

## Case Study



### Overview

Pathways Financial Credit Union serves the greater Ohio area. They have roughly \$500 million in assets. As a Fannie Mae lender, they sell directly with Fannie Mae, along with FHLB. They also produce approximately \$90 million a year in loans, totaling about 450 units.

### Why a New Loan Origination System (LOS)?

Pathways former core providers for consumer and mortgage were adequate, but admittedly did not provide the organization with what they needed. They wanted an LOS that could handle origination software more appropriately, and could check all the boxes they wanted, especially for data analytics.

MeridianLink Consumer, formerly known as LoansPQ®, made a lot of sense for Pathways on the consumer side, namely because it provided the organization with much-needed flexibility. It fulfilled their desire for automated decision engines and provided their members on the front-end side with the tools they needed to be successful.

On the mortgage side, Pathways switched to MeridianLink Mortgage, formerly known as LendingQB®, in order to provide a better overall experience for their members. They also wanted more control over their LOS. “We needed more functionality based on the amount of volume we do based on the size of the credit union. And we just couldn’t have that with our current system,” admitted Curtis Onofri, Vice President of Lending.

## Mobile +

“We needed a solution that is mobile friendly, and the API portal is definitely the best option for that. Getting members in and through an application as quickly and easily as possible is in our wheelhouse.”

## 20% more

“Overall, we definitely see quite a bit of time savings and manpower reductions. 20% more loans are underwritten by our system than before.”

## Dialed in

“The original budget was **perfect**, and we didn’t have any overruns. As far as a development timeline goes, we were able to go live within the original timeline that we expected.”

“The biggest thing we’ve gained from MeridianLink Mortgage is the throughput. We can easily handle double the volume that we were before. MeridianLink Mortgage has provided us with the capability to handle a lot more volume.”

— Curtis Onofri  
Vice President of Lending

## 3 most favorable features MeridianLink Mortgage provided Pathways

### Third-Party Integrations

“Certainly, one of the most impactful features of MeridianLink Mortgage would be the third-party integrations with all the different vendors out there,” said Onofri. “Having the flexibility to choose the best-in-breed for all the different solutions—from credit reports to POS solutions—definitely gives a much greater advantage over any other company that tries to do it all in-house.”

### Controllability of the System

MeridianLink Mortgage utilizes a configurable Business Rules Engine. Lenders can configure red-flag notifications and hard-stops to prevent potential threats at any step of the loan process. “You can create any kind of role you want to,” said Onofri. “To be able to have complete control over the way the loan processes, from start to finish, was a big win for us.”

### PriceMyLoan (PML)

“The PriceMyLoan feature provides our organization with a ton of functionality,” said Onofri. “To be able to get accurate pricing, and run a whole bunch of different scenarios for your members is crucial to their happiness, and your success. PML certainly replaced a potential third-party solution with a robust in-house solution.”