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Accuracy, efficiency, expertise:  
Motor vehicle refinance, perfected



# Driving growth in a changing world

Drive revenue growth. Deliver a seamless customer experience. Streamline and automate workflows. Understand and mitigate lending risk.

You know these objectives hold the key to creating a winning refinance operation. But given the forces reshaping your industry, pursuing them has never felt more difficult.

The nature of your customers is changing, too. They demand a fully digital experience, and expect simplicity and convenience when exploring their refinance options.

You might think building up your staff is the best way to address these new competitive pressures and buying patterns. But reacting after the fact won't automatically prepare you for the market's next shift.

If the staff you've added isn't familiar with the requirements of the jurisdictions you're operating in, it could lead to rejections by the DMV and costly rework. The risk of non-compliance could increase as a result, leaving you susceptible to heightened regulatory scrutiny.

And if delays mean you fail to deliver on your borrowers' expectations, your ability to gain—and hold—market share will suffer.

Avoiding these risks requires a much more holistic, proactive perspective—one that looks beyond the specifics of jurisdictions to focus on what's needed to drive sustained growth.

**But getting there isn't easy. To make this shift happen, you must first address:**

The pressure to secure assets and perfect liens as quickly as possible



Internal processes that struggle to meet customer demands for speed and simplicity



Trouble keeping expert resources on staff



**Here's how...**

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# Your challenge:

## Time pressures

The window you have to perfect liens and deliver key details to your borrowers is extremely tight. But knowing you have to move with speed and accuracy, and actually doing it, are two different things. With turnaround times varying across jurisdictions, it's not always clear how quickly your staff will need to work. And with so many rules and regulations to account for, the potential for delays and rework remains ever-present.

You could build your own internal processing to manage time constraints and address the requirements introduced by new jurisdictions and shifting regulations. But this requires a level of resources and knowledge few possess, effectively stopping these initiatives before they start. So, the only option you're left with is to keep pushing ahead and hope you get things right the first time. But that can introduce errors and omissions that force you to request additional information, leading to a frustrating, sub-par customer experience. And should an audit reveal that you haven't effectively secured your assets and perfected your liens, you could face the possibility of financial loss and greater scrutiny going forward.



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# The solution:

## Perfect liens on time



Time is of the essence when securing assets, but so is accuracy. When you use Wolters Kluwer Lien Solutions, you'll have the support you need to perfect liens at the speed your customers and their jurisdictions demand—and the confidence to know you've done so correctly the first time.

With our iLien Motor Vehicle solutions, you'll have a comprehensive collection of tools designed to help you secure assets faster by simplifying complexity, stripping away confusion, and smoothing out tedious processes. You'll be able to track title histories and search VINs to confirm the correct details are in place. And with complete transparency every step of the way,

you'll set realistic expectations for turnaround times and track every transaction from receipt to perfection.

Plus, with the ability to integrate the iLien Motor Vehicle solutions into your own systems using our API, you'll further streamline your processes by eliminating the need to master new interfaces.

And because our solutions are backed by decades of expertise and extensive knowledge of all U.S. jurisdictions, you'll feel confident knowing every transaction incorporates the correct details and will be processed in a timely, thorough manner.





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## Your challenge:

# Competing demands

You're in the business of providing vehicle loans and securing assets. Your borrowers, meanwhile, just want a quick and painless refinancing transaction that helps them lower their monthly payments or extend the terms of their loans. Balancing these two objectives can leave you and your team in a bind. You know satisfied customers are essential to your success, but prioritizing their demands above all else means you could circumvent proper due diligence and end up with assets that have not been secured. Conversely, if you focus solely on your internal processes, you could frustrate customers by failing to deliver within their expected timeframes.

Of course, you could try to sidestep potential delays by encouraging borrowers to file paperwork on their own. But asking customers to bear this burden is not without its drawbacks. For instance, most borrowers aren't sure what information they'll need to present at the DMV. So leaving the filing to them increases the opportunities for rejections, rework, and, ultimately, dissatisfaction with the experience you provided.

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# The solution:

## Understand nationwide requirements



Prioritizing your needs over your borrowers’—or the other way around—could expose you to undue risk, frustration, and dissatisfaction. But when you work with Lien Solutions, you’ll be able to strike the ideal balance between your internal demands and your customers’ expectations.

Using our iLien Motor Vehicle Titling solution, you’ll have the clarity, consistency, and comprehensive support that helps you feel confident assets are secured to your standards—and at a pace your borrowers expect. You’ll know what information is needed, make sure everything is in place, and have access to tools designed to help you obtain and confirm perfection.

This way, you’ll help customers change lenders or transfer ownership of their titles without hassle or frustration.

And, you’ll be backed by a nationwide footprint that provides expertise across all applicable jurisdictions. With it, you’ll know the right information and processes are in place, the required documentation is filed, and each lien is tracked until perfected. So instead of scrambling to understand how to account for 12.1 million different jurisdictional rules and fee structures, you’ll free up your resources to focus on initiatives that add value to the customer experience.





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## Your challenge: Staffing and knowledge gaps

Your staff is the engine powering your ability to manage loan documentation and secure assets. But filling your team with the right people—and making sure each member’s knowledge stays complete and current—is a constant struggle. With both the industry as a whole and specific jurisdictions continually changing, you’re chasing an always-moving target. Even if you do build up the appropriate subject matter expertise, constant turnover too often leaves you back at square one. And as banks grow, perish, merge, or get acquired, you’ll need to master the rules and regulations in new areas. This only serves to further emphasize the need for additional people and expanded knowledge among your existing staff.

Scrambling to add to your team, increase their knowledge, and then fill gaps left by departing staff quickly becomes a cycle few organizations can effectively absorb. And if you can’t break it, your staff may have to spend a good portion of their time calling the DMV to confirm critical details about lien requirements. This can increase the potential for delays and rework. And that can mean missed service-level agreements, lost lines of lending, and unhappy customers.

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## The solution:

# Focus on growing your business



Continually working to add to your staff and boost their knowledge leaves precious little time to focus on accurately perfecting liens and upholding borrowers' expectations. But when you work with Lien Solutions, you'll be able to build up your team's expertise, without having to worry about locating—and keeping—the right people on staff.

With the help of our iLien Motor Vehicle Titling solution, you can offload the burden of understanding new jurisdictions, changing rules and regulations, and the steps needed to secure assets and perfect liens to a team of proven industry experts. You can rely on us to manage compliance considerations, fee structures, and any necessary follow-ups with the DMV on your behalf. As a result, you'll simplify your day-to-day and minimize the pressure to quickly fill knowledge gaps.

And because you can take advantage of our tools and expertise using an API that integrates seamlessly with your existing systems, your staff can continue working in a manner they're accustomed to, further streamlining your processes. Add it up, and you'll be able to focus more time and energy toward what matters most: initiatives that help you define and differentiate the customer experience.



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# Let's make this easy



With Wolters Kluwer Lien Solutions, you'll take a holistic and proactive approach to securing assets and perfecting liens. With our award-winning tools and expertise, you'll be able to expand into new jurisdictions—and capitalize on new revenue streams—with ease. You'll become more efficient with your resources. And, most importantly, you'll be able to dedicate more time and energy toward efforts that create an exceptional customer experience.

## With Wolters Kluwer Lien Solutions, you can:



### Perfect liens on time:

By taking advantage of tools designed with simplicity in mind, you'll know key details are correct the first time and be better equipped to secure your assets.



### Understand nationwide requirements:

By utilizing systems that emphasize clarity and consistency of information, you'll be able to confidently secure assets and perfect liens with the speed your borrowers demand.



### Focus on growing your business:

By leveraging comprehensive expertise that spans jurisdictions, regulations, fee structures, and more, you'll free your team to focus more time and energy toward building a quality customer experience.

To learn more, please [visit our web site](#).

Lien Solutions is not a law firm and does not provide legal, accounting or other professional advice. Customers should consult with their legal counsel and other advisors regarding their use of the products and services offered by Lien Solutions.

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