

How one of the nation's largest credit unions dealt with unprecedented refinance volume

See through the static with Blend's newest tools



CUSTOMER SPOTLIGHT

NAVY FEDERAL
Credit Union

HQ:
Vienna, Virginia

EMPLOYEES:
18,000

TOTAL ASSETS:
130.4 billion

The refinance boom of 2020

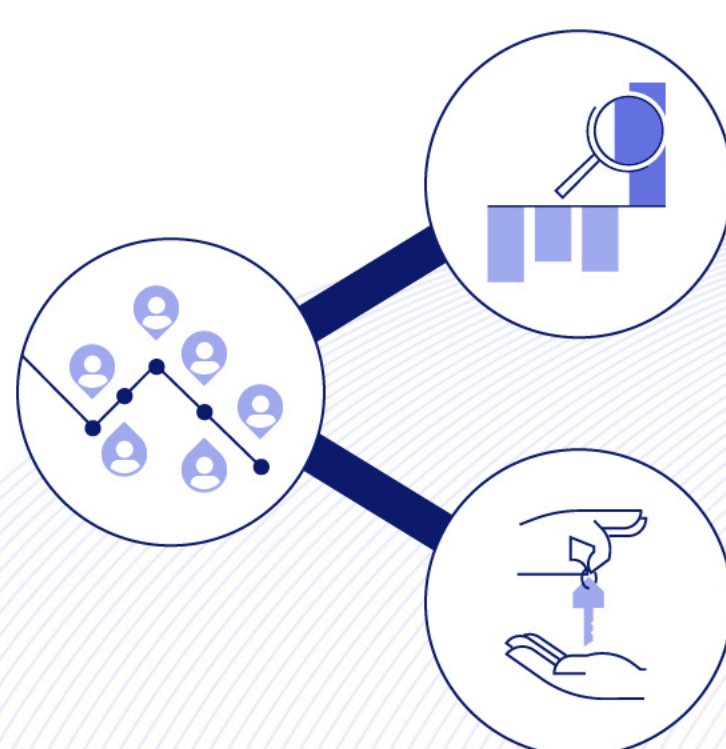
Largely due to the pandemic, banks and credit unions were overwhelmed by a boom in refinance applications. Blend's customers saw a tenfold rise in refinance applications in March 2020 compared to the same period in 2019.



The challenge

Many financial institutions faced a challenging position: wading through a record number of refinance applications in the midst of a shift to a largely remote working environment.

Some banks and credit unions tried reallocating resources, but the magnitude of the increase meant that this required deprioritizing other products to an uncomfortable degree. Some tried quickly hiring, but the increase in staff served to offset any potential revenue gains from the unexpected boom in business. Others, such as Navy Federal Credit Union, turned to trusted partners like Blend.



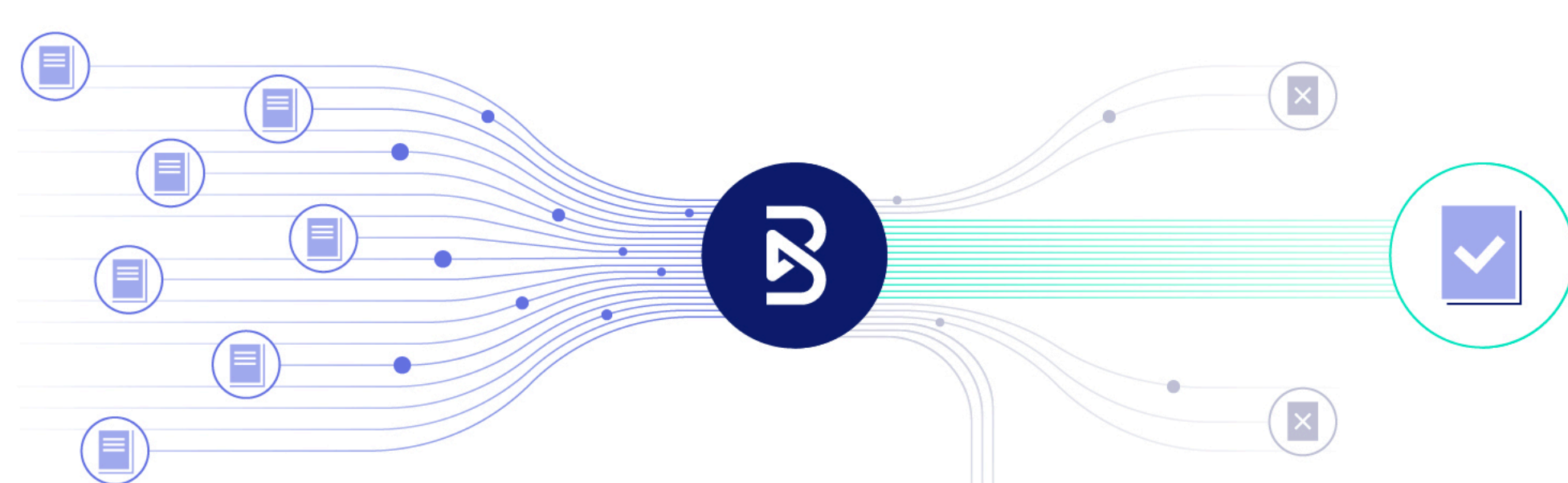
“Our team quickly identified these tools as a high-potential opportunity to help mitigate our volume challenges. It was great to work with Blend's team during the development process and see how our feedback impacted the final product.”

RANDY HOPPER, SENIOR VICE PRESIDENT OF MORTGAGE LENDING
AT NAVY FEDERAL CREDIT UNION



The right tools

Our team of engineers set to work on a suite of new features to help financial institutions including Navy Federal manage volume and increase efficiency throughout the mortgage process. Among these features were tools designed to reduce manual reviews and auto-decision more applications. With this feature in place, institutions are able to set minimum credit requirements within the applications based on the institution's internal guidance, narrowing the number of applications staff must spend time on.



The results

With Blend, Navy Federal reduced the number of loans that required manual review by 23%. Their team estimated that each of these loans would have taken a loan officer 30 minutes to review, meaning they were saving hundreds of hours weekly.

By using the right tools, the team was able to manage an overwhelming amount of applications, and provide higher quality services to their members. Because their processors were able to see through the static and narrow their focus, the credit union expects its pull-through rate to go up accordingly.



“Because of our partnership with Blend, we've been able to better manage a truly remarkable time in home lending.”

RANDY HOPPER, SENIOR VICE PRESIDENT OF MORTGAGE LENDING
AT NAVY FEDERAL CREDIT UNION

