

**United Guaranty needed to quickly add a web-enabled property tracking system to its suite of online mortgage processing tools. Trifolium was ready for the challenge.**



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#### BACKGROUND

Mortgage insurance (MI) companies provide homebuyers a means to purchase a home without paying the required 20% down payment in full. They do this by issuing MI certificates that insure the mortgage against possible default.

Closing on a home sale is often hectic, to say the least. Mortgage bankers and lenders require accurate and speedy responses from MI underwriters, who must provide comprehensive, rapid, and, most importantly, reliable MI certification, so that the mortgage loan can be approved.

Mortgage insurance (MI) for condominiums is considered riskier than for single-family homes. This increased risk requires additional analysis and evaluation during the underwriting process.

#### THE CLIENT: UNITED GUARANTY

Since 1963 United Guaranty (UG), a member company of the American International Group (AIG) has underwritten MI for over 1.5 million mortgages.

In 2001, the National Association of Mortgage Brokers named UG and its subsidiaries “Affiliate of the Year.” UG was specifically recognized for its dedication to broker education.

While providing MI for buyers of single-family units, UG also underwrites MI for a substantial number of condo projects.

UG maintains an industry-leading suite of Internet mortgage insurance products and services. Their customers—mortgage lenders and service providers—have enthusiastically embraced these services because of their efficiency and cost-saving value.

#### THE CHALLENGE

The UG set of online MI services did not include Condo Project underwriting tools. The existing Condo Tracking tool consisted of two separate systems. Because it could not feature web access, only personnel in UG offices could use the tool. Furthermore, users complained that the Condo Tracking tool was very slow.

Based on the great success of, and response generated by, their other web-based services, UG management understood the current Condo Tracking tool must be completely overhauled and upgraded. Because of the increased analysis required for these types of loans, they realized that it would not be an easy job.

In addition, time was working against UG. They employ a rigorous quarterly project cycle to insure value is delivered as efficiently as possible to their customers. They needed the new Condo Tracking project to be delivered during the current quarterly cycle, but time was running out.

#### TRIFOLIUM’S SOLUTION

Working under UG’s imperative deadline, Trifolium assigned a team of its most seasoned staff to the Condo Tracking Project. Trifolium immediately coordinated an approach involving UG’s subject matter experts to insure all business needs were met.

By adjusting the approach to meet the customer’s needs, Trifolium was able to deliver the application within UG’s time constraints. At Trifolium, we realize that quite often, time is your toughest competition. We recognize this obstacle, but continue to strive to give companies, like yours, a competitive advantage with our customized applications.

#### SOLUTION BENEFITS

The new Condo Tracking system provides substantial cost savings in turnaround time, as well as qualifying the level of risk for each MI certificate UG issues. An added benefit to the new system is that it provides a much more user-friendly environment for administering and managing Condo Project information.

UG continually strives to provide value-added services to their customer base, which is why they are considered to be the leading provider of electronic mortgage processing services.