



# Mortgage Document Rejections Plummet by 80–90%

Leading U.S. bank cuts mortgage  
satisfaction turnaround times  
from weeks to minutes



Lauren Newman, collateral team lead at WSFS Bank, recalls spending countless hours each week cleaning up errors and manually resubmitting rejected mortgage satisfaction documents.

WSFS is the oldest and largest locally headquartered bank and wealth management franchise in the greater Philadelphia and Delaware regions of the United States. It's a subsidiary of WSFS Financial Corporation, a multibillion-dollar financial services company, and specializes in personal and commercial banking, as well as trust and wealth management services.

Within its consumer loan operations department, Lauren Newman and her team manage mortgage satisfaction documents across multiple states and counties. Prior to the partnership with CSC, Lauren generated approximately 200 satisfaction documents each month for one of their most complex, nationwide portfolios. Recording requirements for this portfolio varied across multiple counties and states—and this was only one part of their operation. The entire team manually generated and recorded roughly 600 total documents each month.

Even once the team created the documents, they faced another challenge.

"We had to print documents, get witness signatures and notaries in person, scan everything back in, and then upload it," says Lauren. "It could take us one to two weeks just to draft documents before they were even ready for signatures."

Plus, frequent rejections due to document layout discrepancies and complicated variations in county filing requirements bogged them down even more.

"We were manually editing every document for each county," Lauren says. "Each state and county has different requirements, and we were getting frequent rejections because of formatting discrepancies, spacing issues, or required language."

That all changed when WSFS Bank adopted CSC's eRecording solution. Operational efficiency cut turnaround times by more than half.

"CSC's electronic recording platform significantly streamlined our workflow by reducing manual touchpoints, simplifying submissions, and improving visibility throughout the recording process. As a result, our team was able to manage large document volumes more efficiently, maintain accuracy across diverse county requirements, and support a more scalable and consistent satisfaction recording process."

### **Eliminating manual processes, reducing rejections, freeing up time**

With CSC's ePrepare platform for eRecording, the entire weekslong document prep process now happens within minutes. Plus, CSC's solution automates document-signing workflows, so they no longer spend time on unproductive staging of manual notary and signature tasks for each filing.

It's now automated and centralized—freeing up the consumer loans operations team to concentrate on strategic priorities.

"Now we can enter everything directly into ePrepare and process documents immediately day-by-day," says Lauren. "CSC's solution is truly a one-stop shop."

The team felt the impact on operational efficiency immediately. According to Lauren, document processing turnaround times improved by "weeks," while county rejections dropped dramatically.

"We probably reduced rejections by 80–90%," she says. "Now if we receive one, it's usually because of a simple typo rather than county formatting requirements."



## **CSC's solution is truly a one-stop shop.**

**LAUREN NEWMAN**

*Collateral Team Lead, WSFS Bank*





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**LAUREN NEWMAN**  
*Collateral Team Lead, WSFS Bank*

#### **A user-friendly solution—so you can hit the ground running**

One of the biggest advantages for the WSFS team has been the platform's ease of use.

"A lot of times when you start using a new platform, there's a huge learning curve," Lauren says. "With CSC, we jumped right in. It's self-explanatory, and the system flows really well."

The team also relies heavily on CSC's built-in county fee calculator, which helps ensure payoff and satisfaction fees are accurate before they submit documents.

"In order for us to process payoffs, we need to know the correct county fees," Lauren explains. "Having that information built directly into the platform saves a tremendous amount of time."

#### **More than a vendor—a true partner**

While the technology delivered measurable efficiencies, Lauren emphasizes CSC's responsiveness and support.

"My favorite part about working with CSC is the partnership," she says. "Whenever an issue arises and we reach out, we get an actual person who is knowledgeable, proactive, and quick to respond."

"The platform is great, but what sets CSC apart is the support behind it," she adds.

Today, the WSFS team uses CSC's eRecording solution every day and considers it essential to completing their work efficiently. Across the organization, numerous other teams leverage CSC solutions, including the commercial team for recorded document processing and the consumer lending division for closing cost fee calculations.

For Lauren, there's no going back.

"It effectively reduced the amount of manual work we had to do by automating document preparation, ensuring compliance with county requirements, and streamlining the entire process for us," she says. "It's saved us a lot of time."

Ultimately, WSFS transformed a time-consuming, error-prone process into a faster, more accurate scalable operation. For Lauren and her team, building this ongoing partnership with CSC now means spending less time fixing paperwork and chasing signatures—and more time moving other priorities forward.





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