INFORMED
CASE STUDY

A Leading Online Auto Refinance Lender Models $2.4M in Annual Net Savings

Informed's analysis of a digital auto refinance lender shows straight-through processing could clear 70%+ of files without manual review, cutting review time from 30+ minutes to under 2 minutes on exceptions and removing the headcount ceiling on funded volume.

KEY RESULTS

70%+
Files auto-cleared with straight-through processing

<2 min
Review time per exception, down from 30+ minutes

$2.4M
Net annual savings after platform investment

The Challenge

This lender's digital refinance process receives more than 100,000 applications a month, but only about 15,000 get funded. Every approved deal is manually reviewed, which takes 30+ minutes per file on top of days from approval to funding. At the lender's current volume, that's roughly 7,500 hours and $187,500 a month in review labor, before any exceptions or rework. Meanwhile, quality slips as complex stip rules are applied by hand, and AI-generated documents like forged paystubs pass through review.

Informed's Approach

Informed built a four-step flow for the lender's refinance process, delivered through a single integration:

1. **Document collection.** Applicants get a branded SMS or link to upload their documents with guidance.
2. **Classification and extraction**. Informed classifies documents and extracts fields at 95–99% accuracy.
3. **Policy decisioning**. Extracted values are checked against the lender's own rules.
4. **Asynchronous delivery.** Results return by webhook and clean files go straight to e-sign and funding. Only exceptions reach a reviewer, each with specific defect flags.

The Findings

The model concluded that Informed could fully automate 70%+ of files, (~21,000/30,000 a month). Only about 9,000 exceptions would need review, at under 2 minutes each.

The projected impact:

- Manual review hours drop from 7,500 to 300 a month.
- Monthly review labor costs drop from $187,500 to $7,500[1].
- Net savings are about $202,500 a month, or $2.43M a year[2].

Today the auto refi lender funds 15% of a 100,000-application funnel. Straight-through processing with Informed would double the funded volume to 30,000 a month without scaling headcount, and move approval-to-funding from days to minutes, improving the borrower experience and reduce abandonment on the digital refinance journey.

Contact Alex Giles
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[1] Assumes a $25 hourly rate [2] Modeled figures based on 30,000 funded applications a month. Net savings reflect the platform fee at the modeled volume tier.

About Informed.IQ

Informed (Informed.IQ) is an AI-powered platform that helps lenders speed up loan processing while reducing fraud, cost, and risk, using Document AI and machine learning to automate and validate application verifications. The company serves the nation's top lenders, along with credit unions and consumer lenders, and has automated more than $350 billion in loan originations to date. Informed is backed by leading investors including Invictus Growth Partners.