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WYNURA WHITE PAPER · PRIVATE LENDING & MICS

Files Don't Die in Underwriting. They Die in the Chase.

Why lending files stall between application and underwriting — and the operating pattern that unsticks them.

By Sashi Maruvada · November 13, 2026
White paper · Lender Edition

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THE PROBLEM

1 · Deals are lost upstream

Most MICs and private lenders do not lose deals on underwriting. Underwriting is where deals are decided; they are lost earlier and quieter — in the days a file sits half-assembled while a notice of assessment, a property tax statement or an income letter travels, or fails to travel, from a broker's inbox to the lender's file. The commitment is issued, the clock is running, and nothing is wrong with the credit. Everything is wrong with the chase.

A mortgage file is a checklist wearing a deadline. Each document lives with a different person — the borrower, the broker, an employer, a municipality — and each of those people has a business of their own to run. The file advances at the speed of the slowest reply. Meanwhile the lender cannot answer the simplest management question in the business: *what are we still waiting for, on every open file, right now?*

2 · Why the traditional chase fails

It is fragmented. One email for the tax statement, another days later for the void cheque, a third when someone notices the income letter is last year's. Every separate ask is a separate chance to be ignored — and a drip of follow-ups trains brokers to wait for the next one.

It is untracked. The state of the file lives in individual inboxes and memories. Status questions from brokers and borrowers become research projects, and staff time goes to reconstructing the file's history instead of moving it.

It is invisible until it is expensive. The stall surfaces at the funding deadline — solicitor waiting, borrower committed — instead of on day two, when a single reminder would have fixed it. By the time the stall is visible, the only tools left are apologies and rush fees.

And it repeats at renewal. The book's maturities approach silently; renewal outreach starts late or not at all, and the cheapest deal a lender ever wins — the one already on the book — walks to a competitor by default.

THE WYNURA APPROACH

3 · The Lender Edition, module by module

The Lender Edition is the same Wynura engine that runs operations for manufacturers and distributors, aimed at a lender's book: it analyses the product and the borrower market, targets brokers and borrowers, chases the file to complete, and packages it so underwriting sees a decision-ready deal. One configurable stack — fitted to your products, your appetite and your forms.

L-01

Product, Market & Borrower Analysis

Reads your rate sheet, terms and appetite against the borrower market around you: which products have real demand, in which segments, at which price — so capital is aimed before it is marketed.

Who it's for: MICs and private lenders deciding where the next deployment of capital should be aimed.

What it replaces: Marketing the rate sheet by habit, and aiming capital at segments without demand evidence.

L-02

Broker & Borrower Targeting

Builds the ranked outreach list — the brokers whose deal flow matches your products, and the borrower segments the analysis says to pursue — targeted, tracked, and followed up automatically.

Who it's for: Lenders whose deal flow depends on whoever happens to call.

What it replaces: Untracked outreach lists, spreadsheet follow-ups, and conference contacts that go cold.

L-03

Application Intake & Document Chase

Applications land structured and the chase begins immediately: one consolidated list to the broker, reminders on a cadence, documents checked off the shared record as they arrive.

Who it's for: Lenders whose files stall between application and underwriting — most of them.

What it replaces: Inbox archaeology, one-document-at-a-time emails, and files stalling silently until the funding deadline.

L-04

Deal Packaging for Underwriting

When the file is complete, assembles it the way your underwriters want it: documents ordered, gaps flagged, summary written. Underwriting time goes to the decision, not the assembly.

Who it's for: Lending teams whose underwriters spend their hours assembling files instead of deciding them.

What it replaces: Underwriters as file clerks, and gaps discovered at decision time instead of intake.

L-05

Maturity & Renewal Watch

Tracks every maturity on the book months out. Renewal outreach starts early, with the borrower's current picture attached.

Who it's for: Lenders who learn about a maturity when the payout request arrives.

What it replaces: Maturity surprises, and renewals lost to competitors by default.

L-06

Borrower & Broker Status Answers

"Where is my file?" answered instantly from the record, in your words — for borrowers and brokers alike. Your team keeps the relationship; the bot keeps the queue empty.

Who it's for: Lender staff fielding status calls and emails all day.

What it replaces: Status-chasing interruptions, and brokers left to guess where their file stands.

4 · Integration — including your CRM

- **Your existing systems:** the stack connects to the systems your office already runs and reads one shared record, so the file state is never in two places at once.
- **Your CRM, where you require it:** if your broker and borrower relationships already live in a CRM and you require the stack connected to it, that integration is arranged during the proof of concept and deployment, so outreach, chase state and file status stay in step with your CRM.
- **No CRM? No gap:** the stack works standalone — its shared record is the system of truth for every file.

- **Email for the outside world:** brokers and borrowers are reached over plain email. Nobody outside your office needs an account or a portal.

5 · Borrower data, guarded like it

A lender's files are among the most sensitive documents in a borrower's life, and the stack treats them that way. Beyond the six points below: Canadian data residency is available, one lender's files are never visible to another, and borrower data is never used to train anything for anyone else. Every chase and every change is in the audit log, traceable to who or what did it.

Security — the six points

Every deployment, including the proof of concept, runs under the same six stated controls (SEC-01–06 on wynura.com):

- **SEC-01 — Encrypted end to end.** Data encrypted in transit and at rest; never sold, never shared, never used to train models for anyone else.
- **SEC-02 — Yours, and in your country.** United States or Canada data residency; export or delete everything at any time.
- **SEC-03 — Strict access controls.** Role-based access, least-privilege by default, a full audit log of every bot action.
- **SEC-04 — Built to a public standard.** Controls aligned to SOC 2, with a public trust page your customers and bank can check.
- **SEC-05 — Suppliers get no login.** The chase works over plain email — one less door into your data.
- **SEC-06 — Humans at the money points.** Bots prepare, check and chase; a person approves payments and outbound prices. Automation never moves money on its own.

6 · Humans decide credit

Nothing in this stack approves or declines a loan. The Lender Edition prepares, chases and packages; your underwriters decide. That line is not a limitation of the software — it is the design. Automation is for the remembering, the reminding and the assembling. Judgment stays where it belongs.

The 14-day proof of concept

Everything in this paper is testable in fourteen days. The POC runs the stack on your real data — scoped to the modules you pick, every action in the audit log, every money point still human-approved — and ends with measured results you decide on. **Start at wynura.com/poc** or write to info@wynura.com. The reply comes from info@wynura.com with the scoping call and the data checklist for day one of the fourteen.

Measurement note: the lender POC is judged on days-to-complete-file and documents outstanding per file, measured on the lender's own files against its own recent baseline. Wynura publishes no lending performance figures for other lenders and claims none here. Sources for the operations benchmarks quoted in Wynura publications: APQC invoice-processing benchmarks; full evidence and its stated limits at wynura.com/#evidence.