



30+

**TIME CONSUMING TASKS
THAT CAN BE EASILY
OUTSOURCED**

FOR MORTGAGE BROKERS

Hello!

Brokers BackOffice is designed specifically for mortgage brokers, helping them expand, stay afloat, and give excellent services to their clients by delivering highly qualified mortgage advice.

We are proud to state that we have become a strategic partner for many successful mortgage broking organisations and that we have a thorough understanding of the Australian mortgage sector.

Our team members have been specifically trained to assist mortgage brokers with loan processing and other back-office tasks.

We understand the challenges faced by mortgage brokers and therefore offer flexibility in our deciding the loan processing model. Broker partners may decide to pay based on the number of applications lodged or hire a fully trained virtual loan processing officer.

In this checklist, you will discover a list of tasks that you can easily outsource to our trained team members.

Please don't forget to book a call by clicking the link below:

www.brokersbackoffice.com/calendar/

Look forward to speaking to you soon.

Best wishes,

Anshu Lukka

Director



IDENTIFYING TASKS THAT MORTGAGE BROKERS CAN OUTSOURCE

Almost every mortgage broker is executing tasks that they should not be performing. Breaking down the tasks in detail will help you determine which tasks can be easily delegated to an outsourced service provider.

In addition, calculate your team members' hourly billable rate and compile a list of all the tasks they perform, and categorise them into one of three buckets:

- Tasks that could be outsourced to someone with a lower billing rate like Brokers BackOffice.
- Tasks that offer value and are commensurate with the team members chargeable rates and cannot be outsourced.
- Tasks that use the most of your time.



To help you meet the standards, growth, and providing excellent customer advice.

Use the following checklist to identify the tasks that can be easily outsourced:

- Manage brokers inbox
- Sending credit guide to clients
- Email clients for missing documents
- Renaming and organising supporting documents
- Verify FactFind with supporting documents
- Ordering upfront valuations with various banks
- Doing pricing requests for various banks
- Preparing serviceability calculators for your review
- Doing CRM data entry
- Clearing errors in ApplyOnline
- Uploading documents in CRM and in ApplyOnline
- Generating NCCP compliance documents
- Generating lender application forms
- Sending application form for e-signature
- Lodging the application
- Replying to deferral emails from the banks
- Emailing clients for missing documents
- Following up with lenders on SLAs
- Following up with valuers, solicitors and other parties
- Replying to queries from audit/compliance team
- Making 'status change' for applications in CRM
- Reconciling commission payments
- Organising meeting with clients
- Maintaining dashboard to keep track of all applications
- Sending the clients an initial list of documents required
- Sending follow up emails or messages to new clients
- Preparing loan comparison report
- Tracking applications to settlement
- Updating CRM for application status
- Maintaining clients' database
- Replying to audit and compliance queries
- Matching applications settled with commissions paid
- Preparing and sending email newsletters
- Publishing social media updates
- Optimising and updating applications workflow
- Preparing expense analysis



CONNECTING YOU TO THE TEAM WHICH IS HIGHLY EXPERIENCED IN THE LOAN PROCESSING

Once you've identified a list of tasks that can be outsourced, you may evaluate the hourly savings that outsourcing these tasks to global team members would provide to your onshore team each month.

We determined that hiring someone offshore to manage your emails and CRM data entry alone might save you a total of 100 billable hours per month on average.

As a Brokers BackOffice client, you could reinvest that time into growth, expansion or diversification without worrying about hiring, training, managing or deploying resources.

***Do you want to know more?
Please book an obligation free chat with us today:
<https://brokersbackoffice.com/calendar/>***



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