

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: {np.int64(2571)}

Business Exceptions: {np.int64(111)}

Exceptions: {np.int64(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: {np.int64(1472)}

Business Exceptions: {np.int64(0)}

Exceptions: {np.int64(57)}

Completion Rate: {96.27}

eFolder

Total Loans: {17031}

Completed Loans: {np.int64(15817)}

Business Exceptions: {np.int64(0)}

Exceptions: {np.int64(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: {np.int64(2366)}

Business Exceptions: {np.int64(207)}

Exceptions: {np.int64(247)}

Completion Rate: {91.24}

Commitment Letter

Total Loans: {2928}

Completed Loans: {np.int64(1322)}

Business Exceptions: {np.int64(45)}

Exceptions: {np.int64(1561)}

Completion Rate: {46.69}