



jh
Banking

CASE STUDY

OnBoard Loans™

"To any bank looking for efficiency in their loan origination process: OnBoard Loans is the answer."

Loyce Nesteby
VP of Compliance
City Bank

Institution:
City Bank

Location:
Lubbock, Texas

Website:
www.citybanktexas.com

Assets:
\$2 billion

Founded:
1941

OnBoard Loans™

Compliance-driven, server-based retail and commercial lending



“The list of competitive advantages that our bank has gained since implementing OnBoard goes on and on.”

Loyce Nesteby

Founded on the basis of innovation and exceptional customer service, City Bank is an unwavering constant in the West Texas community, and has been since 1941. The bank has experienced remarkable growth and now has over \$2 billion in assets and 35 locations.

Because delivering revolutionary products and services to customers has always been a major focus of City Bank’s business model, it recently started looking for a way to quickly and efficiently provide customers with professional, branded, well-crafted loan packages. As an existing Jack Henry Banking® client, the bank sought out its OnBoard Loans™ solution.

VP of Compliance, Loyce Nesteby, explains below how OnBoard Loans has helped City Bank improve its levels of customer service and satisfaction as well as improve its day-to-day operating efficiencies, speaking specifically to the solution’s use of dynamic forms and automatic updates.

Jack Henry Banking: What was the initial business reason you acquired OnBoard Loans?

Loyce: When we started our search, our bank was looking for a compliance-driven system that uses dynamic documents, because we wanted to be able to give our customers a professional, branded, finished product. OnBoard Loans met that criteria, plus a little extra – because on top of using dynamic forms, OnBoard Loans’ forms are updated via Internet downloads, so we don’t have to redesign them with each update.

JHB: Can you tell us how OnBoard Loans has positively affected customer service and satisfaction?

Loyce: OnBoard has affected our customer service and satisfaction by giving them a complete, professional-looking product. When loan documents are presented for signing, there are no unfilled blanks or unchecked boxes. The documents contain only the information specific to that particular transaction ... nothing more and nothing less ... leaving the customer with no unanswered questions.

JHB: Can you tell us how OnBoard Loans has improved your day-to-day operations and operating efficiencies?

Loyce: Since we implemented OnBoard Loans, we have saved a significant amount of time by not having to manually update forms. It was overwhelming to try and keep up with regulatory changes; but with OnBoard Loans’ compliance engine, forms are updated automatically – saving our bank a great deal of time and headaches.

OnBoard Loans has also helped reduce our bank’s operating risk. We use the Compliance Report generated within OnBoard for each loan, so we’re notified of any compliance issues prior to closing.

JHB: What specific features/functions of OnBoard Loans have exceeded your expectations?

Loyce: OnBoard's updates feature is wonderful – updates are performed each night and are ready to go the next morning when the processors arrive for work. Also, I can't say enough good things about the dynamic forms. OnBoard's dynamic forms expand or contract to accommodate whatever the transaction requires, whether it's more signature lines or more space for collateral descriptions.

JHB: Do you consider implementing OnBoard Loans as an offensive strategy that provides your bank with another point of competitive distinction or a defensive strategy that will enable you to compete more aggressively with larger competitors?

Loyce: For us, OnBoard Loans is most definitely an offensive strategy. The list of competitive advantages that our bank has gained since implementing OnBoard Loans goes on and on: we have polished, well-crafted loan packages to present to our customers, we have the capability to generate compliant documents in a matter of minutes, and the improvement in the timing of document delivery is phenomenal.

JHB: If you would recommend this solution to other banks, what is the most compelling statement you would make to another institution considering OnBoard Loans?

Loyce: To any bank looking for efficiency in their loan origination process: OnBoard Loans is the answer. Our bank has been with OnBoard since its very early stages in the marketplace; the system has evolved and continues to evolve, in an industry that is forever requiring change. And not only is OnBoard Loans a user-friendly system, but the support provided by Jack Henry Banking is unsurpassable.



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The OnBoard Loans lending solution streamlines retail and commercial loan origination by automating manual processes. This compliance-driven system uses dynamic documents for all 51 jurisdictions, which are updated via Internet downloads and are produced based on applicable regulatory requirements, loan type, and transaction-specific information. OnBoard Loans integrates with a variety of forms vendors' dynamic technologies and supports a wide variety of lending transactions including consumer secured and unsecured, consumer real estate, home equity lines, construction, and commercial. With OnBoard, bankers can efficiently originate new loans from start to finish and more rapidly respond to customer and account inquiries.



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For more information about Jack Henry Banking®, or to schedule a demonstration or talk to an existing user, email askus@jackhenry.com, call 417-235-6652, or visit www.jackhenrybanking.com.