

MODERNIZING LIENHOLDER COMMUNICATIONS THROUGH AUTOMATION

About Granwest Insurance:

For more than 130 years, Granwest Insurance has served people, families, farmers, and communities across the Western United States. Founded in 1894, Granwest has grown from a small fire insurance cooperative into a regional mutual insurance company serving California, Colorado, Idaho, Oregon, Washington, and Wyoming.



As the insurance industry changed, Granwest looked for new ways to make its work more efficient. One area was lienholder communications and mortgagee changes. To improve these processes, Granwest partnered with LenderDock.

The Challenge: Too Much Manual Work

Before LenderDock, Granwest handled many lienholder requests by phone, email, fax, mail, and bulk mortgage lists. Staff often had to review requests by hand and decide if a policy needed to be changed.

The number of requests was also growing. Customer Service teams handled calls from lenders asking for policy information, sometimes covering more than 10 policies at once. The Operations team spent hours each week working on mortgage changes. These tasks took time and often required several teams to get involved.

"We saw an opportunity to streamline both processes by reducing inbound calls, automating mortgage change processing, and creating a better experience for our employees."

- Crella Downey, Director, Strategic Management, Granwest Insurance

The Solution: LenderDock

Granwest chose LenderDock to help reduce manual work and make lienholder communications easier.

Granwest now uses the LenderDock Essentials™ platform and NOTiFi™. These tools give lenders self-service access to policy information and allow mortgagee changes to be sent electronically.

This means fewer calls, emails, and manual requests for Granwest employees. It also gives lenders a faster way to get the information they need.

Granwest also found LenderDock easy to work with during the process.

The Impact: More Time for Employees

LenderDock has helped Granwest reduce manual work for both Customer Service and Operations teams.

Lenders can now get policy information through self-service tools. Mortgagee changes can be sent electronically instead of being handled by staff.

The time saved has also given Granwest employees more time to learn new skills. Granwest has used some of that extra capacity to cross-train its Personal Lines Operations team on Commercial Lines work.

This approach allows Granwest to make better use of its employees while preparing for future growth.



"Every implementation comes with its share of challenges and unexpected issues, but they've consistently been easy to work with, quick to respond, and proactive in helping us find solutions."

- Crella Downey, Director, Strategic Management, Granwest Insurance



Looking Ahead

Granwest sees more opportunities as additional lenders begin using LenderDock. More users on the platform can help reduce manual work and make communication between carriers and lenders easier.

For Granwest, the value goes beyond saving time. Automation helps employees focus on work that needs their skills and attention.

As Crella noted:

"Solutions like LenderDock can improve efficiency, reduce manual touchpoints, and allow employees to focus on relationships with customers, agents, etc. The value often extends well beyond the initial business case."