

## CASE STUDY

# The Case for Streamlining Vehicle Lien Perfection

## INTRODUCTION

### The Need for a Consolidated Process

Rising interest rates are causing less than favorable terms for many vehicle loans. As an outcome of this, there is an increase in delinquencies. As some loans teeter on the edge of default, it's imperative that lenders perfect their loans to ensure their position.

The myriad of fees and requirements straight made the lien process cumbersome and increased the likelihood of errors. Errors can place a bank at risk because any mistake in a lien could jeopardize asset recovery in the event a borrower encounters future financial difficulty. Complicating the matter, when vehicle titling includes more than one state, a frustrating array of different fees and document requirements is required. All of this complexity leads to challenges in perfecting vehicle loans.

Bottom line? Banks need ways to streamline the process, better track fees and requirements, improve accuracy and minimize interactions between the borrower and jurisdictions.

Enter Wolters Kluwer Lien Solutions.



## SITUATION

### The Risks of Inaccuracy

When one of the nation's largest banks sought outside help in simplifying its cumbersome vehicle lien perfection process as well as improve overall accuracy, it was apparent that they had also been experiencing problems in estimating and filing due to varying fees and document requirements across a wide range of jurisdictions.

The bank in question has assets in excess of \$2 trillion and a significant commercial presence in more than half of U.S. states. It offers a complete array of best-in-class products and services and prominently markets its expertise, relationships, results and integrity in its advertisements.

However, despite its size and market share, the bank needed assistance in overcoming problems in its vehicle lien perfection process. In order to perfect a borrower's loan, the bank needed to add its name to the vehicle title. It was encountering difficulties in the estimate and filing portion of the process. Because of the sheer number of jurisdictions in which it operates across more than half the country, its staff had to deal with a frustrating array of different fees and document requirements.

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Keeping this myriad of fees and requirements straight made the lien process cumbersome and increased the likelihood of errors. Errors placed the bank at risk because any mistake in a lien could jeopardize asset recovery in the event a borrower encounters future financial difficulty. The bank therefore sought ways to streamline the process, better track fees and requirements, improve accuracy and minimize interactions between the borrower and jurisdictions.

## SOLUTION



### Implementing a Complete Solution

Experts from Lien Solutions met with the bank, listened to their issues and concerns, asked questions to better understand their unique needs, and implemented a focused, cost-effective solution to help them overcome their problems: iLien Motor Vehicle.

Lien Solutions' experienced and knowledgeable staff was able to gather and provide the exact requirements and fees for every jurisdiction. A versatile service team handled all interactions with these jurisdictions.

## RESULTS

### Automation Optimizes Outcomes

The bank now has accurate, up-to-date fee information and document requirements in hand the moment it begins the vehicle lien process. This not only greatly speeds workflow and turnaround time, but also ensures the bank can obtain correct and complete information from the borrower when the transaction starts. Rejections are cut and processing times are reduced – preventing costly errors, reducing risk and resulting in perfected liens on the bank's end and improving the overall customer experience for the borrower.

**iLien Motor Vehicle** is tightly integrated with a complete suite of services that can help improve the efficiency of your motor vehicle transactions, including lien-holder filings, VIN searches, Title & Registration, and more. Contact us today to get started with streamlining your motor vehicle titling process.

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