



**7 key processes that banks
are automating now**



Digitally transforming banking operations

First came the pandemic. Then a revolving door of shutdowns. In the height of the crisis, banks were asked to distribute large amounts of governmental aid while adjusting to new work-from-home requirements. The result? A challenging combination of increased workloads, resources that are stretched thin, and the need to keep critical services, and funds, flowing.

Process automation goes a long way toward calming—or at least managing—the chaos. The right automation platform can transform banking operations, services, and engagement, from loan processing to mortgage remediation to ACH stop payment processing, in just a few days. And that lets you serve your customers more quickly and accurately, using fewer resources.

“I don’t know how many people and how much money it would have taken to close that volume of loans without Nintex—and I’m glad we didn’t have to find out.”

— **Aaron Nation**, VP and Chief Data Officer, Red River Bank.



Keeping up with an avalanche of change

The pandemic has sent a shock wave through the economy. Banks worked quickly to make emergency government aid available to customers. Along with the increase in loan processing and forgiveness, a rush of contract modifications put pressure on banks to streamline outdated paper-based and manual procedures, in order to keep up with work and comply with evolving rules.

Here are seven key processes ripe for automation—along with tips for banks looking to implement them quickly and affordably.



PROCESS **1**

Loan processing

Simplify and streamline loan processing

Whether a customer is buying a home or car or opening a small business, every loan application needs careful consideration, review, and approval. But repetitive, time-consuming, and error-prone data entry create bottlenecks in your loan processing workload. With Nintex, information flows smoothly and automatically through your systems, reducing input errors and fatigue, optimizing loan processing center operations, and accelerating decisions.

Each loan application starts with a simple digital form, whose data is automatically routed for review, approval, documentation, and funding—quickly, simply, and smoothly. You save time and reduce errors—and customers get the funds they need faster, with less hassle.

BENEFITS

INCREASED EFFICIENCY

Prequalify applicants and process loans faster, with fewer errors.

HAPPY CUSTOMERS

Use digital forms for quick and accurate loan processing.

ACCURATE AUDIT TRAIL

Eliminate error-prone manual input and automate loan processing to improve recordkeeping for audits.

CAPABILITIES



Digital Forms



Mobile Apps



Robotic Process Automation



Process Mapping



Advanced Workflow



Document Generation



Electronic Signatures



PROCESS **2**

Loan forgiveness

Accelerate processing times and better serve constituents

During the COVID-19 pandemic, many governments distributed relief funding to affected citizens. Now with loan forgiveness top of mind, banks must verify and process a glut of forgiveness applications. Nintex allows banks to quickly automate regulated loan forgiveness and economic programs, such as the Paycheck Protection Program—complying with government guidelines while giving customers peace of mind.

BENEFITS

FASTER RESPONSE

Automated application processing frees employees to focus on higher-value tasks.

SATISFIED CUSTOMERS

Use simple digital customer forms for quick and accurate loan forgiveness.

ACCURATE AUDIT TRAIL

Eliminate error-prone manual input and automate loan processing to improve recordkeeping for audits.

CAPABILITIES



Digital Forms



Robotic Process Automation



Process Mapping



Advanced Workflow



Document Generation



Electronic Signatures



PROCESS **3**

Loan modification

Accurately process loan modifications

Loan and mortgage modifications tend to rise in economic downturns. Banks can modify loans in a number of ways, from cutting interest rates to extending repayment schedules. Process automation can simplify loan modifications, reducing processing time, costs, and risk of errors while leaving a complete audit trail—a win for lender and lendee alike.

BENEFITS

STREAMLINED PROCESS

Stop shuffling paper and manually inputting data—get loans modified and recorded with just a few clicks.

INCREASED ACCURACY

Automated processes improve the accuracy of accounting and compliance.

BETTER REPORTING

Automated processes capture all changes for complete financial reporting on loan modifications.

CAPABILITIES



Digital Forms



Document Generation



Mobile Apps



Advanced Workflow



PROCESS **4**

ACH stop payment processing

Smoothly process changes to ACH transactions

When customers request ACH stops or reversals, don't get buried under a mountain of manual paperwork. Nintex automation solutions streamline ACH stop payment request processing and increase accuracy, compliance, and security.

BENEFITS

INCREASED ACCURACY

Automated processes improve the accuracy of compliance, financial reporting, and security.

LESS MANUAL REVIEW

Automate validation with advanced logic and integrated OCR.

INCREASED EFFICIENCY

Process requests faster, with fewer errors.

CAPABILITIES



Digital Forms



Optical character recognition (OCR) integration through Xtensions Framework



Advanced Workflow



Robotic Process Automation



PROCESS **5**

Debit card fraud processing

Ensure prompt resolution of claims and disputes

Debit card claims and disputes—whether due to fraud or merchant mistakes—are time consuming and expensive. Investigating a claim requires coordination between the customer and merchant, record gathering and review, and eventually dispute resolution. Automate the process with digital forms and electronic routing and reviews for faster, more accurate debit card fraud resolution.

BENEFITS

SATISFIED CUSTOMERS

Eliminate paper forms and manual routing to resolve customer claims faster.

FASTER RESPONSE TIMES

Solve disputes faster—get claims filed, reviewed, and resolved with just a few clicks.

BETTER COORDINATION

Replace linear routing and notification with simultaneous coordination, for faster dispute resolution.

CAPABILITIES

-  Digital Forms
-  Mobile Apps
-  Connectors
-  Document Generation
-  Nintex Analytics
-  Advanced Workflow
-  Electronic Signatures



Regulation D violation letter processing

Notify customers of violations quickly

When a member makes too many withdrawals or transfers, Nintex solutions can automatically generate a Regulation D violation letter—and all subsequent warnings—informing members and suggesting accounts that can better meet their needs. And that helps you improve member service and ensure compliance.

BENEFITS

IMPROVED COMMUNICATION

Automatically trigger letters alerting members to both violations and options.

TIME SAVINGS

Stop shuffling paper—get letters sent and filed with just a few clicks.

INCREASED COMPLIANCE

Keep an audit trail of communication to ensure adherence to Regulation D guidelines.

CAPABILITIES



Process Mapping



Advanced Workflow



Document Generation



Connectors

Identification verification

Make KYC checks easy, quick, and compliant

Banks use “know your customer” (KYC) checks to verify identities, avoid risky associations, and minimize potential fines. But extended onboarding can alienate new customers. Nintex makes compliance checks fast and seamless—keeping banks safe and customers happy.

BENEFITS

EFFICIENT PROCESSES

Eliminate complex, inefficient, time-consuming paperwork and manual document processing.

TIME SAVINGS

Streamline customer onboarding to eliminate repetitive tasks and integrate legacy systems.

INCREASED ACCURACY

Capture all customer information, every time.

CAPABILITIES



Process Mapping



Robotic Process Automation

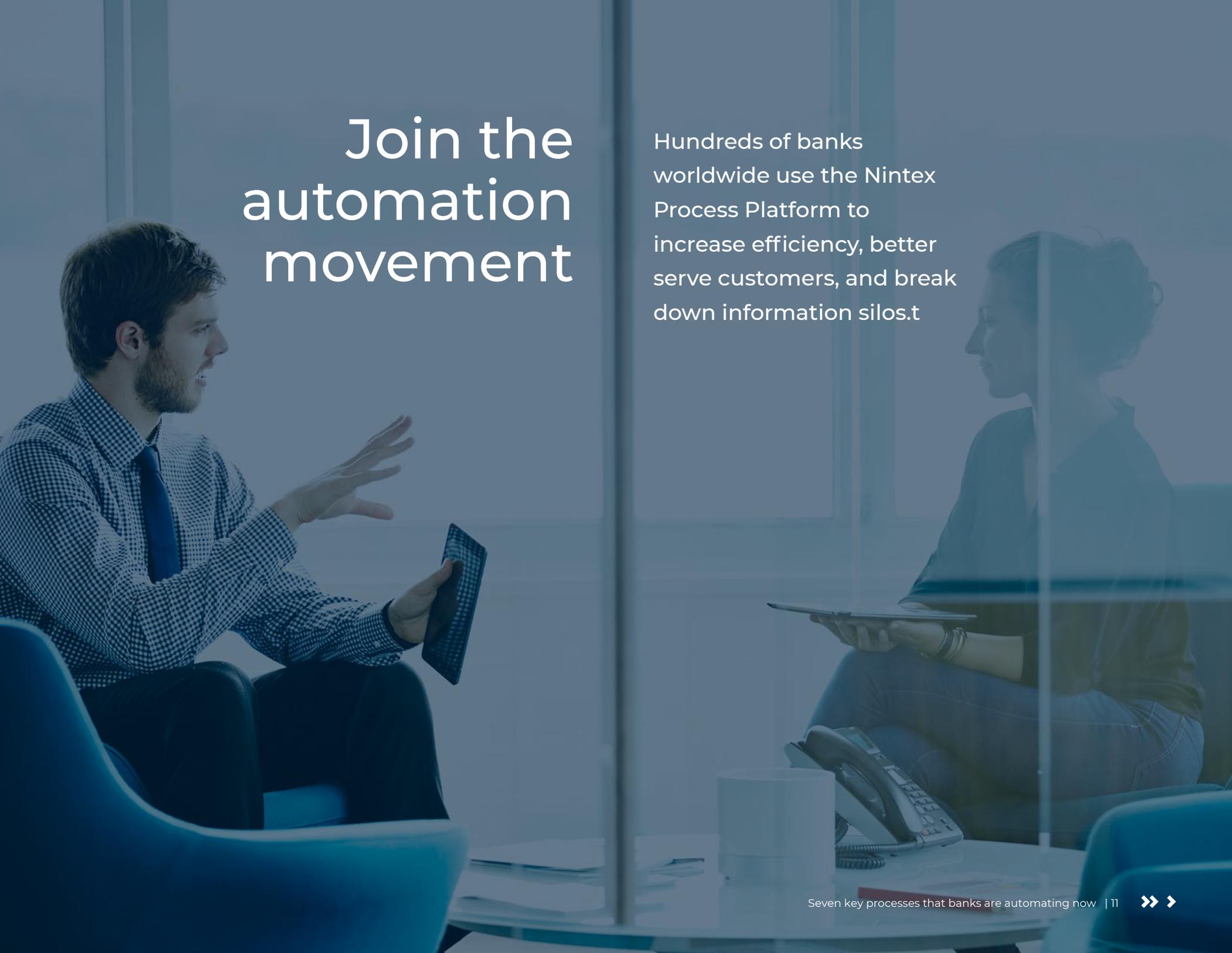


Advanced Workflow



Nintex Analytics





Join the automation movement

Hundreds of banks worldwide use the Nintex Process Platform to increase efficiency, better serve customers, and break down information silos.t



Red River Bank



PROFILE

Red River Bank is the sixth largest Louisiana-based community bank and serves customers from its 25 locations. Headquartered in Alexandria, Louisiana and founded in 1999, the bank provides a fully integrated suite of banking products and services tailored to the needs of commercial and retail customers.

BUSINESS SITUATION

The U.S. Treasury implemented the Paycheck Protection Program (PPP) to support businesses and utilized banks to process and distribute proceeds. Red River Bank needed a way to onboard, process and submit for SBA approval.

SOLUTION

After evaluating several packaged solutions, Red River Bank decided to build its own solution using Nintex Forms, Nintex Workflows, and Nintex DocGen with a connector to DocuSign for electronic signature. Red River Bank received 1,400+ applications resulting in \$198M in loans during round 1 of the Program and was able to save 30 minutes per application.



ANZ Bank



PROFILE

ANZ Bank, the fastest-growing bank in Indonesia, offers a full range of products and services for corporate and individual banking customers.

BUSINESS SITUATION

The bank needed to replace its manual business processes with a solution across business units to enhance operational efficiencies and scale to support business growth.

SOLUTION

ANZ partnered with Ebiz Cipta Solusi to automate authentication, approval and compliance processes based using Nintex Forms and Nintex Workflow. ANZ saw a 15% increase in productivity and was able to process 30% more loan applications each month.



Auswide Bank



PROFILE

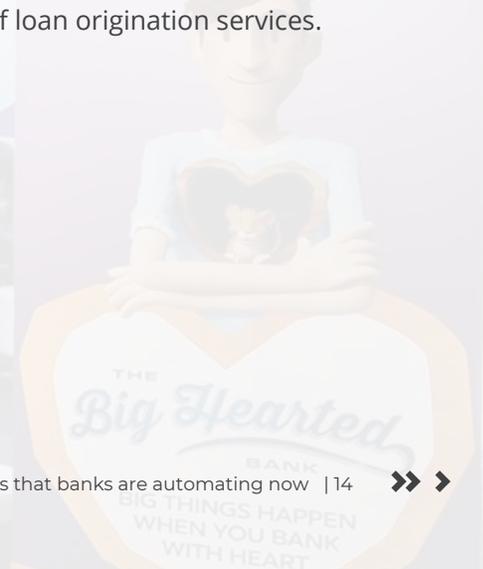
For over 50 years, Auswide Bank has been helping Australians achieve home ownership, create wealth, and access banking and financial services.

BUSINESS SITUATION

Auswide Bank's home loan processing and validation team needed to digitize its application and approval processes. Previously, home loan applications relied on manual data entry, paper forms, and excel spreadsheets which resulted in poor communication with lenders, customers and brokers.

SOLUTION

Auswide Bank uses Nintex Forms and Workflow to capture and track home loan applications. The entire process is now managed by workflows and forms. The tracking of applications, approvals, settlements, and more has positioned Auswide Bank as the most technologically advanced team within the business, with a 5x improvement in approval of loan origination services.



ABOUT NINTEX

Nintex is the global standard for process management and automation. Today more than 10,000 public- and private-sector clients in 90 countries turn to the Nintex Process Platform to accelerate digital transformation by managing, automating, and optimizing business processes. Go to nintex.com to see how Nintex and its global partners are shaping the future of intelligent process automation (IPA).

