



# QuestSoft Case Study

## Coastal Mortgage Services, Inc. Improves Practices With Compliance Software from QuestSoft

### Who:

Kim McGinnis, Retail Operations Manager  
Coastal Mortgage Services, Inc., Charlotte, N.C.

### When:

January 2003

### What:

Installation of QuestSoft's HMDA RELIEF to enhance compliance capabilities.

### About Coastal Mortgage Services, Inc.

Coastal Mortgage Services, Inc., founded in 1985, is one of the largest independent mortgage banker/brokers in the Southeast and the largest in the Carolinas. By streamlining their operations through better applications of technology, Coastal Mortgage stands ready to deliver to the customer the most competitively priced products and superior customer service to make the often-complex process of mortgages easier for the consumer. Their long experience in mortgage lending combined with up-to-date technological tools gives Coastal Mortgage a competitive edge over other lenders. For more information, visit Coastal Mortgage's Web site at [www.coastalmortgage.net](http://www.coastalmortgage.net).

### About QuestSoft

Laguna Hills, Calif.-based QuestSoft is an established provider of comprehensive and automated compliance software and services to the mortgage, banking and credit union industries. The company's products enable more than 1,500 banks, credit unions and mortgage companies to simplify the collection, analysis, compilation and reporting of key lending regulatory report data. For more information about QuestSoft and its products, visit the company's Web site at [www.questsoft.com](http://www.questsoft.com).

### Contact:

QuestSoft Sales  
Phone: (800) 575-4632, x212  
E-mail: [sales@questsoft.com](mailto:sales@questsoft.com)

## Challenge

Charlotte-based Coastal Mortgage Services, Inc. (Coastal), one of the largest independent mortgage banker/brokers in the Southeast, is required by the federal government to be compliant with the Home Mortgage Disclosure Act (HMDA). According to the Federal Financial Institutions Examining Council, HMDA calls for lending institutions to report public loan data in order to determine whether financial institutions are serving the housing needs of their communities, public officials in distributing public-sector investments so as to attract private investment to areas where it is needed and in identifying possible discriminatory lending patterns.

The federal government does provide a free database from which lenders can gather compliance information, but it can be inefficient to use and does not help in compliance report preparation for performance analysis and automated, error checking and submission correction. As a result, several Coastal employees were required to put in overtime to gather and report all necessary compliance information through working with the free government database. Coastal needed a more user-friendly, efficient method of handling this workload.

Kim McGinnis, retail operations manager of Coastal, realized that his company was not handling the compliance process as efficiently as possible, so he began researching compliance solution providers. His goal was to purchase and integrate compliance software in order to streamline his company's compliance HMDA process and provide Coastal with necessary compliance information and demographic data to complete reports for submission to the federal government.

*"Coastal Mortgage and its employees, especially those dealing with the HMDA reporting process, were frustrated with receiving error notices from Housing and Urban Development (HUD) when using its compliance software and worried that monetary fines would soon follow," said McGinnis. "We needed a better way to gather, verify, format and report HMDA data and we needed it quickly. Coastal Mortgage set out to find a compliance solution that was efficient, effective and error free."*

[www.QuestSoft.com](http://www.QuestSoft.com) | 800-575-4632





# QuestSoft Case Study

## Coastal Mortgage Services, Inc. Improves Practices With Compliance Software from QuestSoft

### Solution

During his research into available solutions, McGinnis was introduced to QuestSoft, a premier provider of HMDA compliance solutions and geocoding services. The more he learned and heard from peers and vendors about QuestSoft and its products, the more McGinnis focused on HMDA RELIEF, QuestSoft's compliance software designed to meet all Federal Reserve Board submission requirements and guide lending professionals through the entire HMDA process. In January 2003, Coastal purchased the solution from QuestSoft, which was easily and seamlessly integrated within minutes of receipt.

*"Thanks to our partners at QuestSoft, who provided first-class service to me in the downloading, merging, editing and submission of critical HMDA processing and reporting information, Coastal Mortgage was able to easily implement and run error-free HMDA compliance software," continued McGinnis. "QuestSoft offers such exceptional customer service that our company experienced the minimal amount of pain normally associated with installation and integration of HMDA compliance software."*

### Result

As a result of integrating HMDA RELIEF into its platform, Coastal has easily met all regulatory requirements on time. Last year, Coastal funded \$1 billion in loans, which required the subsequent processing of a great deal significantly high volume of HMDA data.

According to Coastal, since implementing QuestSoft's solutions, several loan processors have been spared two or three weekends of overtime each January and February of processing redundant information generated from large loan volumes. QuestSoft's software has taken much of the burden out of compliance reporting and has made it more efficient, easier to understand, less time-consuming and less labor intensive for Coastal's staff.

*"Based on the extensive review of several service providers and our initial endeavors post-installation, we are completely satisfied with our selection of QuestSoft's HMDA RELIEF and look forward to working closely with QuestSoft in the future," said McGinnis. "We would recommend QuestSoft as a company and HMDA RELIEF as a product to any mortgage professional who worries about the HMDA compliance information gathering and reporting process."*

[www.QuestSoft.com](http://www.QuestSoft.com) | 800-575-4632

