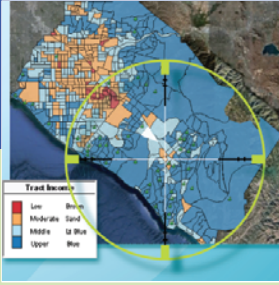


QuestSoft Case Study



CBC National Bank Relies on QuestSoft to Prepare Fair Lending Examination Reports

Who:

Fernandina Beach, FL.-based CBC National Bank (\$400 million in assets)
Kay Basnight, vice president of Compliance and Risk Management

When:

Implemented QuestSoft's LendingPatterns™ Pro in May 2011

What:

CBC National Bank had only a few weeks to prepare fair lending reports for an annual exam. By relying on QuestSoft's LendingPatterns software, the bank was able to provide comprehensive reports and pass the exam while saving compliance staff hours of time that would have otherwise been spent manipulating Excel spreadsheets.

About CBC National Bank

CBC National Bank (\$400 million in assets) is a community bank based in Fernandina Beach, FL serving customers in South Carolina, Florida and Georgia, with SBA and mortgage loan production offices in six additional states. CBC National Bank combines the friendly "feel" of a small-town bank with the best innovations in banking. For more information, visit the bank's website at www.cbcnationalbank.com.

Contact:

QuestSoft Sales
Phone: (800) 575-4632
E-mail: sales@questsoft.com

Challenge

As Fernandina Beach, FL-based CBC National Bank (\$400 million) prepared for an annual regulatory exam, Kay Basnight, the vice president of Compliance and Risk Management, struggled with the best way to report fair lending data. As she examined the requirements for the Home Mortgage Disclosure Act (HMDA) portion of the exam, she realized that she needed more robust reporting to both satisfy the examiner's needs and to better understand the bank's lending and risk position.

However, time was at a premium. As she began investigating reporting software options, she had only a couple of weeks to prepare the data. Complicating the situation was CBC National Bank's geographic footprint. Though based in Florida, the bank also has a wholesale mortgage division in Atlanta and 65 percent of the bank's mortgage lending was conducted in the Atlanta metropolitan area. Basnight needed to show examiners how their loans were performing compared to other Atlanta-area banks.

"I knew I needed more than the piecemeal reports that I could pull from Excel," Basnight said. "CBC National Bank was already using QuestSoft's HMDA RELIEF software for our annual data submission, and we had been very pleased with the product."

Solution

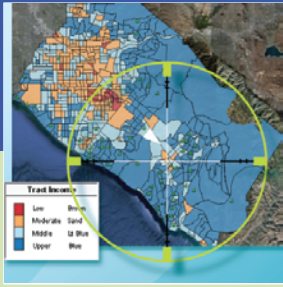
CBC National Bank worked with QuestSoft to make sure the LendingPatterns Pro software could be implemented and utilized in the short time frame available before the exam. Basnight said QuestSoft went out of their way to ensure she would be able to prepare her reports.

"The online training was very comprehensive," Basnight said. "Due to only having a couple of weeks to prepare, QuestSoft quickly added me to their training calendar, and I was able to launch the software, train and begin running reports in just a couple of days."

Continued; over>

www.QuestSoft.com | 800-575-4632





QuestSoft Case Study (continued)

CBC National Bank Relies on QuestSoft to Prepare Fair Lending Examination Reports

Solution (continued)

LendingPatterns Pro examines HMDA and Community Reinvestment Act (CRA) data to provide the context and analysis of lending data required by regulators. The software enabled CBC National Bank to pull HMDA data directly from HMDA RELIEF and analyze it to see what areas might be considered outliers by the FDIC as well as examine competitor data.

“We were able to compare our Atlanta lending to primary categories, such as other OCC Banks, asset size and loan volume,” Basnight said. “I was able to quickly see where our outliers were and prepare a report on the details that showed why a certain category was an outlier.”

Result

“What is the value of QuestSoft’s LendingPatterns?” Basnight said the short answer is the bank passed the exam because the bank had stronger insight into its lending pipeline.

In the end, CBC National Bank used LendingPatterns to prepare a 36-page report on 2009 HMDA data and give a preview of 2010 HMDA data showing trends within the organization. They were also able to compile a multitude of maps detailing activity and trends.

“HMDA is just a small piece of my job,” Basnight said. “Despite the time crunch, I was able to prepare everything the examiner asked for, provide a preview of the current year’s data and save countless hours in analyzing data to explain outliers.”

Basnight also said the program will be even more useful moving forward as the bank expands into new geographic areas.

“CBC National Bank can open new markets, and I can immediately run an analysis of existing lending patterns from other banks to see how we match up,” Basnight said. “Without QuestSoft’s LendingPatterns, I would not be able to keep up with the volume and time needed to validate and analyze the data from new markets.”

Basnight added that QuestSoft’s support team is incredibly valuable in making the use of LendingPatterns a success.

“They are very responsive to every need,” she said. “I had one glitch in printing maps, and before our own internal IT staff could put in a work-around, QuestSoft released a patch that solved my issue. I wish all of my software – and their support teams – worked as well as QuestSoft’s.” ■

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 website at www.questsoft.com.

LendingPatterns is a trademark of CLC Compliance Technologies, Inc.

www.QuestSoft.com | 800-575-4632

