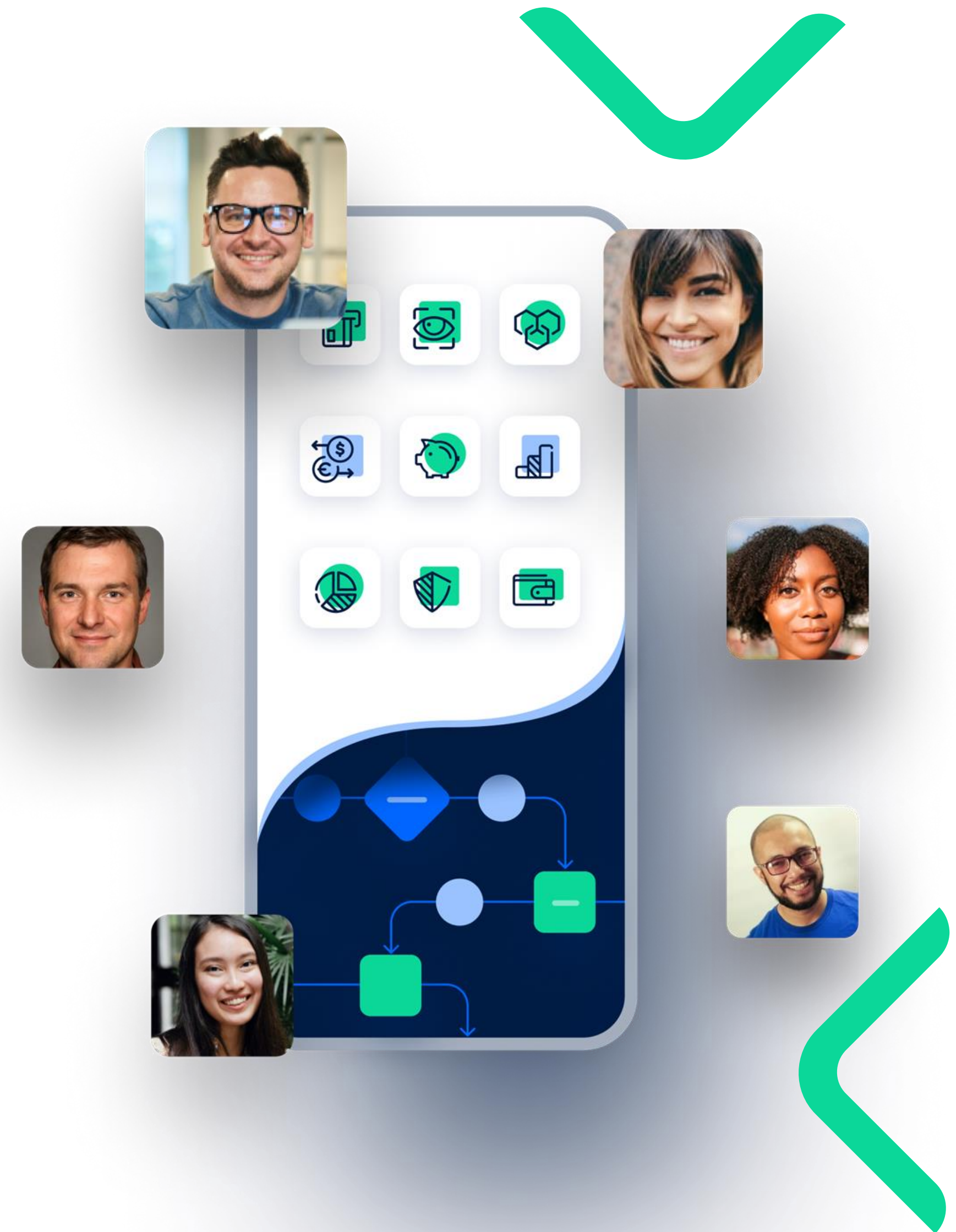




lighthouse

Digital Banking Enablement

Spring Release 2022



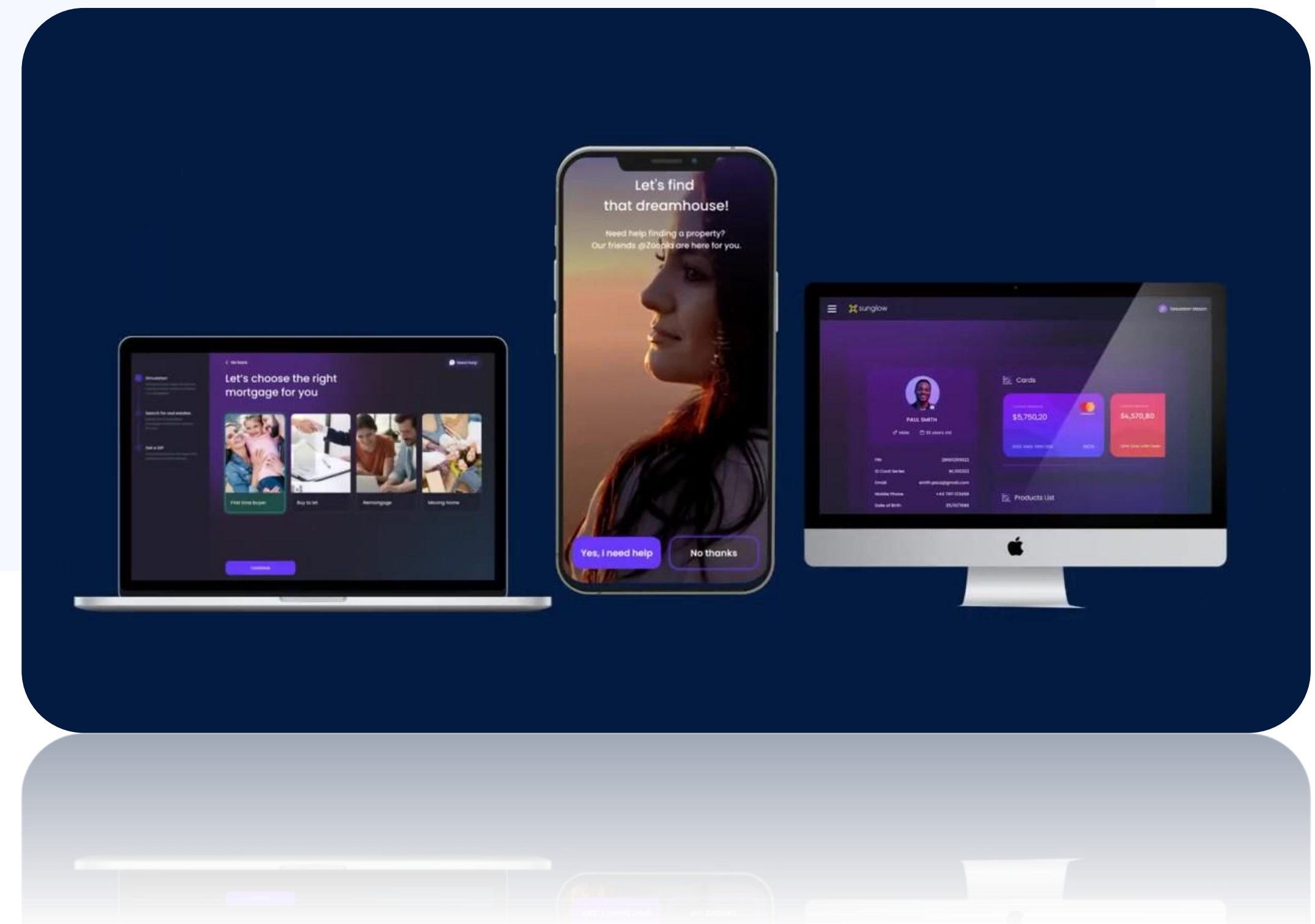
Enablement Session

1st part -> Solution walk-through

2nd part -> Technical topics

- Data Model -> ERD at a glance.
- Formula engine -> How we tackled business decision models?
- Business workflow -> Status, transitions and how can you extend/modify them in your future project?
- Integrations
 - Connectors as a <plug&play> feature in the accelerator
 - BankingProductFactory & Customer portal
- UI/UX – How you can you adapt our UI/UX for your future needs
- Tech challenges -> how we approached inside the vertical solution

3rd part -> Q&A + Take Away (Market place & TechDoc)



Intro to Accelerators

Definition: **These are highly contextualized digital journeys that we have aligned to various financial products to allow customers to easily complete onboarding and self-servicing processes.**

Benefits

The aim is to use them as **a template to:**

- speed up the implementation process for a digital on top solution
- add value to the customer
- shorten the sales & build cycle length.

Extensibility

These are open source, preconfigured journeys, easy to install and run, but don't constrain what the business needs to do now or in the future.

Examples

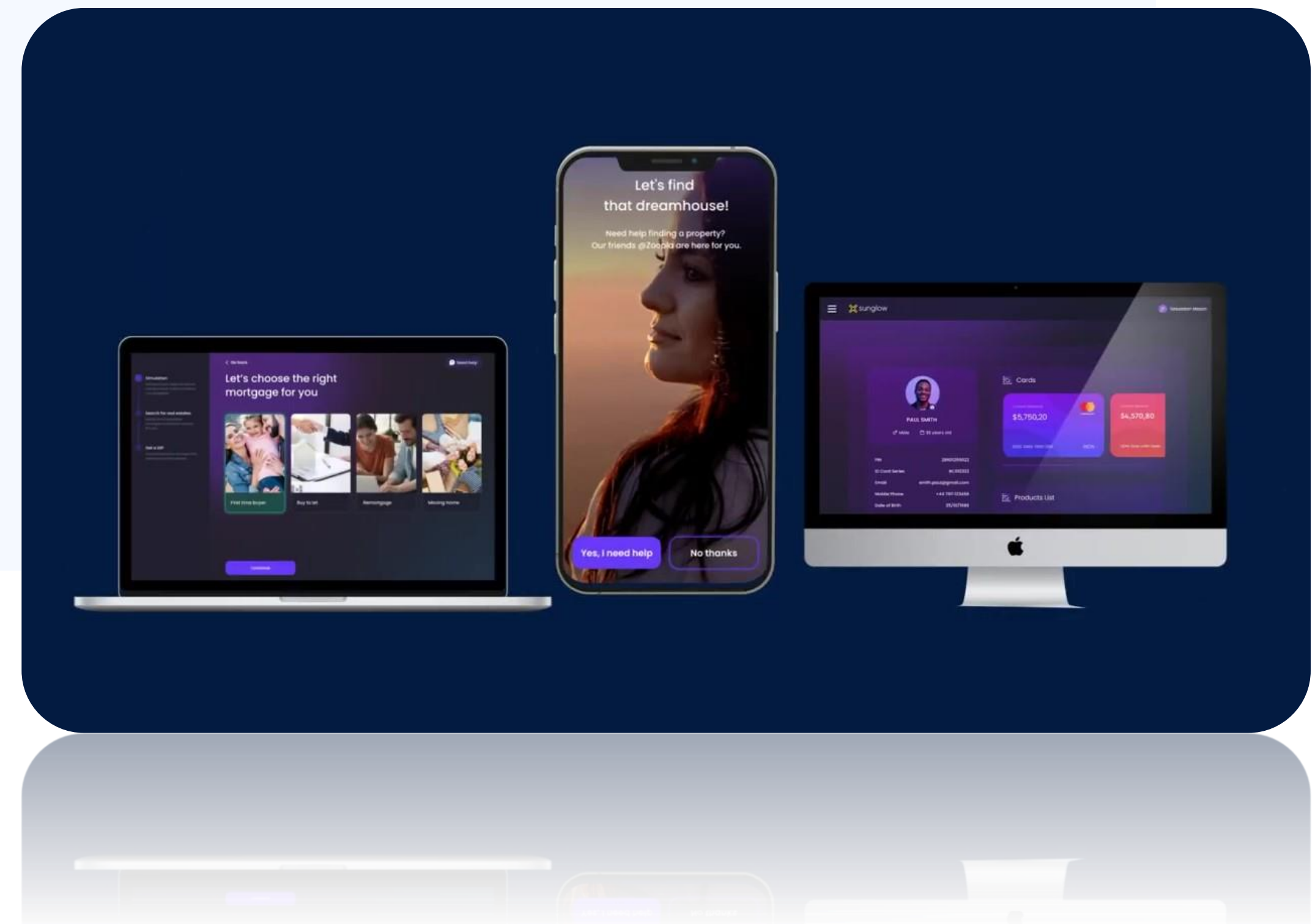
Banking:

- [Mortgage DIP & Calculator](#)
- [Help Center](#)
- [BNPL checkout journey](#)
- [Relationship Manager Dashboard](#)

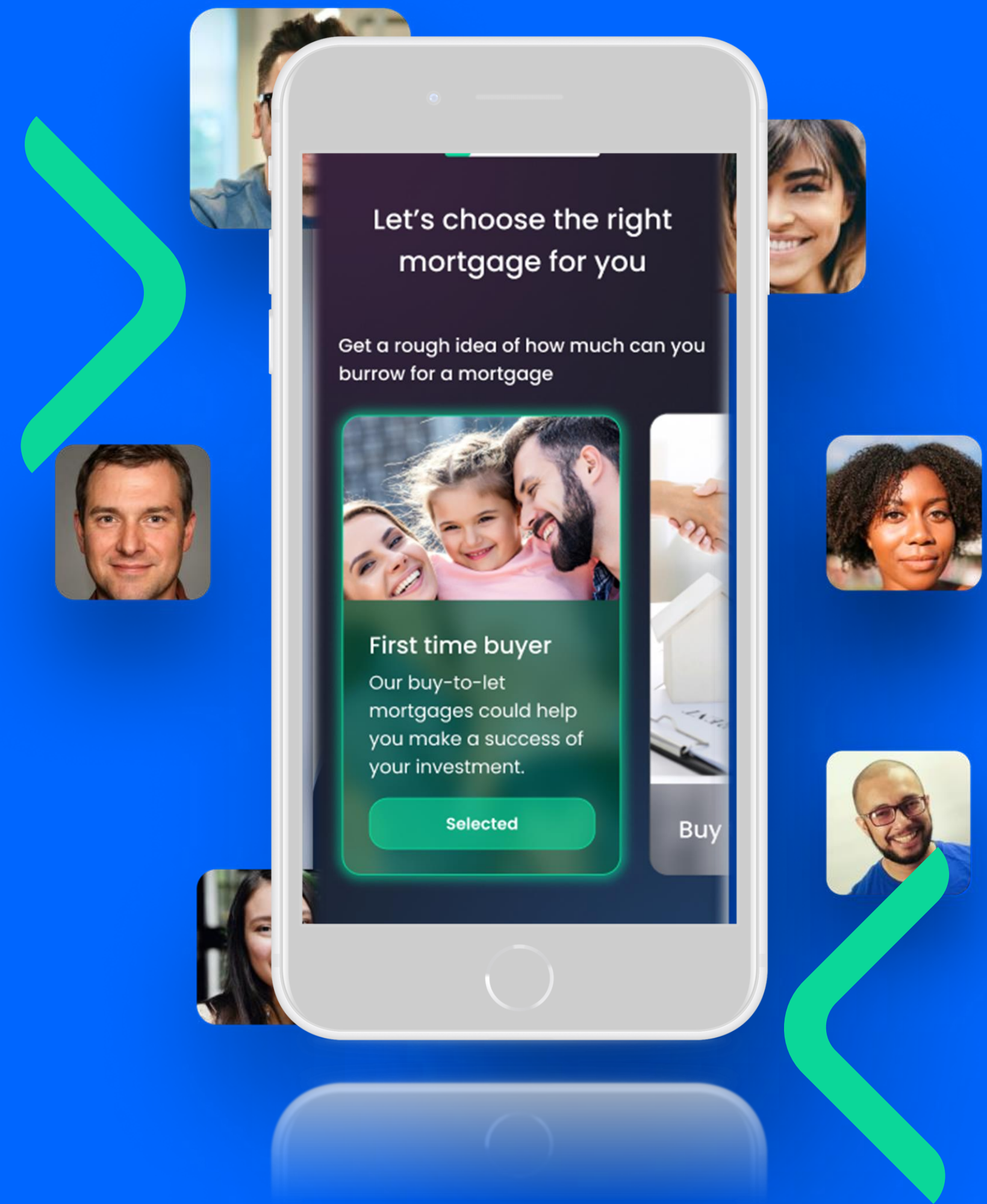
[All the previous ones: Retail Onboarding & Lending, SME Onboarding & Lending.](#)

Business topics

- Mortgage financing context
- Key pain points
- Accelerator Overview
- Journey at a glance
- Value proposition
- Live demo
- Take away



Customer centric, best of breed Mortgages Decision in Principle



Mortgage financing context

Mortgage Financing context

The outbreak of the coronavirus (COVID-19) pandemic caused a shock in the mortgage market worldwide. In many countries, new lending volumes fell to record low levels in the second quarter of 2020 as a result of declining consumer sentiment and nationwide lockdowns. Nevertheless, new mortgage lending in the second half of 2020 and 2021 has been on an upwards trend.

In terms of the value of mortgages outstanding or new mortgage lending, the largest European markets are the United Kingdom (UK), Germany, and France.

| | UK | GERMANY | SPAIN | PORTUGAL |
|------------------------------|------------------|------------------|-----------------|-----------------|
| Outstanding lending | EUR 1.9 trillion | EUR 1.7 trillion | EUR 481 billion | EUR 391 billion |
| Yearly gross advances | EUR 388 billion | EUR 296 billion | EUR 40 billion | EUR 80 billion |
| Home ownership | 65% | 51.7% | 80% | 88% |
| Lending per capita | EUR 28,358 | EUR 20,481 | EUR 10,234 | EUR 6,516 |

Who are the lenders?

The share of mortgage lenders in mortgage credit in the EU

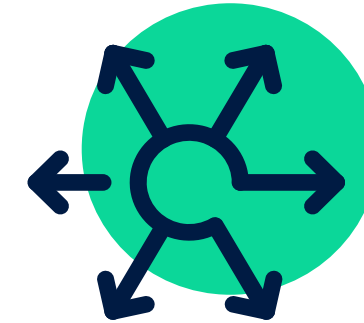
| Mortgagees | % share | Mortgagees | % share |
|------------------|---------|------------------------------------|---------|
| Commercial banks | 39 | Building societies | 6 |
| Mortgage banks | 16 | People's banks | 4 |
| Savings banks | 13 | Public banks | 3 |
| Cooperatives | 11 | Specialised and other institutions | 5 |

Mortgage lending is expanding in the UK and CX is the big differentiator



1.5M

UK mortgage transactions in 2021



80%

UK mortgages go through brokers



27%

UK adults opened an online-only bank account in 2022

Opportunities for mortgage lenders



Attract the right customers with highly personalized, best-in-class, digital mortgage lending journeys that decrease approval time from 4-6 weeks down to days



Increase customer retention by making it easy to change existing products including rate switching



Increase share of wallet by upselling customers via digital channels new loan products, insurance, and more

Key pain points

But there are challenges to overcome

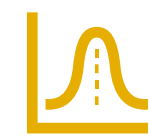


What pains are the consumers experiencing?



Complicated process

Getting a new mortgage can be a very difficult process for most consumers. Increasing regulation and multiple actors in the journey make this process hard to comprehend with little oversight.



Consumers can expect "Surprises"

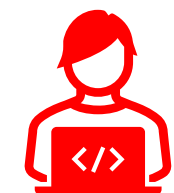
There are multiple points in the process where the deal can fall apart, from financial eligibility, negotiations on the property, property valuation, legal issues, etc. The consumer is never actually sure about the mortgage progress until the very end.



Length of the process

Getting a new mortgage can take a considerable amount of time, ranging from 3 to 5 months (even more in specific cases) in the UK and similar in the EU with the US leading in Time To Yes with a 30 days average process.

What pains are lenders experiencing?



Legacy systems

A great challenge for the past 2 years has been moving all origination processes online and for the existing loans implementing collection strategies like payment holiday, reschedule overdue, increase term and do it all digitally in the context of the pandemic.

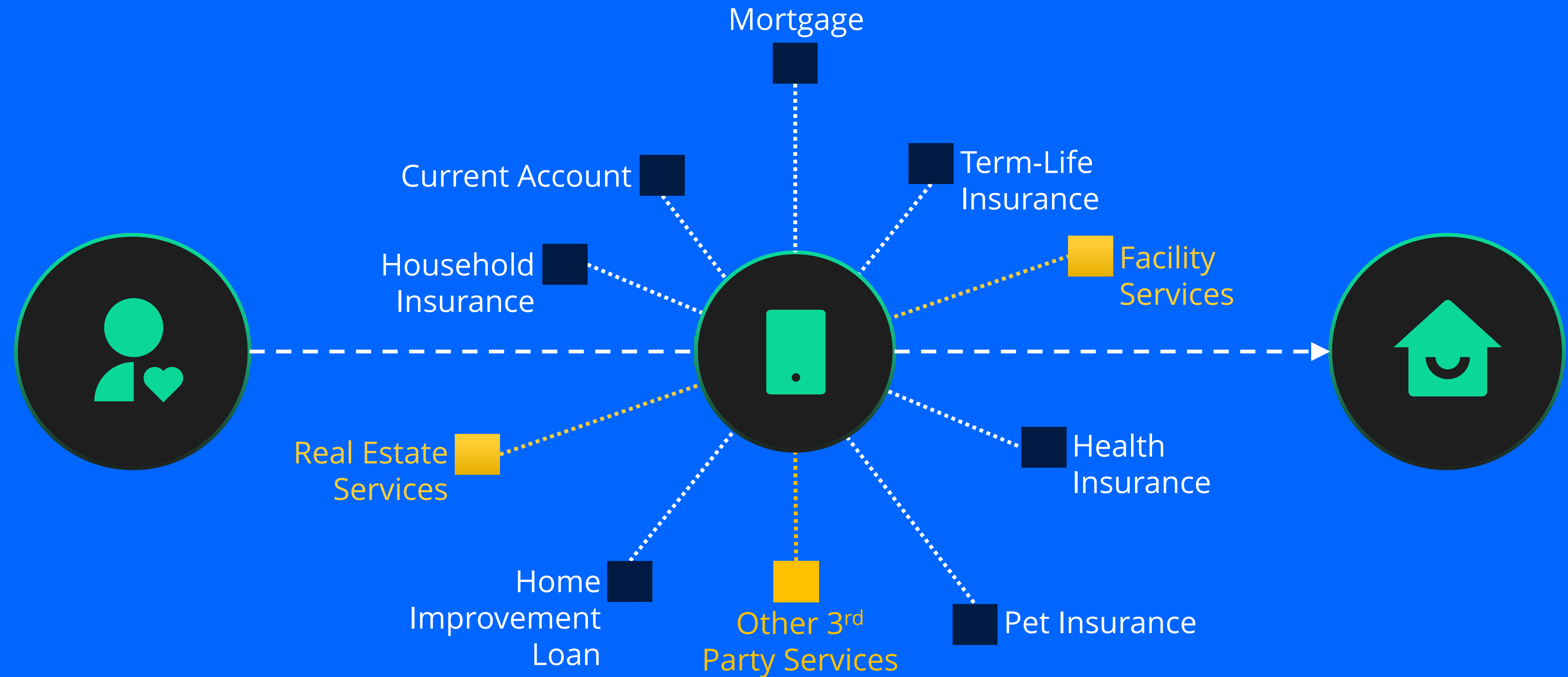


Partners experience

In countries like the UK, where the broker channel is a significant source of mortgage origination, delivering great broker experiences is crucial to customer acquisition, but many lenders don't make it easy for brokers. There's a frustration from brokers due to poor integrations, and interfaces not being user-friendly.

Accelerator Overview

Customer centric, value added mortgages experience



How do we achieve the best CX?



Seamless, self-service application journey



Best Product Fit
Data-driven products & pricing



Increased automation making use of 3rd party data integration

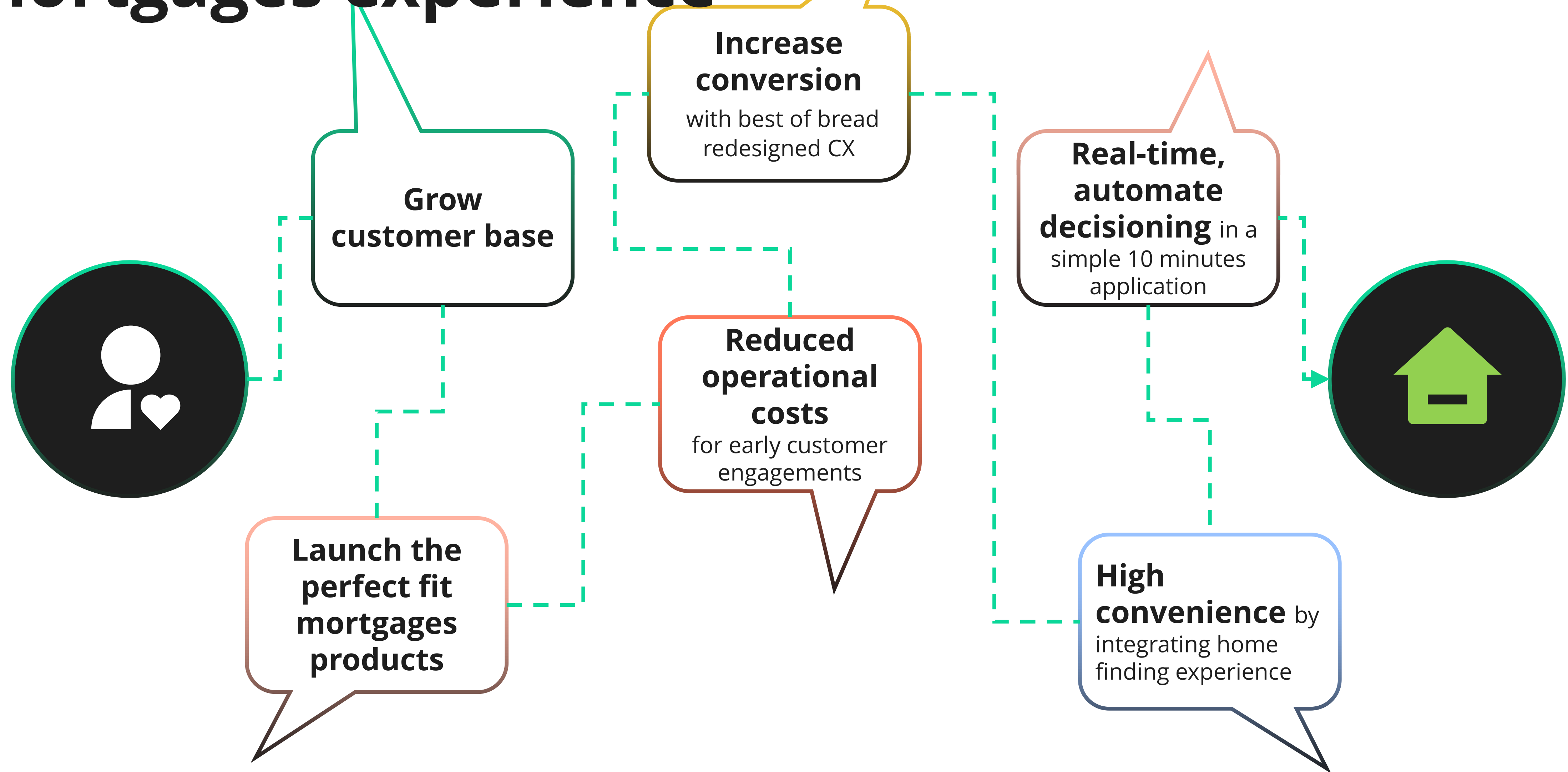


Continuous value creation by integrating the relevant ecosystem



Better collaboration and higher productivity

Drive growth by launching a seamless mortgages experience



Accelerator key features

Streamlined decision in principle . All the customer data is filled in by the user in a single sitting and the response is instant

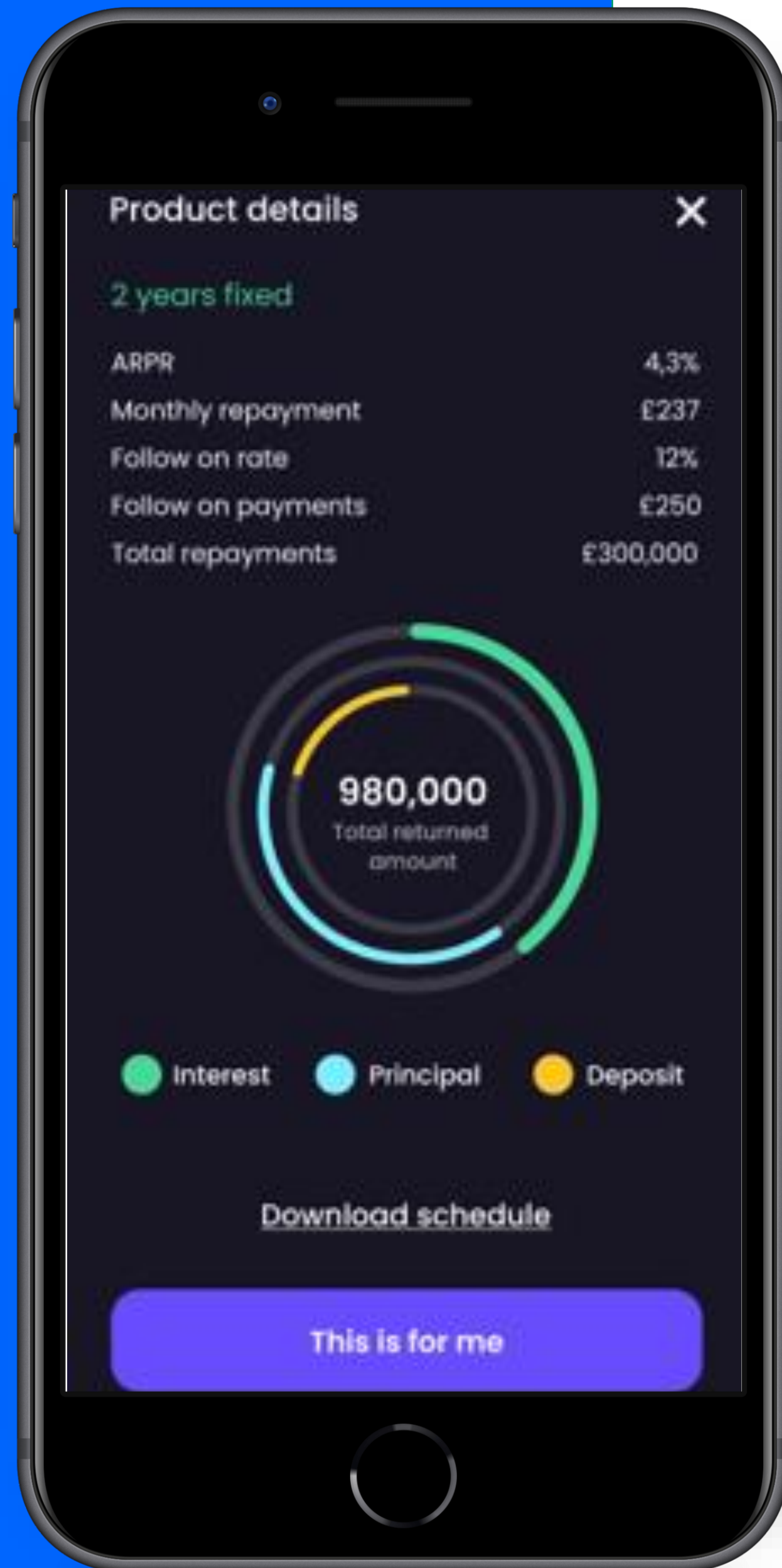
Multiple applicants. The DIP can offer instant response for applications that include a co-applicant. The whole process can be covered by the main applicant so there is no need for the co-applicant to be present when applying online.

Fast. The DIP process is designed to help the consumer get a decision in just minutes.

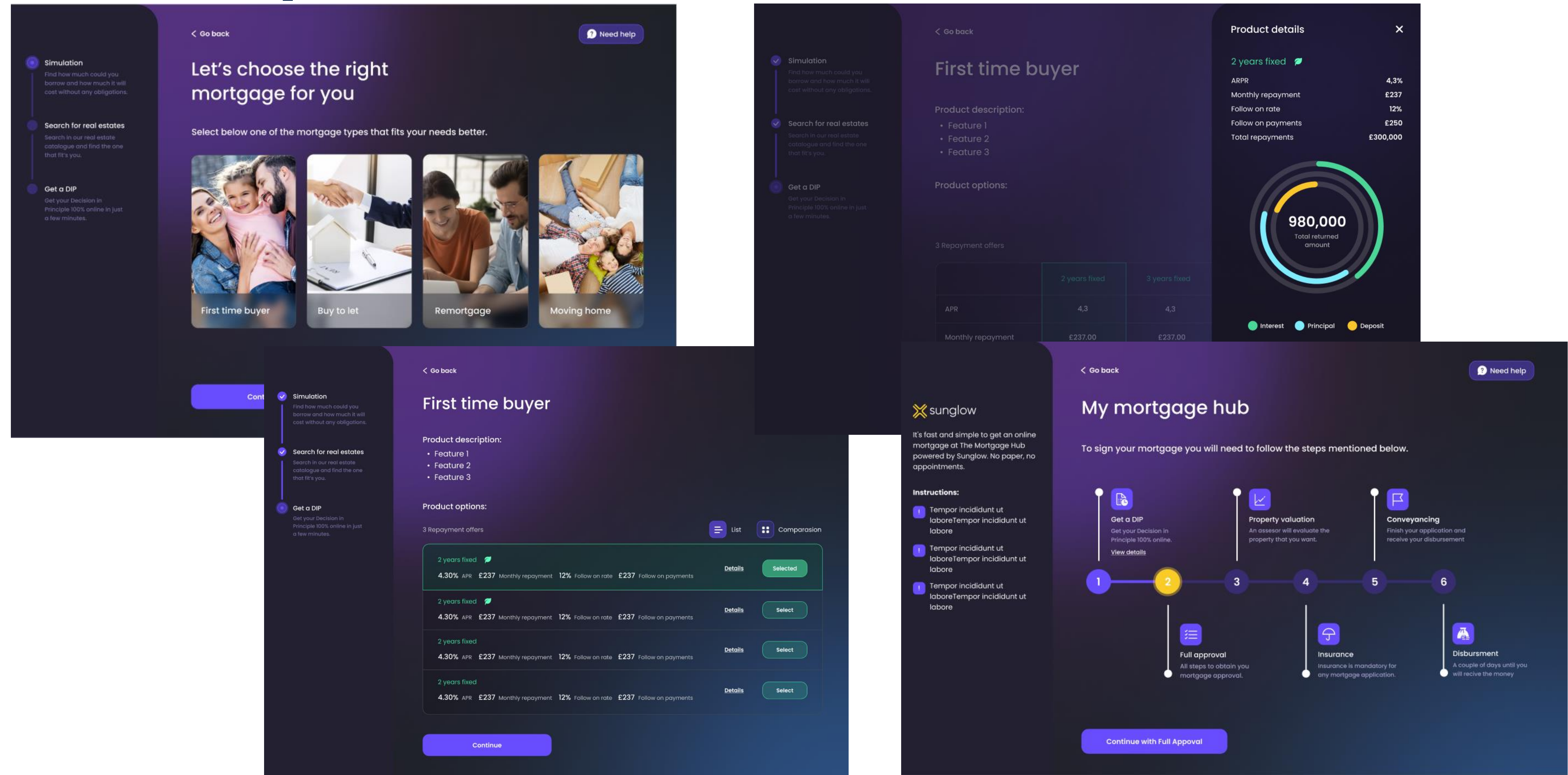
Cost free. The DIP leverages the information declared by the user and only has a soft bureau check as a third party interrogation so that the process does not create additional cost to the lender

Help center. A designated help center with co browsing capabilities that help the user every step of the way

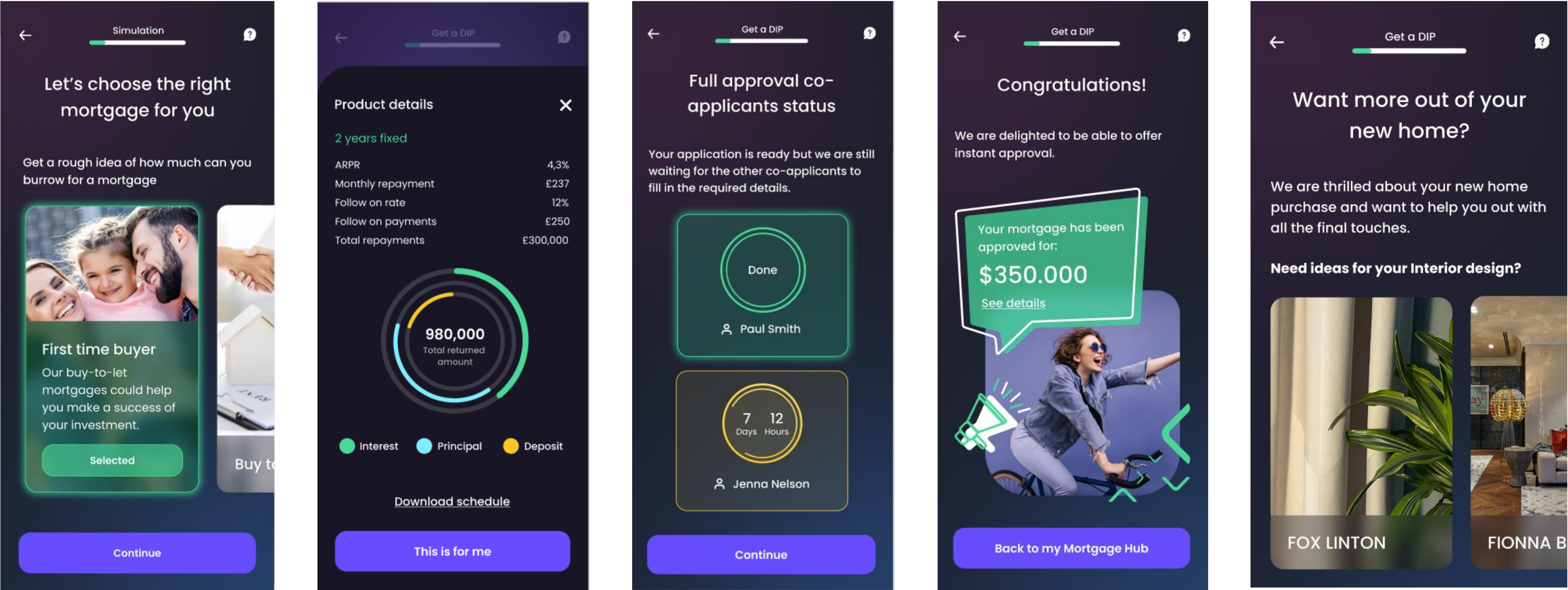
UI/UX. Comprehensive experience from the start until the DIP response.



Customer centric Digital Mortgage: Decision In Principle

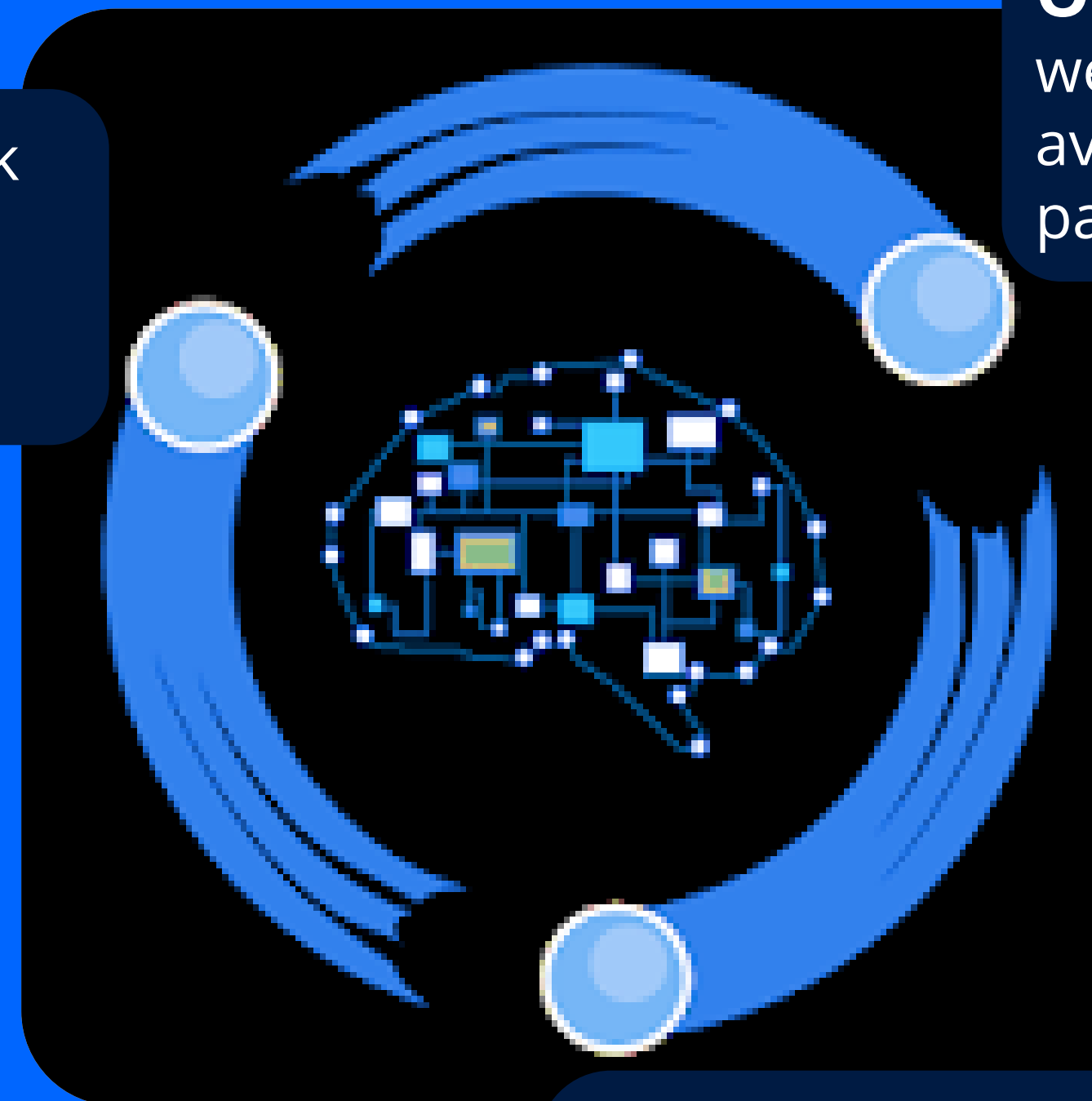


Customer centric Digital Mortgage: Decision In Principle



Mortgages calculators widget

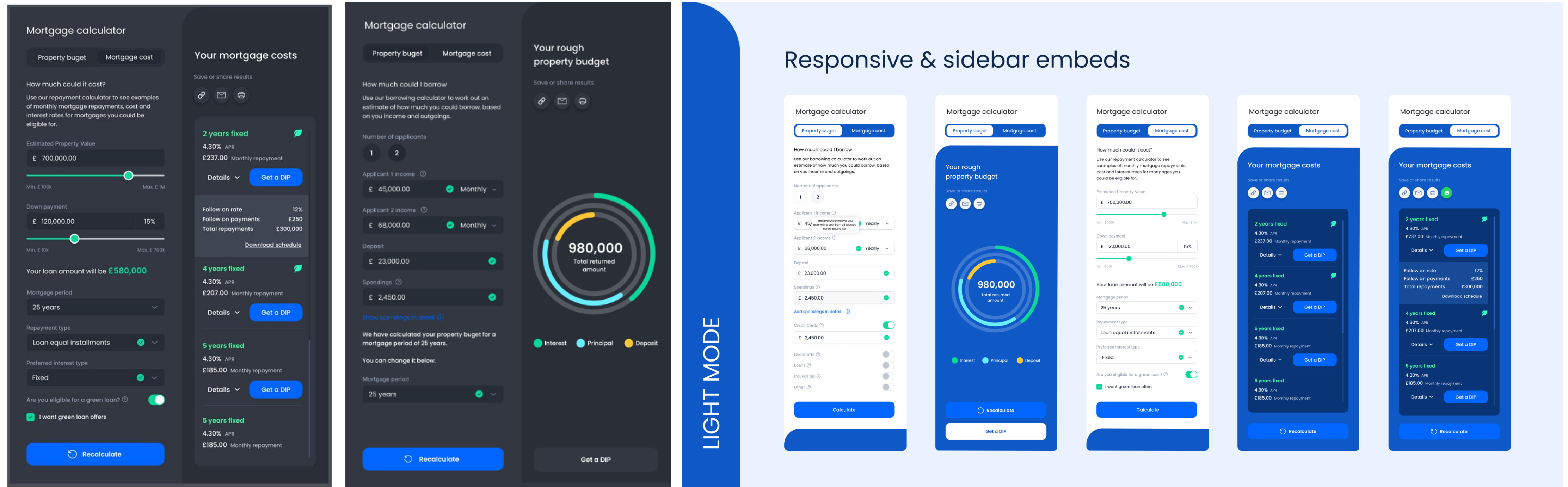
Seamless CX: customers can in no time check the costs of a mortgage and available offers. Complete transparency in a modern designed widget, easy to reach.



Omni-channel: easy to embed into the bank's website, mobile/online banking app or make it available to its agents, brokers, advisors or any 3rd party (i.e. real estate agents)

Perfect fit Product Offer. Hook up customers with a simple widget allowing them to easily check out, in no time, what home they can afford and applicable costs. The first lead generation instrument readily available, plug & play.

Mortgages calculators widget



Highly contextualized customer interactions



Help Centre

Bringing the same
relaxed banking for all
customers, regardless of
channel

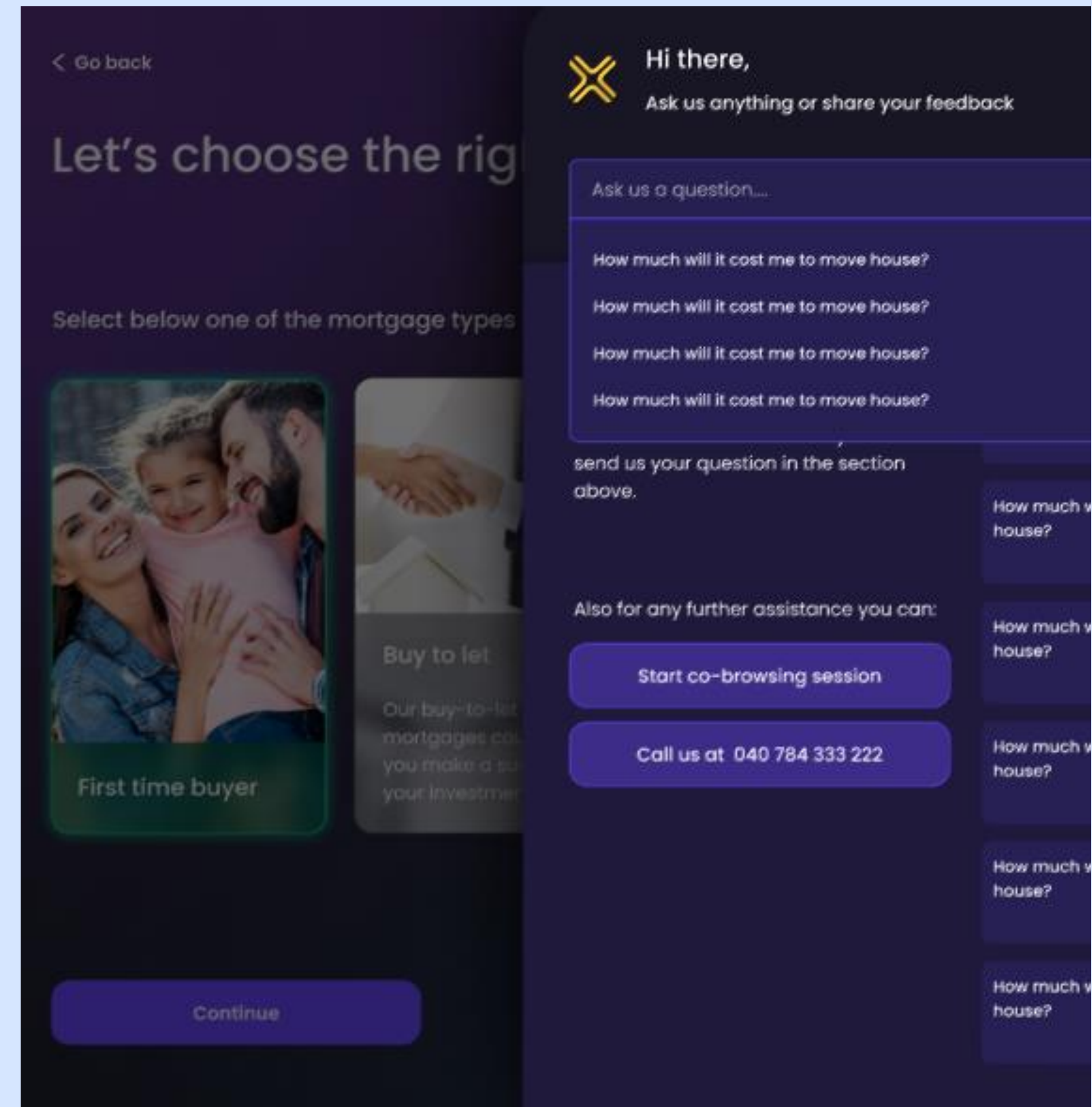


Key benefits

Integrate Help Centre capability in dedicated business processes to ensure a 100% digital experience and offer customers support when they most need it.

Add more digital capabilities to designed digital journeys achieving:

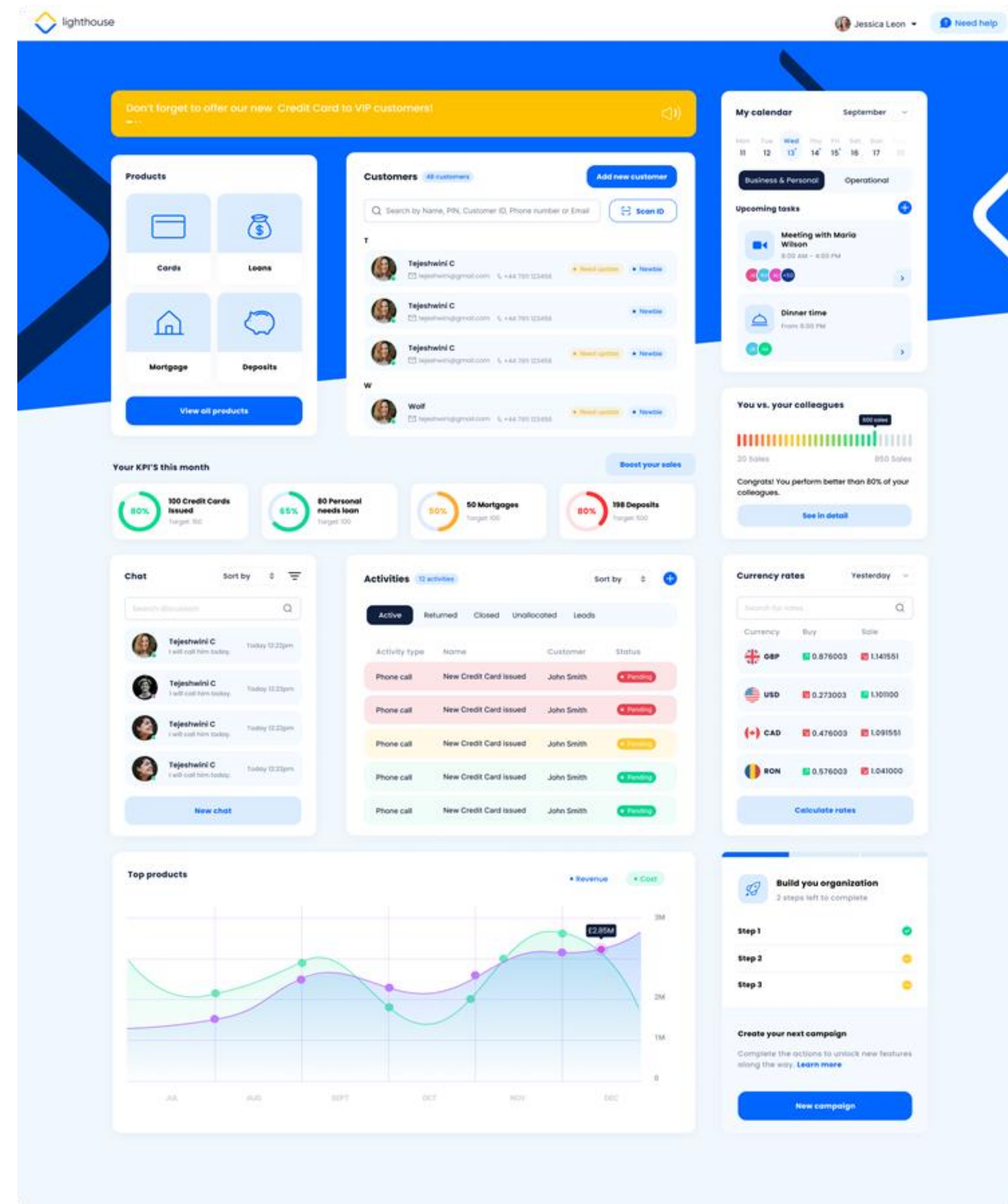
- Fast time to market building on top of the actual solution and delivered projects
- Low investment costs leveraging on the FintechOS present subscription
- Fast learning curve
- Increased customer satisfaction and frictionless digital experiences
- A better response to Covid-19 and customers' demand for true omni-channel experience integrating also consulting and advisory in self-service offerings



Redesigned experience for all users

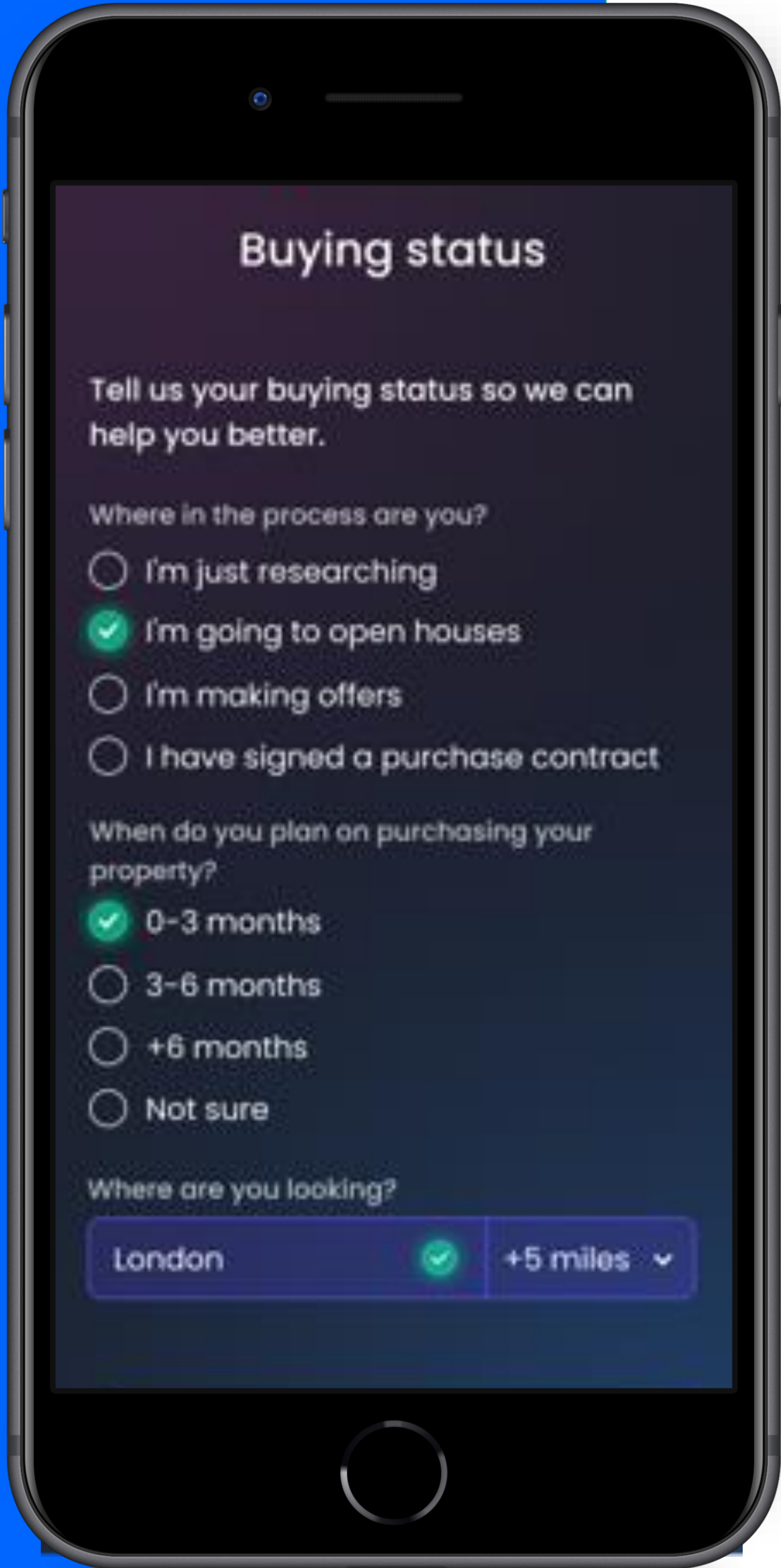
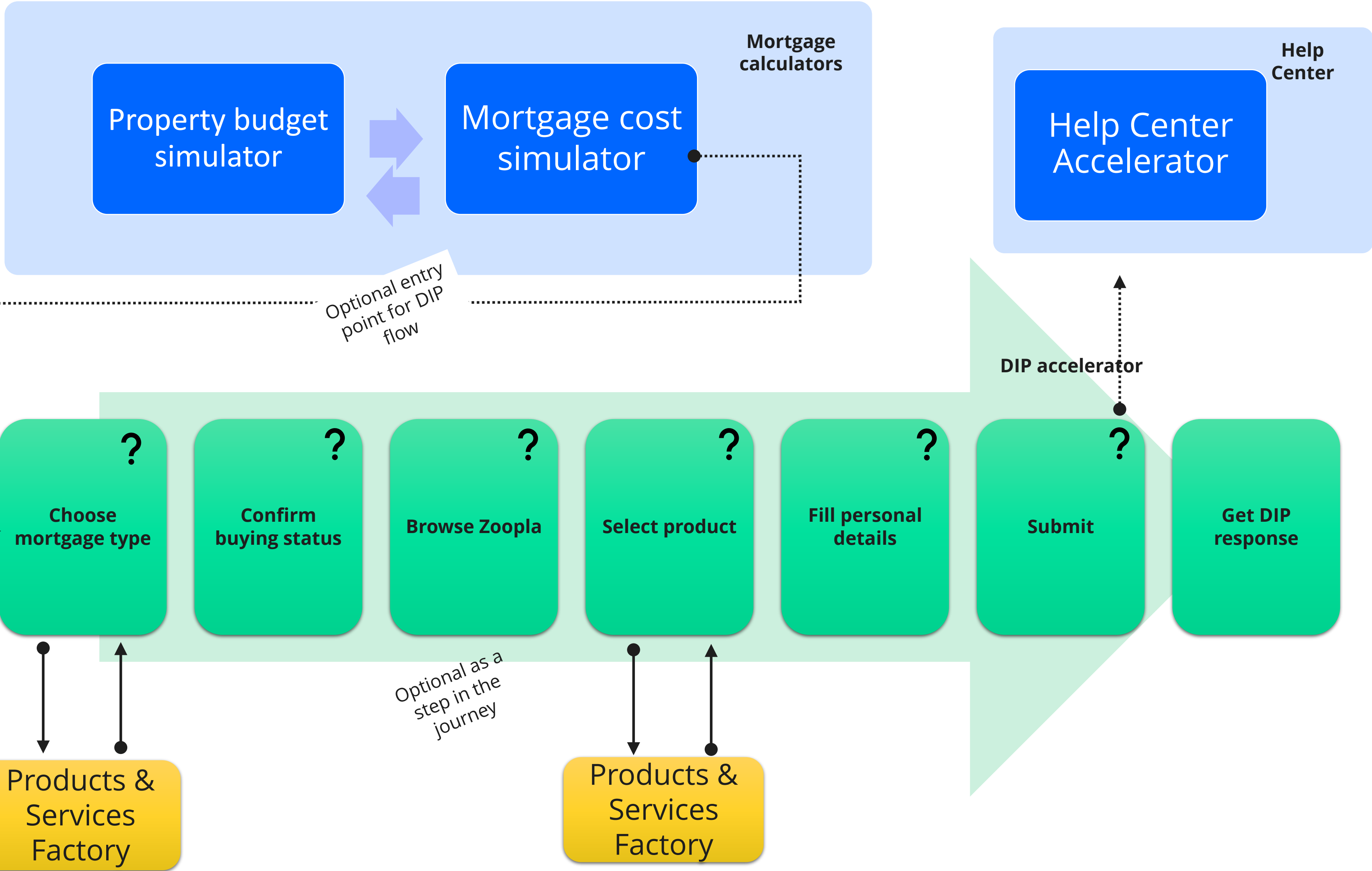
Standard operational dashboards focused on increased productivity and adoption for all key stakeholders

Cover 80% of a Relationship manager daily activity to increase their efficiency.

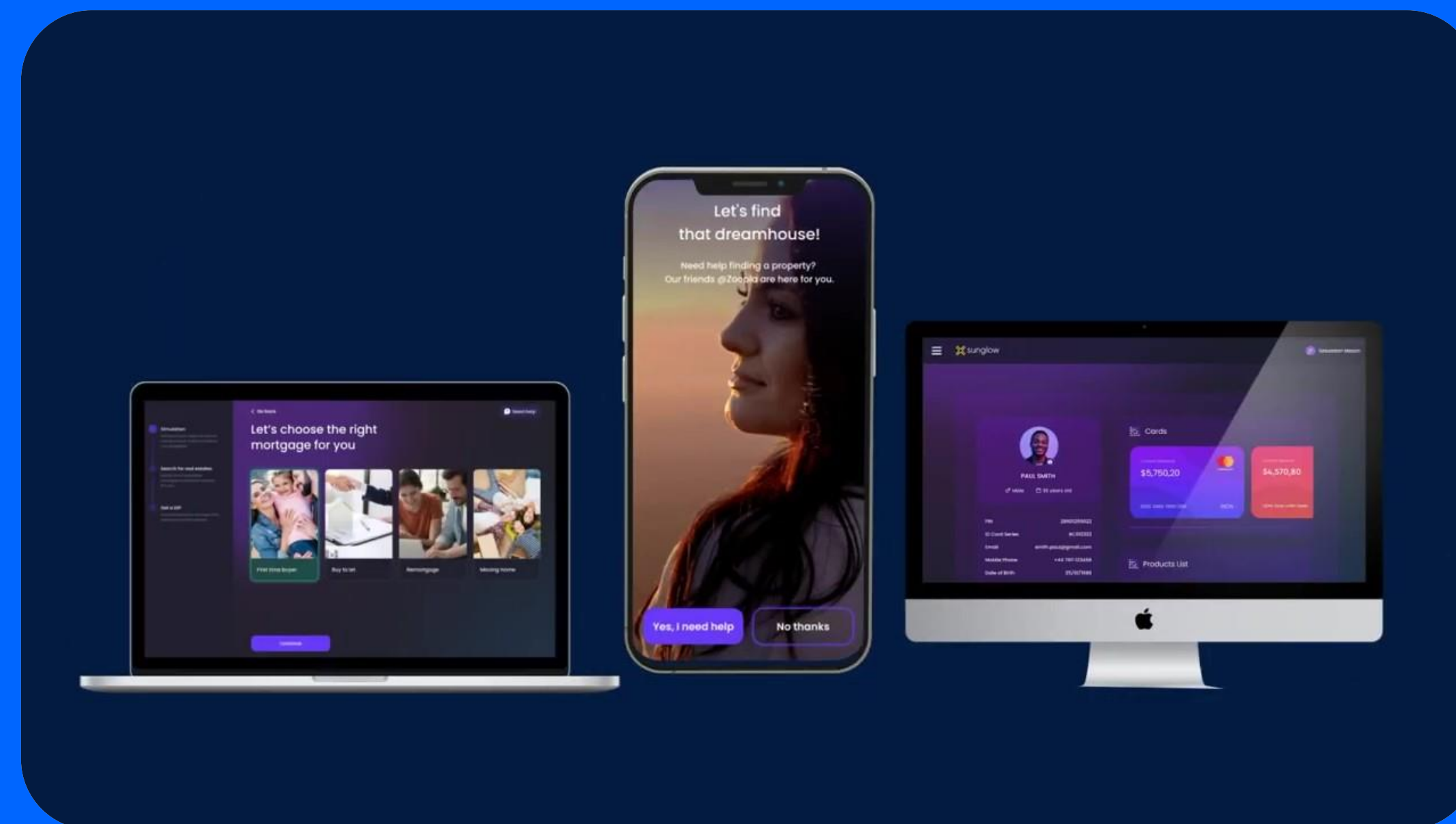


Journey at a glance

Flow at a glance



Solution walk-through



Additional collaterals

Lighthouse accelerators take away resources



Technical documentation

<https://docs.fintechos.com/DJs/DIPF orMortgage/1.0.0/Home.htm>

<https://docs.fintechos.com/DJs/MortgageCalculator/1.0.0/Home.htm>

<https://docs.fintechos.com/DJs/HelpCenter/1.0.0/Home.htm>



- Release Notes & Product Documentation: <https://docs.fintechos.com>
- Dedicated product self-led courses on Academy: <https://academy.fintechos.com/>
- Academy platform has hosted the Product Management Enablement recordings <https://academy.fintechos.com>

Q&A

