

meridianlink®
webinar

How Can Mortgage + Consumer Tech Help You + Your Members Win?

As Credit Unions More than 2x Tech Investments in '22 vs. '21



DAVID ROUTT

Vice President Real Estate Lending
Member One Credit Union



STEPHEN HUANG

Key Account Director
MeridianLink® Mortgage



David Routt

Fun Facts: Resides in Roanoke, VA –
Married with two children and a dog –
Loves to mountain bike whenever possible
and enjoys attending baseball games

Vice President Real Estate Lending

Professional Facts: 20-years of lending
experience in areas of real estate, consumer,
indirect, equity + lending systems. Fifteen of
these years are with credit unions.



Stephen Huang

Fun Facts: Resides in Atlanta, GA – Has
season tickets to Atlanta United – Is a golf
+ softball 'enthusiast'

Key Account Director

Professional Facts: Over 20-years in Mortgage
+ Real Estate – Licensed realtor at 18-years old –
7-year MeridianLink Mortgage Admin

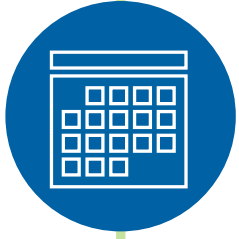
AGENDA



SLIDE 4: How Are Your Competitors Positioning to Win More Market Share by Spending on Tech?



SLIDE 6: What Digital Preferences Do Members + Borrowers Have?



SLIDE 7: When Is The Best Time to Make Upgrades to Your Tech Tools?



SLIDE 11: What Mortgage Tech Tools Can Be Integral to Your Success + What Results Can You Generate from an Upgrade?



SLIDE 13: How Can You Prepare to Leverage Interconnected Tech Tools to Produce a True Digital Mortgage Experience for Your Members?

'2023 Digital Banking Performance Metrics' Research Report

from Cornerstone Advisors

WHO SPENT
WHAT?

\$200K

per \$1B in
assets

2021

\$425K

per \$1B in assets

2022

That's a 112.5% YoY Increase!

WHEN ONE
SPENDS



Credit unions in this report with the best financial performance

consistently outperform their peer financial institutions on a wide range of digital banking metrics. The correlation is strong enough to suggest that institutions with improved digital banking performance are likely to improve overall business performance.”

- Ron Shevlin, Chief Research Officer at Cornerstone Advisors



The highest-performing financial institutions

accounting for 22 per cent of the financial institutions surveyed, are those most aggressively investing in emerging technologies.”

- Tom Bleach, Author, The Fintech Times

GO DIGITAL
...YESTERDAY!

Digital Upbringings Increasingly Impact Members' Digital Usages



90%

*of consumers prefer to manage finances in one place—including **applying for a mortgage**. Millennials (93%), Gen X (90%) Gen Z (89%) + Boomers (84%)*

Customers, Members + Borrowers Prefer Digital



4/5

consumers prefer managing finances digitally

WHEN'S BEST?

Anytime, But Especially Now Because...

\$12,450



Cost to originate a loan in U.S. dollars in Q4 2022 (up from \$7,525 in Q4 2019)
Source: Mortgage Bankers Association; Teraverde Analytics

68%



% compensation comprises in the costs to originate a loan

(2019 – 2022) Source: Mortgage Bankers Association; Teraverde Analytics

- \$301



IMBs + mortgage subsidiaries of chartered banks lost on average for every mortgage financed
Entrepreneur

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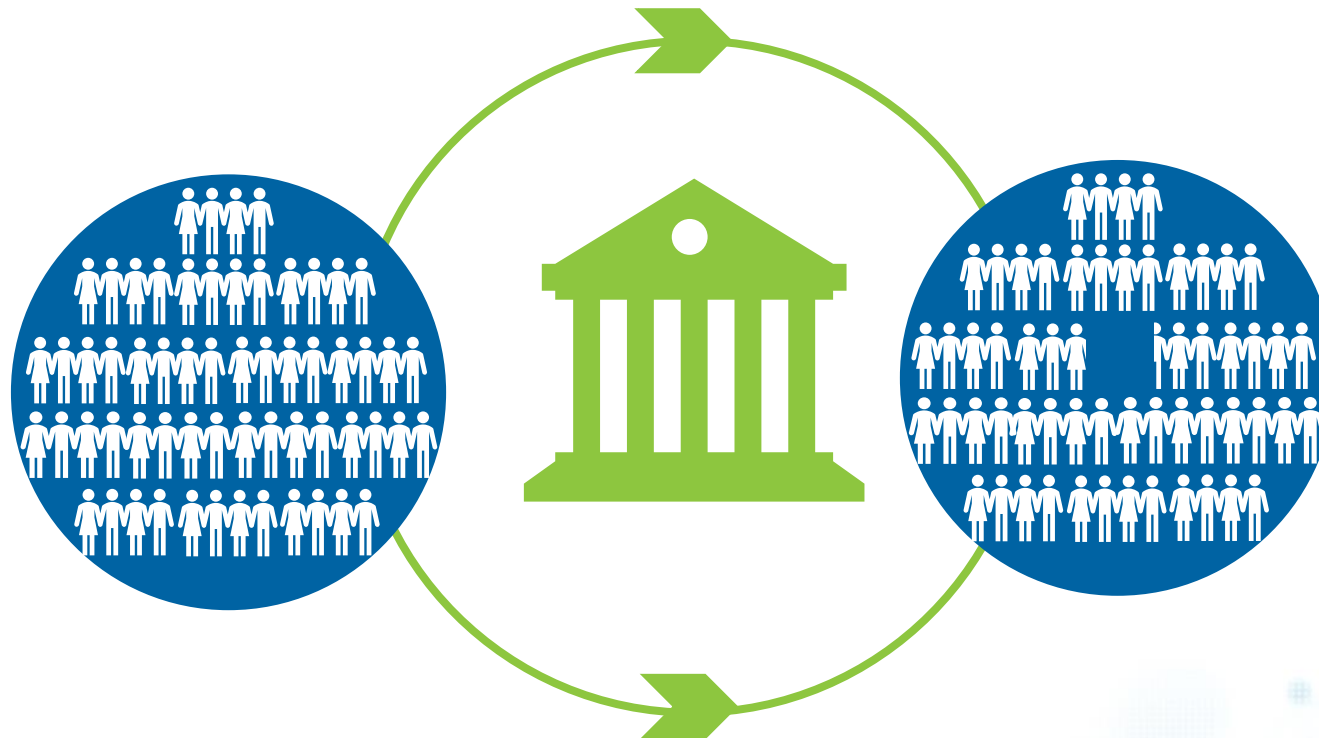
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'Mom + Pop' Credit Unions Are Losing the Tech Race *and Members*



- 4.30%

NCUA's asset categories below the largest saw a drop in membership. The \$100 million-asset to \$500 million-asset group saw membership fall in the last 12-months.

WHEN'S BEST?

Bringing You a New Era in Lending Technology

MeridianLink Mortgage LOS + MeridianLink OpenClose

TOOLS



Member One Federal Credit Union's Market Positions

Headquartered in Roanoke, VA

AUM: \$1.58B

MeridianLink Consumer + Mortgage Customer

#5

In units (2022 entire market)
Based on CoreLogic Marketrac data

#6

In units (2021 core market)
Based on CoreLogic Marketrac data

#13

In units (2021 entire market)
Based on CoreLogic Marketrac data

22

Resulting in reduced Days to Clear to Close
2022 vs. 2021 with MeridianLink Mortgage LOS

#1

In units (2022 core market)
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Resulting in reduced Days
to Clear to Close
(from 38 down to 16)

2022 vs. 2021 with MeridianLink Mortgage LOS
Go-Live in January 2022 (cross-over in April 2022)

#1

In units (2021 entire market)
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RESULTS

Member One Data + Results

Since MeridianLink Mortgage LOS Implementation + Go-Live in January 2022 (with cross-over in April 2022)

27%

Online
Applications +
Leads Increase

2021 to 2022

Overall Real
Estate Transac-
tional NPS

Rolling 12-Month
(2022) Score

9.67

57%

Overall First-
Time Home-
buyer %

2022

Indirect Auto
Lending

'22 avg. market share
with MeridianLink
consumer
platform

28.25%

Mortgage Integrations + Efficiencies

Since MeridianLink Mortgage LOS Implementation + Go-Live in January 2022 (with cross-over in April 2022)



First American Title

- Instant + accurate title + recording fees with PriceMyLoan (PML)



Service 1st

- Verifications of employment, income + flood certificates



Secondary Market Investors in PML

- Realtime pricing
- Returns product eligibility + ineligibilities (plus why)
- Adds MLO efficiency (no price + shop in secondary outlet)



Originator Portal

- Tablet + mobile friendly



Standard Integrations Work Seamlessly

- AUS findings
- Documents (Member One uses IDS)
- Credit



Integrated Appraisal Management Co.

- Member One uses Class Valuation
- Order + receive directly through LOS

Workflow Uplift

Since MeridianLink Mortgage LOS Implementation + Go-Live in January 2022 (with cross-over in April 2022)



eDocs: Now Paper“less”

- Send + save loan packages + disclosures electronically
- Request docs via portal
- No paper loan files handed off from MLO to Ops
- All docs, stipulations + conditions stored



Custom Docs: Easy to Create

- Member One uses when:
 - Ordering title services
 - Issuing pre-qual letters



Automated/Sched Reports Emailed Nightly

- When RESPA6 triggered + Loan Estimate to be disclosed
- Incomplete HMDA or Adverse Action data
- Current pipeline in processing
- Closed MTD



Adverse Actions: Auto Mailed

- Member One has vendor who receives + sends

Your Implementation

Prepare to leverage interconnected tech tools to produce a true digital mortgage experience for your Members



Process: Failing to Prepare Can Make Your Process More Challenging Than Need Be

- Utilize in-person or remote implementations
 - Depending on what's best for your Credit Union's needs
- Use your Credit Union's SMEs when testing
 - MLO tests origination
 - Processors test processing
 - Etc.
- Test then test more
- Your MeridianLink implementation team is there for you
 - Assignments
 - Due dates
 - Always available with direct contacts
- Works great out of the box
 - For enhanced results, configure the system it to make it the best solution for your MLO's, Team, Members + Credit Union
- Create a training manual (Member One created for the member portal that shows what both parties see...manual available)

How Can Mortgage + Consumer Tech Help You + Your Members Win?

As Credit Unions More than 2x Tech Investments in '22 vs. '21

CONNECT

Questions? Ready to Learn More?

- **Want to talk or need a warm intro to David Routt?**
- Email: Stephen.Huang@MeridianLink.com
- Direct: (678) 386-8296

Thank You!!

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