

# Human 1-Loan application process

Start: 13:14

Modellierung während des Interviews

Ende: 13:27

## **Interview Transcript:**

### **Process Analyst:**

Hello. My name is Andi. I want to model your process which you are in charge of. Can you tell me something about your process

### **Process Owner:**

Hello, Andi. Nice to meet you. In our loan application process at Europe Financial Corp, we ensure that each application goes through several critical checks. The process is aimed at assessing the risk of the applicant and the value of the property they want a loan for. Could you specify which part of the process you are interested in knowing more about?

### **Process Analyst:**

Please tell me your initial start time for the process and the result when all activities are completed.

### **Process Owner:**

The process begins when a loan application is received by our company. Once all the necessary checks and assessments are completed, the final outcome can either be the rejection of the application or if approved, we prepare and send out an acceptance pack to the applicant.

### **Process Analyst:**

What specific activities will be involved in your process?

### **Process Owner:**

Once we receive a loan application, there are a few key activities involved. Initially, a financial officer performs a credit history check. Simultaneously, a property appraisal needs to be conducted. After these, the loan risk is assessed. Then, based on these assessments, the applicant's eligibility is determined by a loan officer. What particular aspect of these activities would you like more information on?

### **Process Analyst:**

what happens after the credit history check.

### **Process Owner:**

After the credit history check is completed, the next step is to assess the loan risk based on the information gathered.

### **Process Analyst:**

Is it possible that the process will end after the check?

**Process Owner:**

No, the process does not end after the credit history check. It needs to proceed with assessing the loan risk, and also a property appraisal must be conducted. Only after these activities are completed can we move on to determining the applicant's eligibility.

**Process Analyst:**

what happens in detail after assessing the loan risk?

**Process Owner:**

After the loan risk is assessed, the process moves on to determining the applicant's eligibility. This eligibility assessment takes into account both the loan risk assessment and the property appraisal results. Based on this evaluation, the application will either be rejected if the applicant is not eligible, or it will move forward if the applicant is eligible.

**Process Analyst:**

Does the process end if the applicant will be rejected?

**Process Owner:**

Yes, if the applicant is not eligible and the application is rejected, the process ends with the rejection of the loan application.

**Process Analyst:**

what happens if the applicant is eligible

**Process Owner:**

If the applicant is determined to be eligible, we proceed by preparing an acceptance pack. This acceptance pack is then sent to the applicant, which effectively concludes the process for an approved application.

**Process Analyst:**

Is the process over when the acceptance pack is sent to the applicant?

**Process Owner:**

Yes, once the acceptance pack is sent to the applicant, the process is considered complete for a successful application.

**Process Analyst:**

i have modeled your process and i don't need your help anymore. thank you

**Process Owner:**

You're welcome, Andi. Glad I could assist. If you have any more questions in the future, feel free to reach out. Good luck with your modeling!

Hello. My name is Andi. I want to model your process which you are in charge of.  
Can you tell me something about your process



Hello, Andi. Nice to meet you. In our loan application process at Europe Financial Corp, we ensure that each application goes through several critical checks. The process is aimed at assessing the risk of the applicant and the value of the property they want a loan for. Could you specify which part of the process you are interested in knowing more about?



Please tell me your initial start time for the process and the result when all activities are completed.



The process begins when a loan application is received by our company. Once all the necessary checks and assessments are completed, the final outcome can either be the rejection of the application or if approved, we prepare and send out an acceptance pack to the applicant.



What specific activities will be involved in your process?



Once we receive a loan application, there are a few key activities involved. Initially, a financial officer performs a credit history check. Simultaneously, a property appraisal needs to be conducted. After these, the loan risk is assessed. Then, based on these assessments, the applicant's eligibility is determined by a loan officer. What particular aspect of these activities would you like more information on?



what happens after the credit history check.



After the credit history check is completed, the next step is to assess the loan risk based on the information gathered.

Is it possible that the process will end after the check?

No, the process does not end after the credit history check. It needs to proceed with assessing the loan risk, and also a property appraisal must be conducted. Only after these activities are completed can we move on to determining the applicant's eligibility.

what happens in detail after assessing the loan risk?

After the loan risk is assessed, the process moves on to determining the applicant's eligibility. This eligibility assessment takes into account both the loan risk assessment and the property appraisal results. Based on this evaluation, the application will either be rejected if the applicant is not eligible, or it will move forward if the applicant is eligible.

Does the process end if the applicant will be rejected?

Yes, if the applicant is not eligible and the application is rejected, the process ends with the rejection of the loan application.

what happens if the applicant is eligible

If the applicant is determined to be eligible, we proceed by preparing an acceptance pack. This acceptance pack is then sent to the applicant, which effectively concludes the process for an approved application.

If the applicant is determined to be eligible, we proceed by preparing an acceptance pack. This acceptance pack is then sent to the applicant, which effectively concludes the process for an approved application.

Is the process over when the acceptance pack is sent to the applicant?

Yes, once the acceptance pack is sent to the applicant, the process is considered complete for a successful application.

i have modeled your process and i don't need your help anymore. thank you

You're welcome, Andi. Glad I could assist. If you have any more questions in the future, feel free to reach out. Good luck with your modeling!

### Process model:

