Hi, my name is Ghazale Johnston and I lead the consulting and technology practice for Accenture credit services in North America. It is my pleasure to share with you today some information about our business and how we're helping to transform the mortgage industry.

I'd like to first start out with some history and facts about our business. For the last 30 years Accenture has been helping the nation's largest residential mortgage originators and servicers overcome the systematic challenges of the real estate environment. Our management consulting professionals have not only worked on innovative programs like building new sales channels and launching new products, but each time a new wave of regulatory changes come out we've rolled up our sleeves and helped our clients deal with the impacts.

Our technologist have worked on some of the industries largest servicing system conversions and we were and are pioneers when it comes to both selecting and implementing enterprise wide loan origination systems. To put it simply, we have collaborated with leading lenders and servicers on some of their most strategic initiatives.

So, if you fast forward to today, you will see that our teams are still working on addressing the most important challenges facing the industry.

Three high priority areas that we're focused on right now are regulations, borrower centricity and process optimization. Allow me to explain:

First, regulation. Well, we all know from just reading the paper
regulations are at an all time high and the impacts of Dodd-Frank are significant. Our regulatory toolkit helps lenders and servicers evaluate the process and system impacts driven by Dodd-Frank in an efficient and effective manner.

Two, borrower centricity. Borrowers are frustrated and many don’t feel like they can find a lender who can provide them with adequate service. We have active engagements focused on designing business processes that are client centric and drive material improvements in cycle time and customer satisfaction.

Three, process optimization. Well, the refinance wave will eventually come to an end and all the effort that has gone in to building a scalable solution to support streamlined refinance products will need to be repurposed to support the anticipation surge in purchase volume. Our target operating model framework is being used to design and build a more optimal workforce structure without jeopardizing quality or service. And these are just a few of the many examples of the value we are delivering in the marketplace today.

In closing, I'd like to say thank you for allowing me this chance to share my perspective. If you would like to learn more about our consulting and technology services, please don't hesitate to reach out to me or anyone else on the Accenture credit services team.