

**2023**  
**BOSTON**

**How Tech Is Changing the  
Mortgage Industry**

## DISCUSSION LEADER

**Rhonda Ronnow**, Director of Single-Family Operations | Tennessee Housing Development Agency

## SPEAKERS

**Eric Prue**, First Vice President, Residential Lending Innovation | Leader Bank, N.A.

**Greg Blake**, Chief Information Officer and Vice President of Administration | Idaho Housing and Finance Association

**Brooke Smith**, Senior Manager, Loan Sourcing Digital Solutions | Fannie Mae



Eric Prue  
First Vice President,  
Residential Lending Innovation

# About Leader Bank

Founded in 2002, Leader Bank is a Massachusetts-based entrepreneurial financial institution that approaches banking differently. The core tenets of Leader Bank include client services, exemplary products, and innovation to meet the needs of its clients. Leader Bank's best-in-class staff has been at the forefront of supporting the bank's rapid growth and client-oriented solutions, as the bank has continued to expand its commercial and retail products and solutions over the last two decades. Leader Bank is a committed corporate citizen and prides itself on partnering with and supporting philanthropic organizations.



**\$4.3 billion** in assets



**Largest Small Business Administration lender** in Massachusetts among banks <\$10 billion in assets



**\$3.5 billion** in deposits



**Second largest residential mortgage lender** in Massachusetts



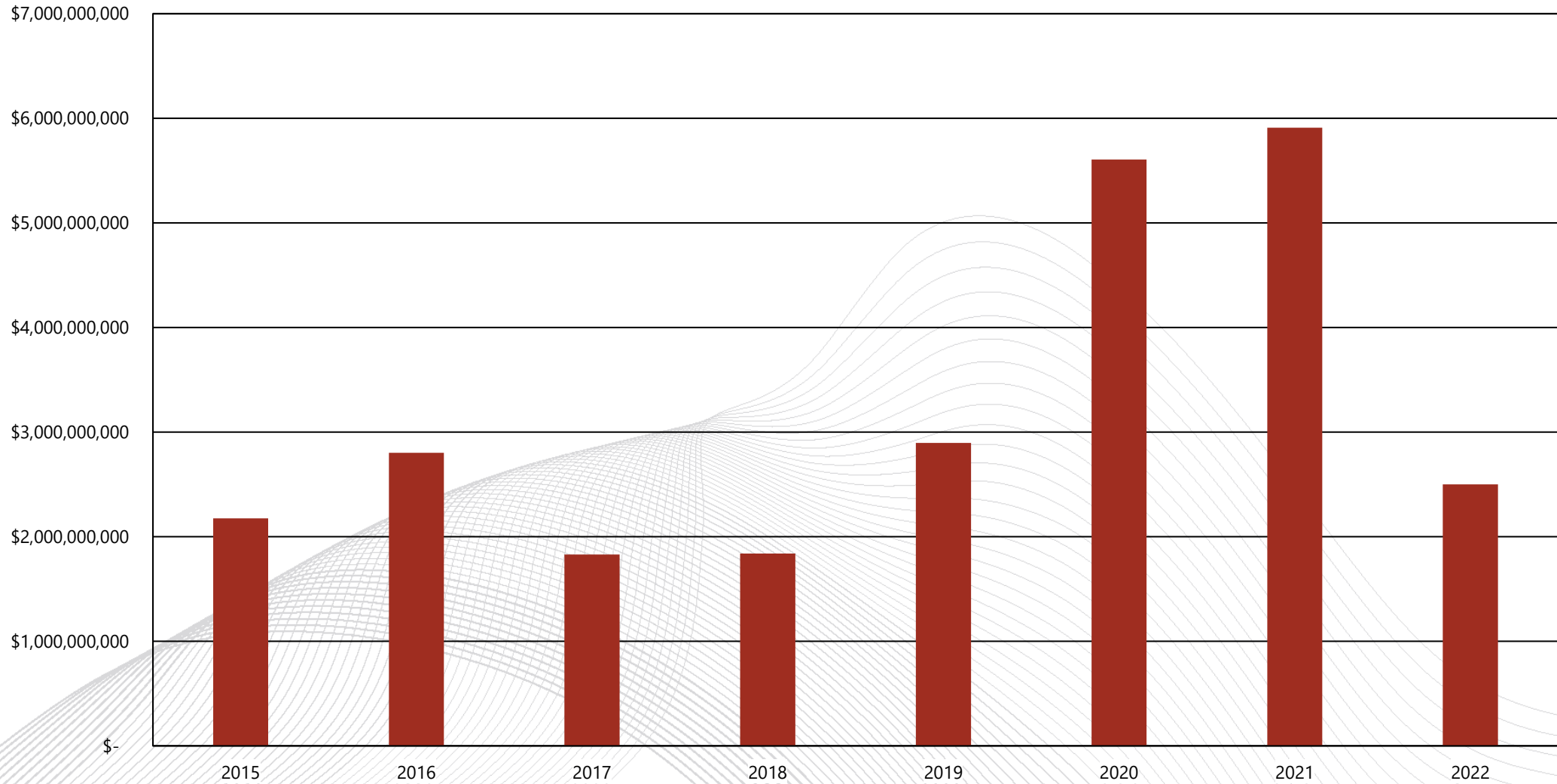
**\$2.5 billion** in residential loans in 2022



**Largest home purchase lender** among banks in Massachusetts



# Leader Bank – Mortgage Originations by Year



# Innovation plays a pivotal role at the intersection of strategy & technology.



## Client Experience

- 👍 Enhanced Self-Service Tools
- 👍 Simplified Mortgage Experience
- 👍 Increased Transparency on Progress
- 👍 Cost-Savings Passed Through to Client



## Operational Efficiencies

- 👍 Elimination of Manual Tasks
- 👍 Improved Quality/Reduced Errors
- 👍 Faster Turn-Times
- 👍 Reduction in Costs





**Idaho Housing  
and Finance**  
Association

# HOW TECH IS CHANGING THE MORTGAGE INDUSTRY

GREG BLAKE, CIO AND VICE PRESIDENT OF ADMINISTRATION

IDAHO HOUSING AND FINANCE ASSOCIATION

# ABOUT IDAHO HOUSING AND FINANCE

- Established in 1973
- HFA Cooperative Partnership with 7 HFAs
- Servicing 236,000 Loans
- 501 staff, 243 in Homeownership
- The Full Loan Lifecycle







# IDAHO HOUSING'S ENTITIES

## **HomePartnershipFoundation**

Brought to you by Idaho Housing and Finance Association

## **TheHousingCompany**

Brought to you by Idaho Housing and Finance Association



**Our foundation has raised more than \$22 million since 2011**

Our philanthropic efforts focus on homelessness, homebuyer education, counseling and renter training programs. Our annual design helps year.

## **We provide homebuyer education and housing counseling services**

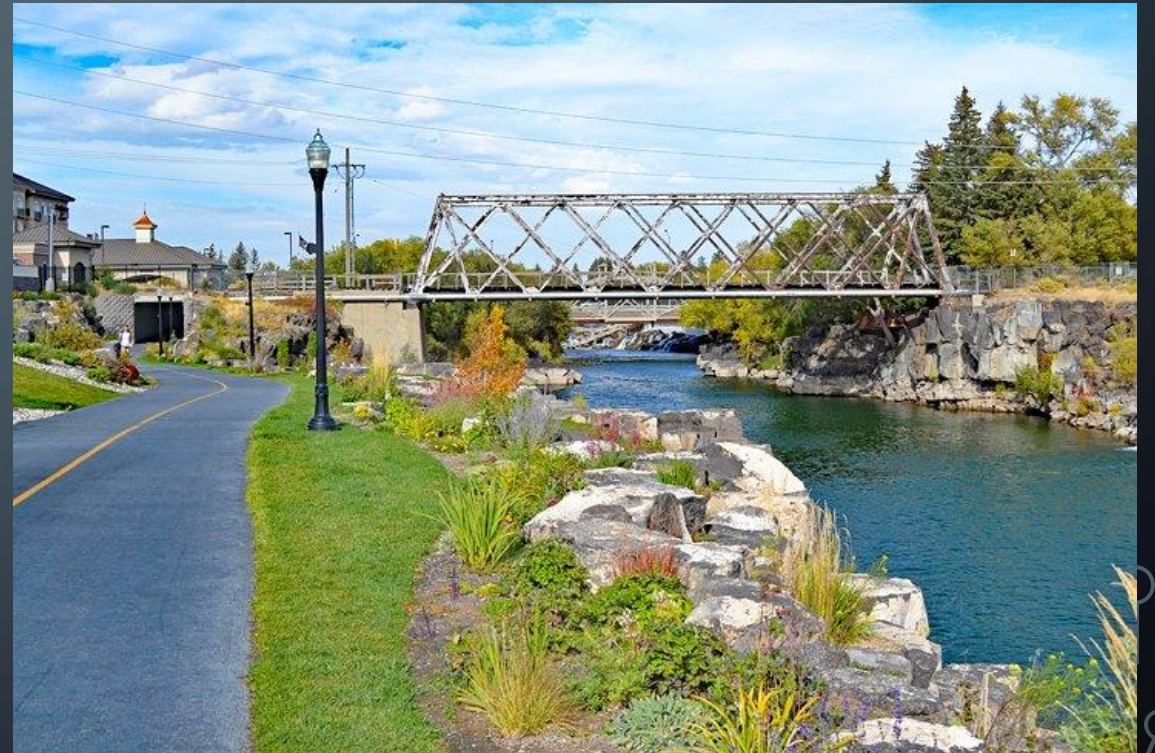


Since its inception in 1999, Finally Home!, our virtual homebuyer education program, has served 117,000 homebuyers. It is accepted and endorsed by national mortgage insurance companies, mortgage lenders, Fannie Mae, Freddie Mac, state housing agencies, nonprofits and many others.



# IDAHO HOUSING'S - FUTURE INITIATIVES

- AI and Machine Learning back-end processes
- RegTech for Third Party Vendor Compliance
- Advanced Analytics in the Customer Journey
- Robotic Process Automation of Documents and Implementation of SmartDocs



# IDAHO HOUSING'S - FUTURE INITIATIVES



- LO (Encompass 360) bridge to Idaho Housing
- Enhanced Cybersecurity
- API tools for underwriting - LenderToolkit
- Digital Only Mobile Application Initiatives



# ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING

News

October 09, 2023

Technology

## Fannie Mae: Large-scale implementation of AI dips from 2018 to 2023

Next-generation tech adoption grows on a limited basis even as widespread use declines

Perspectives Blog

### Mortgage Lenders Cite Operational Efficiency as Primary Motivation for AI Adoption

October 4, 2023



**Peter Ghavami**

VP, Modeling and Data Science

ANALYSIS AND DATA

### Mortgage Lenders See AI As Key To Operational Efficiency

Christine Stuart OCT 09, 2023

# MISMO MBA AI CONFERENCE 2023

Key Takeaway



- The mortgage regulators have set their sights on AI advice to consumers.
- Senate and house are worried about AI interference in elections and the markets. Cyber protections will be paramount
- Mortgage companies will use AI for the backend processes.
- GSEs want AI to be inclusive, fair, and unbiased. Working to change algorithm.

# COMPLIANCE AND REGULATIONS

- “we look at the potential for AI and ChatGPT to revolutionize certain aspects of the mortgage industry and with-it regulations will have to keep pace.”



Docutech LLC

<https://blog.docutech.com> > 2023-mortgage-complian... ⋮

## 2023 Mortgage Compliance Priorities: What to keep on ...

Jan 24, 2023 – One of the top priorities for enforcement will be fair **lending**, which prohibits discrimination in residential **mortgage loans**. The CFPB will also ...



Arizton Advisory & Intelligence

<https://www.arizton.com> > It Media ⋮

## U.S. RegTech Market Size, Growth, Demand Forecast Report

The U.S. RegTech market was valued at USD 2.55 billion in 2022 and is **expected to reach USD 8.21 billion by 2028**, growing at a CAGR of 21.54%

RegTech | Compliance Management | FinTech News | Industry News | Sector Updates

## Staying compliant in the mortgage space in 2023

January 23, 2023



# MORTGAGE DATA ANALYTICS AND RPA

How Mortgage Data Analytics Improves Lender Profitability

MARCH 29, 2023 | SIMPLENEXUS

## 2023 Robotic Process Automation Market Research Reveals Key Insights Driving Industry Evolution

by PRWire Center

September 20, 2023 9:56 AM | 8 min read



## Data and Analytics: The Catalyst for Mortgage Lending Transformation in 2023

Deloitte's 2023 banking and capital markets outlook underscores a growing demand among retail banking customers for more proactive guidance during challenging times. This sentiment is mirrored in a 2021 internal report by

Nearly Halfway Through 2023,  
Mortgage Industry Data is Mixed

# Technology plays a vital role in how Fannie Mae participates in the mortgage industry

Our mission is to facilitate equitable and sustainable access to homeownership and quality, affordable rental housing across America.



## Supporting Equitable Housing

- 12-month asset verification report
- Positive rent payment history
- Borrowers with no credit score



## Promoting End-to-end digital mortgage process

- Early assessment during pre-qualification
- Data validation
- Value acceptance
- eMortgages



## Partnering with industry to innovate

- Data standardization
- FHFA Tech Sprint

