

## NFAIRLENDING CASE STUDY

### Valliance Bank's Team of One Crush Compliance with Nfairlending

#### Valliance Bank

**Size:** \$414 million

**Location:** Oklahoma City, OK

**Customer Since:** 2017

**Primary Examiner:** FDIC

#### Challenges:

- Not enough time to devote to tasks
- Tedious board reporting
- No outside help with analytics

#### Results:

- Cut quarterly analytics workload from 96 hours to 3 hours
- Management-ready reports in minutes
- Ability to view data in many different ways, including by branch.
- Reduced fair lending risk

#### The Challenge

As a compliance team of one, Erin Goodall, vice president and director of compliance at Valliance Bank, had a long list of responsibilities and seemingly never enough time. With frequent regulatory updates, HMDA reporting, and internal changes to support growth, managing her compliance responsibilities could be tough—especially in fair lending.

Goodall was responsible for analyzing all her bank's fair lending data to identify redlining, disparities, and any potential violations of the Community Reinvestment Act (CRA), Home Mortgage Disclosure Act (HMDA) and other laws. Then she had to decipher what the results meant and spent hours creating reports to explain the insights to the board, management, and compliance committees. From analysis to board reporting, fair lending took up as many as 96 hours per quarter—and that's in addition to her general compliance responsibilities.

#### The Solution

Fair lending analytics and reporting is now a breeze at Valliance Bank thanks to Nfairlending, a secure, web-based solution that allows the bank to easily manage its fair lending compliance processes for HMDA and non-HMDA loans, with instant analysis of data and robust reporting that saves time and effort.

Goodall gathers the data she wants to analyze and sends it securely to her Nfairlending Customer Success Manager—an activity that integrates “seamlessly” with Valliance Bank's systems and processes. Her Ncontracts team reviews the data, imports it into the software platform, and ensures that everything is ready for analysis.

Then the magic happens. Ncontracts crunches the numbers and then schedules a meeting between Goodall and her dedicated Compliance Analyst to review the analysis report, walk Goodall through any disparities and potential risks, and address any initial questions or considerations.

This helps Goodall identify areas to focus on going forward—a proactive approach that not only helps her bank stay compliant but positions it for growth.

When it comes time to prepare for quarterly board meetings and committee presentations, management-ready reports can be exported in just a few clicks. If Goodall—or anyone on her now growing team—ever has questions or needs additional information, her Customer Success team is available via phone, email, and chat.



With your analysis and your people, you kind of do everything for me behind-the-scenes. I get the reports and you show me the results step-by-step, so that I have a better understanding and can easily explain the numbers to my board.

**– Erin Goodall, Valliance Bank Vice President and Director of Compliance**

## The Results

**Cut quarterly analytics workload from 96 hours to as little as 3 hours.**

**Ability to view data in many different ways, including by branch.** “The new analytics is just...wow. Everything flows really nicely. It’s easy to navigate through the different tabs, and if I get confused, there’s a little objective to explain it.”

**Reduced fair lending risk.** “The charts are pretty undeniable; if we have room to improve, it shows. Analytics helps us understand what we might want to look at more closely.”

**Management-ready reports in minutes.** “I like that I don’t have to look at everything ‘overall.’ I can break it down branch-by-branch.”

**Confidence in analytics and advice received.** “Over the years, the relationship has grown and the trust is there. I feel comfortable reaching out, and don’t hesitate to call or email.”