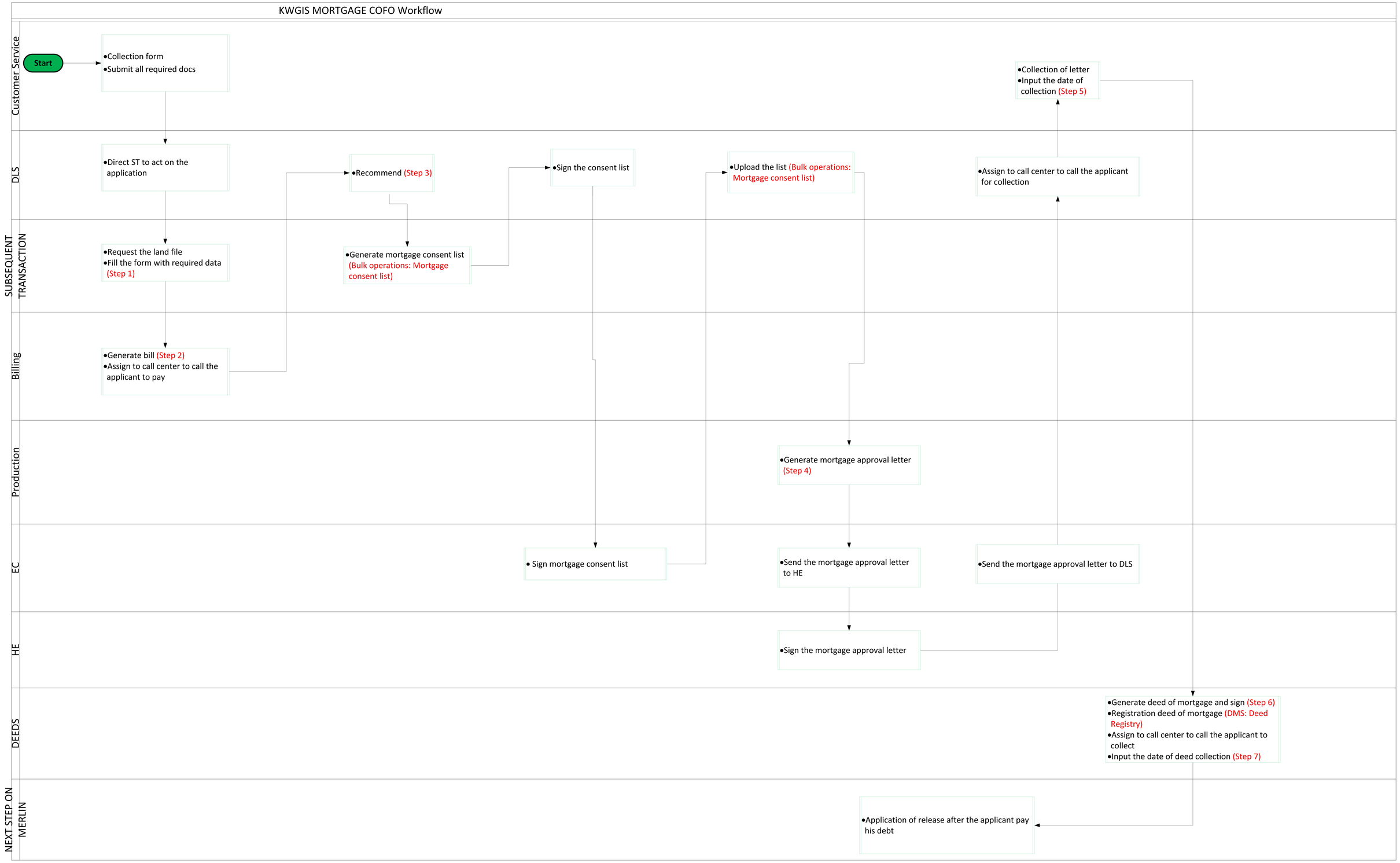
KWGIS MORTGAGE COFO Workflow
SUBSEQUENT TRANSACTION
Customer Service
DLS
Billing
Production
EC
HE
DEEDS
NEXT STEP ON MERLIN
Start
•Collection form
•Submit all required docs
•Direct ST to act on the application
•Request the land file
•Fill the form with required data (Step 1)
•Generate bill (Step 2)
•Assign to call center to call the applicant to pay
•Recommend (Step 3)
•Generate mortgage consent list (Bulk operations: Mortgage consent list)
•Sign the consent list
•Upload the list (Bulk operations: Mortgage consent list)
•Assign to call center to call the applicant for collection
•Collection of letter
•Input the date of collection (Step 5)
•Generate mortgage approval letter (Step 4)
• Sign mortgage consent list
•Send the mortgage approval letter to HE
•Send the mortgage approval letter to DLS
•Sign the mortgage approval letter
•Generate deed of mortgage and sign (Step 6)
•Registration deed of mortgage (DMS: Deed Registry)
•Assign to call center to call the applicant to collect
•Input the date of deed collection (Step 7)
•Application of release after the applicant pay his debt