

Client Success Story

Optimized Customer Experience & Resolving MRA Corrective Action

Challenge

The OCC issued an MRA to a Top 10 US Bank due to variation in its debt to income (DTI) calculation across multiple lines of business. Lack of established standards allowed for too much interpretation by business unit and they were looking for a professional services partner to help them:

- Improve response time to customers
- Eliminate variation in their loan valuations
- Decrease cycle time
- Establish action plan

Solutions and Results

To uncover root cause, Tactegra deployed an in-depth statistical analysis of current and past data, delayed the DTI process to identify gaps, and gauged internal and external compliance. Findings informed new definitions at both the policy and standard levels, that specified KPI's and financial calculations for all stakeholders. Finally, the team implemented control testing to ensure DTI computations met operational definitions and regulatory compliance regardless of sales entry channel.

Productivity Gains and Savings

- OCC review removed objections
- MRA cleared
- No fines levied

Improved Process Environment:

A single definition, elevated to a policy, afforded a standard testing method to ensure all stakeholders calculating DTI would report the values the same way across the company.

