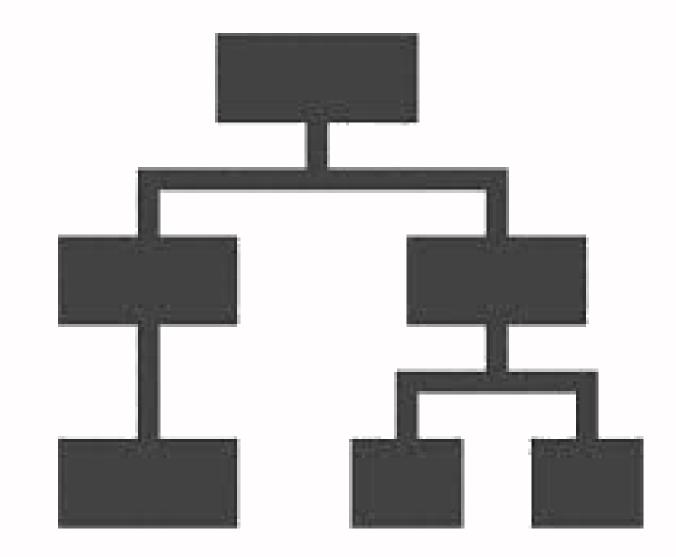
# DOCUMENT CLASSIFICATION

Loan Servicers Receive Millions of Forms

Forms need to be hand coded for routing

Can we automate this document routing process?

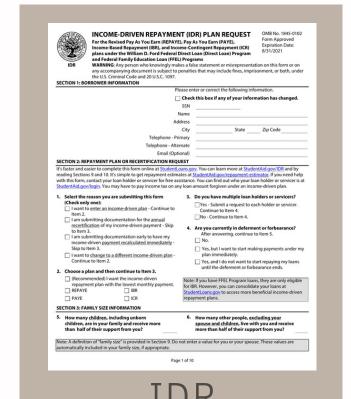


PRESENTED BY PATRICK BROWN

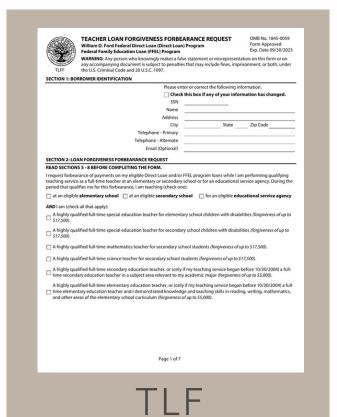
## **DOCUMENTS**

William D. Ford Federal Direct Loan Program  WARNING. An person who knowingly makes a failer statement or micropresentation on this form or any accompanying do include forsi, impringment, or both, under the U.S. Criminal Code and 20 U.S.C. 1997.  BEFORE YOU BEGIN	CAMEND, 1845-000* form Approxed to, the 0/9/12/2022 current is subject to penalties that may
Read the Instructions for Completing the Direct Consolidation Loan Application and Promissory Note.  NOTE: PAGES 1 THROUGH 5 MUST BE SUBMITTED FOR YOUR LOAN APPLICATION TO BE PROCESSED.  BORROWER INFORMATION	
1. Last Name:First Name:	Middle Initial:
2. Former Name(s):	
3. Social Security Number:	
4. Date of Birth:	
5. Permanent Address (Street, City, State, Zip Code) (if P.O. box or general delivery, see Instructions):	
6. Area Code/Telephone Number:	
7. Email Address (optional):	
8. Driver's License State and Number:	
9. Employer's Name and Address (Street, City, State, Zip Code):	
REFERENCE INFORMATION	
List two persons with different U.S. addresses who do not live with you and who have known you for at least three years.  11. List Name:  First Name:  Permanent Address (Direct, City, State, 20 Code):	Middle Initial:
Uit toe person with different U.S. addresses who do not low with you and who have bosen you far at heart three years.  16. Lest Name:	Middle Initial:
List two persons with different U.S. addresses who do not live with you and who have known you for at least three years.  11. List Name:	Middle Initial:
List two persons with different U.S. addresses who do not live with you and who have known you for at least three years.  11. Last Name:	Middle Initial:
Uit toe person with different U.S. addresses who do not live with you and who have known you find at least three years.  11. Last Name	
List two persons with different U.S. addresses who do not live with you and who have known you for at least three years.  11. Last Name:	
List toe persons with different U.S. addresses who do not live with you and who have known you find at least three years.  11. Last Name	
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List tee persons with different U.S. addresses whe do not live with you and who have known you far at least three years.  15. Last Name:  First Name:  Frest Name	
Uist toe persons with different U.S. addresses who do not five with you and who have bronen you far at heart three years.  Its cast Name:	
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Uist toe persons with different U.S. addresses who do not five with you and who have bronen you far at heart three years.  15. Lest Name:	

any accompanying document is subject to the U.S. Criminal Code and 20 U.S.C. 1097.	ect Loan) Program / Federal Family Form Approved
SECTION 1: BORROWER INFORMATION	lease enter or correct the following information.
	Check this box if any of your information has changed.
	SSN
	Name
Ac	ddress
T-1 0	City State Zip Code
Telephone - Pr Telephone - Alt	,
Email (Opt	
SECTION 2: BORROWER DETERMINATION OF DEFERMENT	
deferment on your Direct Loans and you are on this deferment on your FEEP Program Down FEEP Program Court FE	Your gross tasable income from all sources or     One-bueff of the Adjusted Gross Income from your most recent federal income tax return.  6. What is your family size?     Family size ?     Family size includes:     Your     Your spouse;     Your spouse;     Your popular.     Your popular,     Your popular,     Your bush of they receive more than half of     their support from you, including unbome childred     who will be born during the deferment period;     and     Other people if, at the time you request this     deferment, they live with you receive more than     half their support from you, and will continue to     receive this support from you during the     deferment period. Support includes money, gift     loars, housing, food, others, or, medical and     defatla care, and payment of college costs.  7. Is the amount you reported in lams? I see Than 150%     of the poverty guideline for your family size and stat     of residence fee Table 2 in Section 57)       Yes - Continue to Section 3.       No - You are not eligible for this deferment.



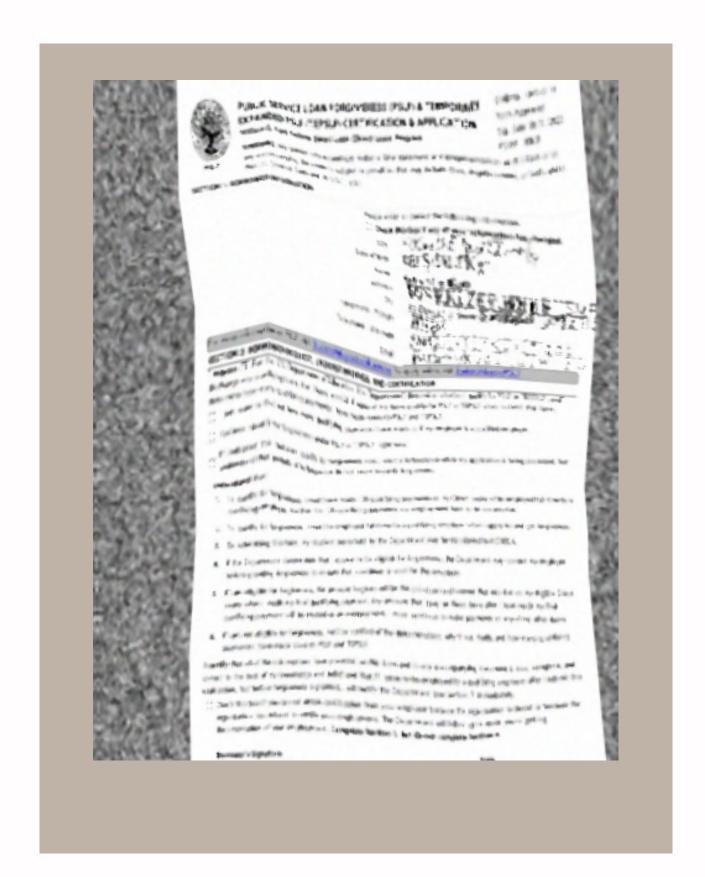
1	EXPANDED PSLF William D. Ford Feder	LOAN FORGIVENESS (PS (TEPSLF) CERTIFICATIO ral Direct Loan (Direct Loan) Pr	N & APPLICATION ogram	OMB No. 1845-0110 Form Approved Exp. Date 08/31/202 PSFAP - XBCR
PSLF				
SECTION 1: BC	AROWER INFORMATION		or correct the following info	ormation.
		Check thi	s box if any of your inform	mation has changed.
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		Name		
		Address	State	Zip Code
		Telephone - Primary	Jule	L.p.code
		Telephone - Alternate		
		Email		
For more inform	mation on PSLF, visit Stud	entAid.gov/publicservice. To app	oly online, visit StudentAid.	gov/PSLF.
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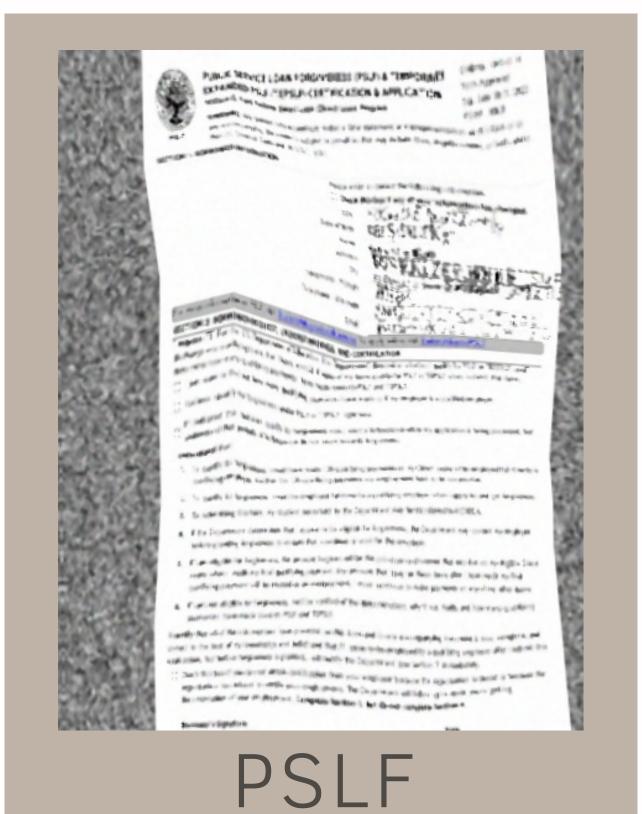


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		Please	enter or correct the	e following informa	tion.
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# DOCUMENT CLASSIFICATION

## WHY IT MATTERS?

July 2022

Received 421,000 Documents

Volume is seasonal

Overtime/Temp Workers

Monthly Volume Pre CARES Act

>1,000,000

## THE OPPORTUNITY

Scalability

Expand/Shrink to Volume

Cost of Servers/Compute

< Hourly wage</li>

Human Error

Human Error is less predictable

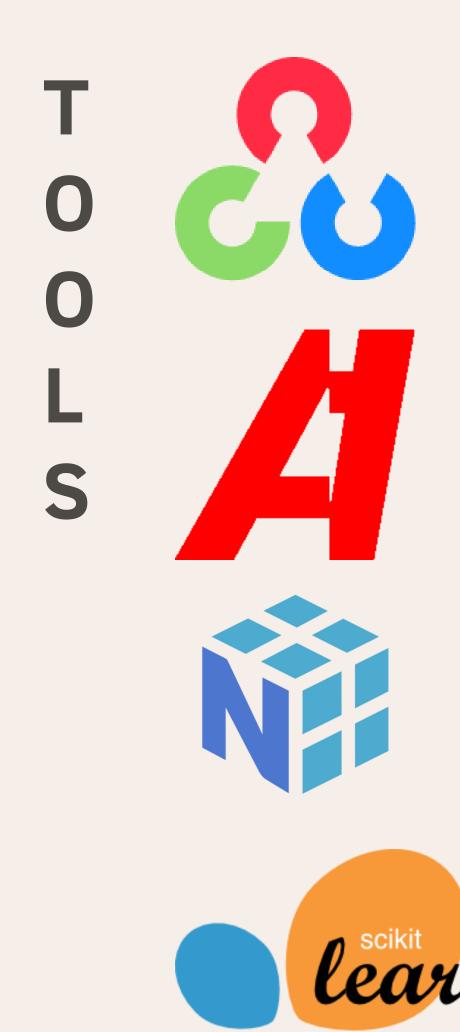
## DATA

Dynamically Generated Dataset

200x200 Pixel Images

204,000 Images

• 36,000/Class(6)



#### OpenCV

• Image Processing

#### Albumentations

• Image Augmentation

#### NumPy

Data Handling

#### Sklearn

Analysis/Modeling

## MODELING

## Bernoulli Naive Bayes

- Designed for Sparse Binary Data
- Assigns Probability to for each pixel
- Fast Training/Inference
- Online Training

## Our Approach

- 6 Models (1 Per Class)
- Models "Vote" On Most Likely Class
- Contested Votes Flagged as UNK

#### Performance

• Precision: 0.53

• Recall: 0.5

• F1: 0.5

	Predicted							
	686	83	56	23	81	71		
	213	534	40	40	214	49		
Actual	105	5	470	81	305	34		
Actual	105	52	162	402	249	30		
	109	42	150	62	590	47		
	217	145	96	54	160	328		
•	DLC	TLF	IDR	EHD	PSLF	REA		

# PRODUCTION EVALUATION

## Production vs Training

- Images are cleaner
- Greater Number of forms

# How can our model handle 1/4 unseen documents?

	ower Name	Borrower SSN
		NDINGS, CERTIFICATIONS, AND AUTHORIZATION
requ		
		eriod during which I meet the eligibility criteria in Section 2.
		t I became unemployed or began working less than full time, which was:
	unless I provide a I	
	If checked, to make interest payments	s during deferment.
unde	erstand that:	
	I am not required to make payments of loa	an principal or interest during my deferment.
	However, if this is my first request for the of documentation of unemployment benefit if I am a Perkins Loan borrower, I will receilonger qualify for the deferment.  If I am a Direct Loan or FFEL Program born.	e date I became eligible for the deferment or the date I requested, deferment for my current period of unemployment and I ann not providing st, my deferment will begin no more than 6 months before my request. we a 6-month post-deferment grace period beginning on the date I no over, my deferment will end on the earlier of the date I exhaust my months from the date my deferment begins, or on the date I ann no longer
	If I am a Perkins Loan borrower, my defern	nent will end on the earlier of the date I exhaust my maximum eligibility fo my deferment begins, or on the date I am no longer eligible for the
	My loan holder may grant me a forbearan	ce while processing my form or to cover any period of delinquency that
	never capitalizes on a Perkins Loan.	during or at the expiration of my deferment or forbearance, but interest a repayment plan that determines my monthly payment amount based or
certi	ify that:	govius for more information.
	The information I have provided on this fo	
	I will provide additional documentation to I will notify my loan holder immediately w	o my loan holder, as required, to support my deferment eligibility.
	I have read, understand, and meet the elic	, , ,
<b>auth</b>	orize the entity to which I submit this reque	est and its agents to contact me regarding my request or my loans at any n the future using automated telephone dialing equipment or artificial or
Borro	ower's Signature	Date
	ION 4: INSTRUCTIONS FOR COMPLETING T	
Type o your n for a d holder	or print using dark ink. Enter dates as month name and account number on any documen deferment on loans that are held by different r. If you have loans made jointly (as co-make	-day-year (mm-dd-yyyy). Example: March 14, 2019 = 03-14-2019. Include tation that you are required to submit with this form. If you want to apply to anholdes, you must submit a separate deferment request to each loan risk, both borrowers must individually meet the requirements for a ce deferment request. Return the completed form and any required

Phone: 1-488-303-7818 (TTV: dial 71), then phone no Fax: 303-66-5292 Email: disabilityinformation@heelest.com Website ywww.disabilityinformation@heelest.com Website ywww.disabilityinformation@heelest.com To assist program administrators with tracking refunda and cancellations, disclosures may be made to guaranty agencies, to financial and educational institutions, or to federal or state apencies. To provide a standardized methor for educational institutions to efficiently submit student errollment statuses, disclosures may be made to guaranty agencies or to financial and educational institutions. To understand the state of the state o
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### Performance

• Precision: 0.86

• Recall: 0.87

• F1: 0.86

#### **Predicted**

	587	2	1	0	5	2	3
	1	546	20	11	5	10	7
	0	0	541	26	20	0	13
Actual	0	3	4	547	2	0	6
Actual	0	0	22	0	558	1	19
	1	21	42	5	42	445	44
	79	22	89	3	82	35	890
	DLC	TLF	IDR	EHD	PSLF	REA	UNK

## **DEMO**



Created with Gradio
Hosted with HuggingFace



https://huggingface.co/spaces/PatrickTyBrown/LoanDocumentClassifier

## PROOF OF CONCEPT

Effective.

Simple.





## **NEXT STEPS**

#### Baseline

 Current Model will function as a baseline

#### Neural Networks

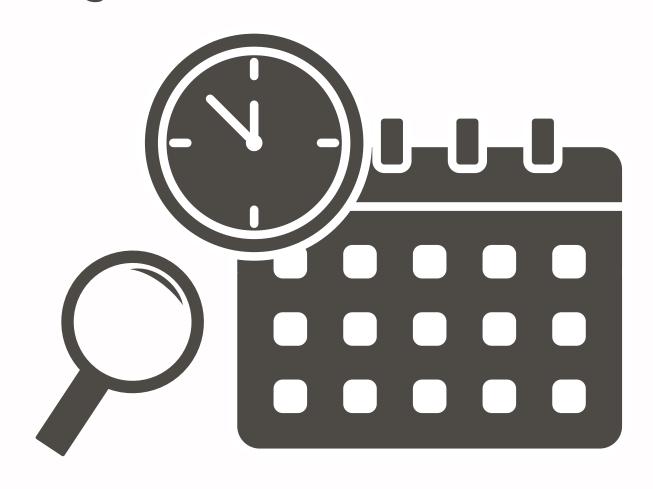
Explore more complex modeling

### Preprocessing

 Utilize more advanced CV techniques for preparing documents

## Multimodality

- Utilize OCR for capturing text
- Incorporate text data into modeling classification



## APPENDIX

Feel free to ask me any questions on inspiration or implementation!

#### Contact

Email: patrick.ty.brown@gmail.com

Linkedin: https://www.linkedin.com/in/patrick-ty-brown/

-Data Generation -Data Cleaning -Unsuccess stories (Attempted Strategies) -Model Selection -Model Interpretation

# GENERATING THE DATASET

Dynamically Generated Dataset 204,000 (36,000/Class)

#### Step 1

Take Base Form Image

#### Step 2

Add Random Text

#### Step 3

Place Image on Background

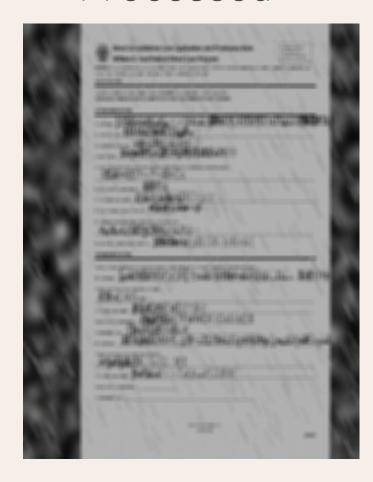
#### Step 4

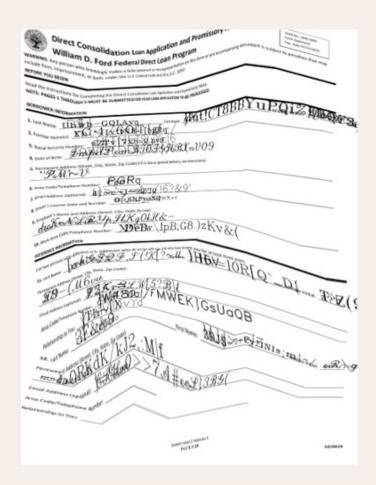
Random Augment Image

#### Base Form



#### Processed





# IMAGE PROCESSING

850 X 1100 RGB Image

- 2,805,000 Data Points

#### Step 1

Convert to Image Grayscale

#### Step 2

Apply Thresholding

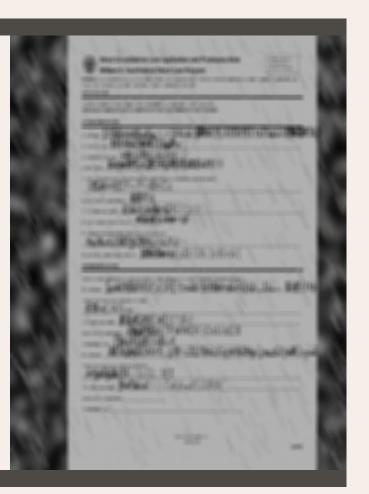
#### Step 3

Resize Image to 200x200

#### Step 4

Flatten to 40,000 Numpy Array

Augmented Image



Processed



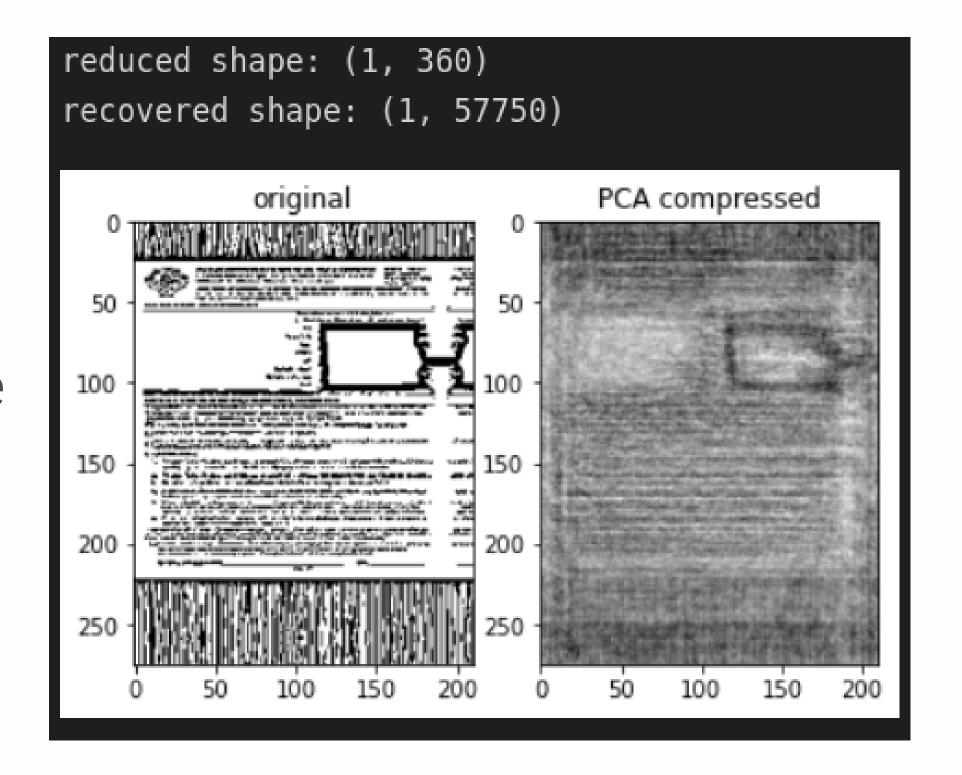
Data

[1,0,0,...,1,0,1]

# THE UNSUCCESS STORY (THE ORIGINAL ATTEMPT)

Principle Components Analysis (PCA)

- Used to reduce dimensions
   of data to <500 Features</li>
- 360 Features most effective
   88% Accuracy



# THE UNSUCCESS STORY (THE ORIGINAL ATTEMPT)

## Logistic Regression

- Naive model for baseline classification metrics
- Predicting 5 Classes
- Performance with tuning

F1: 0.225
 Actual

#### Predicted

2162	2033	1902	1918	1985
1840	2305	1941	1966	1948
1940	2027	2243	1851	1939
1917	1954	1948	2247	1934
1917	1954	1948	2247	1934
DLC	TLF	IDR	EHD	PSLF

# THE UNSUCCESS STORY (THE ORIGINAL ATTEMPT)

## K Nearest Neighbors

• F1: 0.215

#### Decision Tree

• F1: 0.204

#### Random Forest

• F1: 0.223

## Gaussian Naive Bayes

• F1: 0.228

## Support Vector Machine

• F1: 0.224

#### XGBoost

• F1: 0.228

## **MODEL SELECTION**

## Multiclass (MC) Model vs One Vs Rest (OVR)

MC models performed 10-15% better

## Why OVR then?

- OVR Ensemble introduced opportunity to flag contested documents
  - After filtering flagged results OVR performed slightly better
- OVR can recognize negative class

## Exploring Various Image Sizes

42 x 65

• F1: 0.708

85 x 110

• F1: 0.68

200 x 200

• F1: 0.774

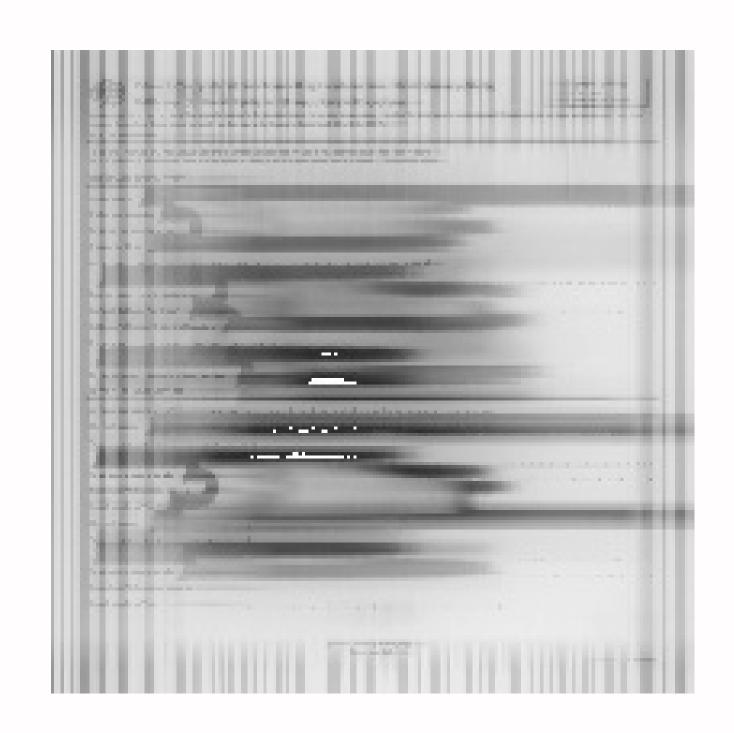
280 x 360

• F1: 0.773

## MODEL INTERPRETATION

## Where is the model looking?

- Reconstructed Images out of model created probabilities
- Models roughly learned the template forms through the training process



## MODEL INTERPRETATION





