



# Weekly Completion Rate Report

08/19/2024 - 08/12/2024

## Report Context

- Completed items take only "happy path" into consideration, i.e. successfully handled business exceptions are still marked as exceptions.
- Higher volume due to quarter end.
- Production application server down since ~5am Est, recovered at around noon East.

## Initial and Final Closing Disclosures

- 08/19 error opening loans.

Total Loans: 2796

Completed Loans: 2571

Business Exceptions: 111

Exceptions: 114

Completion Rate: 95.92

## UCD/LCLA

- 06/28: UCD process got updated with API calls and splitting of the queues.

Total Loans: 1529

Completed Loans: 1472

Business Exceptions: 0

Exceptions: 57

Completion Rate: 96.27

## eFolder

Total Loans: 17031

Completed Loans: 15817

Business Exceptions: 0

Exceptions: 1214

Completion Rate: 92.87

## Closing Docs

2 exception scenarios detected:

- 409 error caused by loan locked by "<system>".
- Consumer connect contact window error (failure to add/close contact) hot fix added 08/16

Total Loans: 2820

Completed Loans: 2366

Business Exceptions: 207

Exceptions: 247

Completion Rate: 91.24

## Commitment Letter

Total Loans: 2928

Completed Loans: 1322

Business Exceptions: 45

Exceptions: 1561

Completion Rate: 46.69