



Mortgage BPO

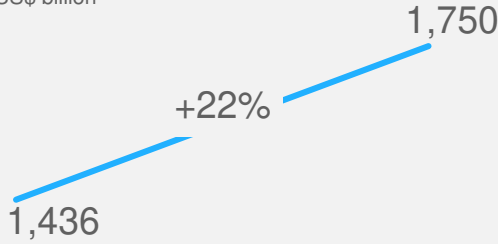
The revival of the U.S. mortgage industry drove significant growth in the number of mortgage BPO contracts, particularly among small and medium enterprises

From 2011 to 2012 ▼



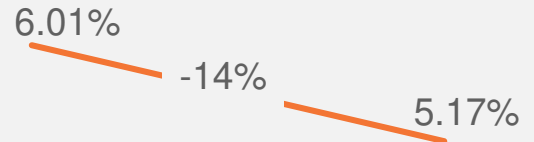
originations rose

1-4 single family mortgage originations in U.S.
US\$ billion



delinquencies fell

Rate of delinquencies



triggering a net increase in the overall lending business

large banks were unwilling to wade into the waters



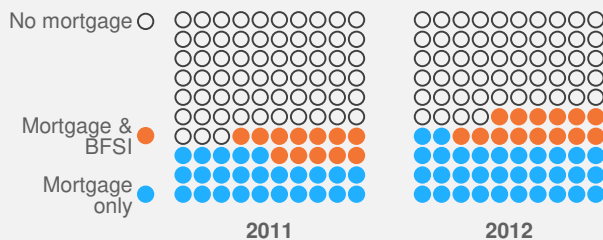
but smaller enterprises, including regionals and super-regionals, snapped up the opportunity



however, because they lacked capability and/or capacity, they looked to outsourcing

As a result

inclusion of mortgage in BPO contracts rose



adoption among small and medium buyers rose

% of new mortgage BPO contracts in U.S.

