Mortgage Credit Directive according to the EU regulation) ⊕ MCD agenda processed by a robot ⊕ Removal of duplicates when processing extraordinary repayments of mortgage loans ● Savings: 0.2 FTE ● Processed: 1042 items per month ● Manually: 30 hours ● Now by a robot: 34 minutes

Saving capacity of 1,1 FTE

- 1** Minimising the risk of omitting a mortgage extraordinary repayment
- 2** Reduction of the error rate in the processing of extraordinary repayments
- 3** Faster settlement of extraordinary repayments a positive impact on the client
- 4** Mitigating work-related stress for department staff
- 5** No need to further increase the number of FTEs in the Loan Servicing Department



The processes selected in the pilot project deepened the confidence of Wüstenrot in robotisation. The project evaluation has clearly demonstrated the benefits of FTE savings, and also other options for robot deployment. Robotisation has helped to overcome the natural boundaries of the human worker.

“Thanks to the tasks administered by the robots we’ve been able to increase the volume of processed items and reduce the error rate without having to recruit new employees, or overload our current staff long term.”

Ing. Šárka Šeuerová
Head of the Contract and Loan Servicing

wüstenrot

At the time when the Building Savings Act was adopted (1993), the Wüstenrot brand was already an international financial group. Building Savings Bank was the first way to offer clients a comprehensive set of financial services for family finance. That is why Wüstenrot - Life Insurance, Inc. was founded in 1998. In 2003, Wüstenrot Mortgage Bank, Inc. was launched. Another significant milestone in the development of banking services was the introduction of deposit products and internet banking at the turn of 2010 and 2011. The fourth and the youngest company in the group is Wüstenrot Insurance, Inc., which was licensed in May 2008.

The Wüstenrot Group in the Czech Republic currently comprises Wüstenrot – Building Savings Bank, Inc. and Wüstenrot Mortgage Bank, Inc.

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“ We were looking for ways to streamline loan servicing processes. The main criterion for choosing the suitable solution for robotising processes was its integration into the existing infrastructure without the need to modify existing IT systems. After a thorough selection process, we chose UltimateRPA from StringData, Ltd., which can operate our current systems on the same level as humans, but works much faster and without errors.”

Renáta Niederlová
Head of PMO & Processes



StringData, Ltd. is a company that has been operating on the market for over 20 years and is a strategic partner for a number of banks and non-banking institutions in the area of information technologies. It has also been the winner of the Deloitte Technology Fast500 EMEA for several times. We have ISO 9001 certification and we hold the NBU (NSA Certification to access “restricted” information.

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