Session 2
July 11, 3:15-5:30pm

## Considerations for

Program and Product Design

## Options for structuring financial assistance



Cost points are highly dependent on details of initiative and move along continuum

## First step in program design: Credit or not credit?

- Credit is helpful when a large amount of funds are necessary to accomplish a goal
- Buy a house
- Start a business
- Pay for a college education
- But it creates obligations that must be repaid and that can create a burden for recipients
- Alternative is grant or some other form of assistance in smaller amounts that does not require repayment
- Credit has political appeal because it looks cheap
- In current budgetary environment, zero \& negative subsidy rate credit programs have become attractive


## \$1B, 1-year EHLP - Key challenges

- Managing demand -- Jan 2011-14.5M unemployed \& 4.5M borrowers delinquent but \$1B EHLP can fund loans to about 40,000 borrowers
- Cost -- Using judgment gained from data from a similar program operated at the state level, estimated only 3\% repayment rate plus admin costs of maybe 10-15 percent, expected costs are about \$1.10/dollar loaned
- Implementation -- Relied heavily on contractors to deliver program, with no time to test approach before go live
- Workload - Sought to minimize administrative expenses but needed to be nimble enough to apply resources as needed
- Fraud prevention - No traditional loan underwriting; once in, borrowers required to certify annually whether remain eligible for assistance (if hired or otherwise become ineligible for EHLP, required to notify HUD)
- Headline risk - Given above, needed plan to coordinate inquiries from the Hill, press, OMB, OIG, and other interested parties
- Metrics - How to measure success?


## Once credit is the choice, how to support it?



## Example program designs

|  | SBA | Education | HUD | USDA | HUD | Energy | Treasury - CDFI Fund |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Agency Program | Small Business Investment Companies (Venture Capital) | Federal Student Aid | FHA | Rural Development | FHA | Clean Energy | CDFI Fund |
|  |  |  |  |  |  |  |  |
| Primary reason | Financial | Policy | Financial | Financial | Financial | Policy | Policy |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Who championed the problem? | SBIC Trade Group | Public | Congress | Public | Congress | Administration | Administration |
|  |  |  |  |  |  |  |  |
|  | The debenture structure was inappropriate for funding early stage VC deals | Accelerating college costs, decreasing state support, abuses in for-profit entities, flawed private sector lending prompted takeover | Seniors with equity in their homes but inadequate cash can use the equity to boost cash available for living and other expenses | Limited banking options for low and very low income residents in rural areas make hard to own a home, contributing to disinvestment | Following the Debt Crisis there was a need to help defaulted borrowers to get current, renegotiate their mortgage debt, and avoid foreclosure | There was a policy need to spur development of clean energy products through commercialization of innovative ideas | CDFIs with excellent financial performance cannot get long term funding due to market unfamiliarity. Fed bridges the knowledge gap but wants no risk |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Product | Participating Securities | Direct Student Loans | Reverse Mortgage Insurance | 502 Program | ELP | Title 17 | CDFI Bond Guarantee Program |
| 6 |  |  |  |  |  |  |  |

## Program and product design choices

- Division of essential lending functions between agency and private partners
- Loan attributes
- Maturity, amortization and loan size
- Fixed vs. floating rates
- The wisdom of indexing
- Higher upfront fees or higher rates?
- Embedded options: prepayment, caps and floors, deferral, forbearance, income-based repayment, consolidation, default
- How much choice is too much?


## Program and product design choices

- Other key considerations
- Narrowly or broadly targeted?
- How much default risk is optimal? Should pricing be risk-based?
- Product suitability
- Choices affect
- Success in meeting program goals
- Gov't costs and risks
- Borrower cost and satisfaction


## The essential credit functions

- Marketing
- Origination
- Servicing
- Funding
- Screening and monitoring
- Risk bearing
- Resolving defaults


## Managing essential credit functions

- Critical decision: Which functions to perform in-house? When to use a private partner?
- Choices have first-order impact on administrative costs, loan performance, borrower satisfaction, goal attainment, etc.
- Apply principle of comparative advantage: who is best positioned to perform the task most efficiently and effectively?
- Be cognizant of challenges of managing private partners


## Managing essential credit functions

- Related decision: Guaranteed or direct lending?
- Guaranteed lending usually relies more on private partners
- But direct loan programs also use private partners
- We'll delve into these issues more in Session 5


## Loan attributes: Maturity, amortization, and size

- Principle of matching maturity with investment horizon
- Right-sizing loans
- As little as possible to achieve purpose
- Effects on cost, performance and risk
- Longer maturity allows lower periodic payments.
- Normally yield curve is upward sloping => rates charged increase with maturity. Causes increased subsidy cost, all else equal.
- Amortization can reduce default risk by forcing orderly repayment. However, decreases affordability by increasing monthly payments
- A larger number of small loans diversifies portfolio risk


## Loan attributes: Fixed vs. floating rates

- Fixed rates from borrower perspective
- make cash flows more predictable for borrower
- may improve performance by avoiding affordability problems when rates rise
- may leave borrower with above-market rate when rates fall
- typically higher rates than on floating rate loans
- Fixed rates from lender/gov't perspective
- may leave lender with below-market rate when rates rise
- Can make the cash flows risky and increases cost if loan is prepayable
- A guiding principle: Fixing a rate is not free. Do not set fixed rate horizons to be unnecessarily long.


## Loan attributes: The wisdom of indexing

- Rates can be
- Fixed by statute
- An index rate plus a spread that is fixed by statute
- Set by guaranteed lenders (often with agency or statutory restrictions)
- Set by agency (sometimes with statutory restrictions)
- Indexing links rates on new loans to current market conditions
- E.g., 10-year Treasury + 2\% on 10-year fixed rate loan
- Indexing ensures more uniform subsidies across cohorts
- Avoids cherry-picking by private sector when statutory rates are above market rates



## Loan attributes: Higher upfront fees or higher rates?

- Effects of higher upfront fees and lower rates
- Reduces implicit subsidy of high-risk borrowers by low-risk borrowers
- May discourage some target borrowers because reduces affordability
- Can mitigate by rolling fees into loan principal


## Embedded options

- Definition: An option provides the right but not the obligation to buy or sell a security at a preset price.
- A call option gives the right to buy
- A put option gives the right to sell
- Both can be valued using "options or derivative pricing models"
- Most "embedded options" in loans benefit borrowers
- Many government credit products are actually complex financial derivatives
- Private lenders recover cost of embedded options through higher interest rates or fees
- Options increase the subsidy rates on gov't loans when they are provided for free


## Embedded options: prepayment

- Valuable option to borrowers with fixed-rate loans
- Allows flexibility in timing of loan repayments
- Can take advantage of reductions in market interest rates by refinancing
- Costly option for gov't or private lenders
- Particularly risky on long-term loans with no prepayment penalty
- 30-year fixed rate mortgages
- S\&L crisis; near-bankruptcy of Fannie Mae in 1980s
- More important now for student loans with switch to fixed rates


## Embedded options: caps and floors

- Caps put a ceiling on the floating rate paid
- E.g., 1-year Treasury $+3 \%$ with a cap of $10 \%$
- Useful for reaping some of the cost-saving benefits of floating rates while protecting borrowers from very high rates
- Caps increase loan cost and hence subsidy rates
- Floors put a lower bound on the floating rate paid
- E.g., 1-year Treasury $+3 \%$ with a floor of $4 \%$
- Protects lender against low revenues when rates fall
- Floors decrease loan cost and subsidy rates


## Embedded options: deferral, forbearance, incomebased repayment, consolidation, and default

- All these options affect the timing and/or size of cash flows to the benefit of borrowers
- Hence they increase subsidy rates and/or the rates charged by private lenders on guaranteed loans
- When embedded options have significant effects, statistics on default rates and recovery rates provide a very incomplete picture of loan performance and cost


## Student Loan Consolidation Option: Historical Experience

Consolidation Volume and Estimated Cost (1998-2005)

| Consolidat | Consolidation <br> Volume | Consolidation <br> Cost | Consolidation <br> Cost (dollars |
| :---: | :---: | :---: | :---: |
| ion Year | (billions of $\$$ ) | (billions of $\$$ ) | per $\$ 100$ ) |


| 1998 | 5.6 | 0.0 | 0.17 |
| :--- | :---: | :---: | :---: |
| 1999 | 12.3 | 0.5 | 4.01 |
| 2000 | 10.2 | -0.6 | -5.44 |
| 2001 | 15.5 | 0.6 | 4.16 |
| 2002 | 26.4 | 2.3 | 8.86 |
| 2003 | 39.3 | 7.4 | 18.73 |
| 2004 | 43.8 | 7.0 | 15.92 |
| 2005 | 55.3 | 4.2 | 7.60 |

From Lucas and Moore (2012), "The Student Loan Consolidation Option"

## How much choice is too much?

- Options benefit borrowers by increasing flexibility
- But offering too many options can hurt borrowers more than it helps them
- Cost of option paid for in higher rates
- Harder to comparison shop when different loans have different options
- E.g., No points and $4 \%$ rate versus $1 \%$ in points and $3.75 \%$ rate
- Cross-subsidies to borrowers who understand how to use options well from those who are unable to use them optimally
- E.g., Home mortgage prepayment option less useful if you don't qualify for refinancing


## How much default risk is optimal?

Should pricing be risk-based?

Low-risk borrowers likely to obtain credit privately

Sweet spot has moderate risk

Collection is expensive. Default harms borrowers. High-risk group is better candidates for grants.

- Risk-based pricing reduces cross-subsidies


MINIMAL RISK MODERATE HIGHER RISK

## Product suitability

- No watchdog agency with job of overseeing federal credit products
- This leaves responsibility with Congress and Agencies
- Exception is that CFPB oversees reverse mortgages
- Growing concerns about adverse effects of excessive indebtedness
- For individuals and for the broader economy
- My Uber driver and the FHA
- E.g., student loans, mortgages


## Calculation of the Financial Benefits and Who Receives Them



## Calculation of the Benefits of SBA 7a



## Calculation of the Benefits of the CDFI Fund NMTC

## Size of the Project <br> Size of the Tax Credit

The tax credit investor puts in $\$ 3 \mathrm{~mm}$ of equity and borrows $\$ 7 \mathrm{~mm}$ to buy " $\$ 10 \mathrm{~mm}$ " of tax credits with a mkt price of $\$ 3 \mathrm{~mm}$. The $\$ 7 \mathrm{~mm}$ in debt is repaid by the project being built

## Agency



The NMTCs are awarded at a rate of 39 cents on the dollar of investment They are awarded over a 7 year period resulting in a present value of $\$ 3.1 \mathrm{~mm}$. Banks will pay 80-95 cents on the dollar in cash for them. In this example: 93.5 cents

In this example, the Conventional Development Loan is for $\$ 10$ million dollars, broken down into two parts, a $\$ 7 \mathrm{~mm}$ senior loan at $5 \%$ and a $\$ 3 \mathrm{~mm}$ subordinated loan at $13.5 \%$.

The NMTC Loan is broken down into two parts: a senior loan ("A") for $\$ 7 \mathrm{~mm}$ and a quasi-equity loan ("B") of $\$ 3.0 \mathrm{~mm}$. Loan B is funded by the purchase of the tax credits, and the proceeds are transferred to the developer at the end of the 7 year term, typically for $\$ 1,000$.

This is a Treasury based interest rate, and the interest expense is incurred by the reduction of tax revenue annually once the TCs are fully used.

The operating cost represents the cost of underwriting the Agency application
The $\$ 3.9 \mathrm{~mm}$ is the notional dollar value of the Tax Credits awarded over a 7 year period

A Bank would not typically make both the senior and the subordinated loan but for this example it is assumed that one bank does both.

The $.28 \%$ interest expense is based on the small bank rate in CHART 2.6 and is the same for all of the bank's products

The operating cost is lower for the NMTC option because some of the costs are being picked up by the investor

In this case, the bank is exposed to loss in its subordinated note in the conventional loan, but that same credit risk is absorbed by the investor in the NMTC loan

## Calculation of the Benefits of the CDFI Fund NMTC (cont.)

| Project Developer |  |  |  | In this case, the Project Developer is the umbrella term for the various entities involved in purchasing, building, leasing and/or otherwise managing the property. The collective target is a net return on assets of @ 1.5\%. |
| :---: | :---: | :---: | :---: | :---: |
| Fees | \$1,500,000 |  | \$1,250,000 |  |
| Total Revenues | \$1,500,000 |  | \$1,250,000 |  |
| Actual Interest Expense | \$750,000 |  | \$500,000 | With the NMTC, the Project Developer in this case is also paying interest on |
| Actual Fee Expense | \$300,000 |  | \$245,000 | the quasi-equity "B" Note held by the Tax Credit Investor |
| Actual Other Costs | \$300,000 | 3.50\% | \$350,000 | These are paid to the Intermediary Bank |
| Total Costs | \$1,350,000 |  | \$1,095,000 | The NMTC option carries more legal and accounting costs |
| Developer net revenues $\mathbf{\$ 1 5 0 , 0 0 0}$ |  |  | \$155,000 | This example of an NMTC loan effectively takes the element of risk out of the transaction, thereby freeing up and additional $\$ 250,000$ for construction and other project costs. |
| Funds available for construction | \$ 8,500,000 |  | \$ 8,750,000 |  |
| ROA | 1.50\% |  | 1.55\% |  |
| ROE (with equity at 15\%) | 10.00\% |  | 10.33\% | Here the developer's equity goes to the predevelopment costs and the full |
| Tax Credit Investor |  |  |  | \$10mm is the hard cost of the project fully bank financed. |
| Interest received (NMTC B Note) |  | 5\% | \$150,000 | The TC investor in this case is charging interest on the quasi-Equity B Note as well as getting the tax credits |
| Fees received |  | 0\% |  |  |
| Total Revenues |  |  | \$150,000 | Operating expenses are primarily legal and accounting fees |
| Operating Expenses (Fees) |  | 2\% | \$60,000 | The investor paid \$10.0mm for tax credits with a present value of \$3.15mm |
| Total Costs |  |  | \$60,000 | and mkt value of $\$ 3 \mathrm{~mm}$. The ROE for that part of the transaction is |
| Gain/Loss on Purchase of Credits |  |  | \$150,000 | estimated at 7\% |
| Investor net revenues |  |  | \$240,000 | This a riskless return: once the tax credit is awarded, the investor has no |
| ROA |  |  | Infinite | further credit or operating exposure to the project and has already made a |
| ROE |  |  | Infinite | return of $4 \%$ on the purchase of the tax credits. The interest income over the next 7 years is simply extra. |

## "Quick and Dirty" Unit Cost Analysis

## FINANCE COMPANY

The cost of the loan on a per loan basis (unit cost) is one of the key tools that banks use to determine whether or not to lend to a market segment. Agencies can use it in the same way the bank uses it: to determine whether it fits within their "equity" or subsidy rate parameters. We show how, using a small business loan of $\$ 500,000$ to a 5 year old battery recycling business in the Bronx, "BRB" that has an SBA credit score of 200 and whose principal owners have a combined average credit score of 710


In this example, the BRB small business loan segment might be attractive to the bank if the interest rate is raised at least to $10.36 \%$. That is to allow for the uncertainties associated with going into a new credit segment, plus an underlying goal of generating a higher ROE than that which the lender is currently generating. But the lender will want to be sure that this higher rate is low enough to be: (a) affordable for the borrower; and (b) competitive with other lenders. The issue of competitiveness is critical: banks do not generally gravitate to "one-off" deals because of the higher cost to do them. Moreover it is hard to generate ongoing loan volume with customized transactions. These both are of particular concern in the small business arena, where growth is essential to cover the cost of what is essentially a specialized and expensive discipline.

## Product Design: Suitability for the Borrower

## What credit product is now available in the market? What elements of the product need to be changed to make it suitable for the target borrower?

| Example: Monthly Fixed Payment of Principal and Interest for home mortgages, student loans and small business term loans |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Conventional Credit Product Currently Available in the Market | Amount of the Loan | Annual Interest Rate | PMI if applicable (\%) | Term in Months | Monthly <br> Payment | Borrower Credit Score | Maximum Borrower LTV | Debt Service to Income | Borrower Annual Income \$ | Borrower Equity Required \% | Borrower Equity Required \$ |  |
| Inputs | \$ 250,000 | 4.00\% | 0.60\% | 360 | \$1,281.61 | 680 | 96.50\% | 35.00\% | \$ 43,941 | 3.50\% | \$ | 9,067 |
|  | We are inputting the minimum guidelines for a conventional loan here. For consumers, the chief focus will be the Debt to Income ratio. For small businesses it will be the debt service coverage ratio. In both asset classes, cash equity invested, LTV and collateral coverage are factors as well, but it is the monthly cash flow coverage that is the key determinant of the suitability of the loan to the borrower. The reason: the borrower's ability to pay principal and interest as scheduled is an integral feature in all loans, while the value of collateral and amount of equity only come into play for those that are foreclosed. |  |  |  |  |  |  |  |  |  |  |  |
| The Credit Product that the Target borrower needs | Amount of the Loan | Annual Interest Rate | PMI if applicable (\%) | Term in Months | Monthly Payment | Borrower Credit Score | Maximum Borrower LTV | Debt Service to Income | Borrower <br> Annual Income \$ | Borrower Equity Required \% |  | rower <br> uity <br> ired \$ |
| Target Borrower | \$ 250,000 | 4.00\% | 0.60\% | 360 | \$1,281.61 | 600 | 99.50\% | 45.23\% | 34,000 | 0.50\% | \$ | 1,250.00 |

Prior to making the loan, the lender is typically given three hard numbers: cash equity, borrower income and the amount of the loan (i.e., tuition, price of the house, needs of the business). We are going to alter that interest rate (plus PMI if it is required) and the number of months to see how much the monthly payment can be reduced to ensure a reasonable Debt Service to Income level. In a market where housing prices are rising faster than incomes, there will be pressure to increase the allowable debt service to income ratio. This should be done with care: in addition to the kinds of personal events that upset homebuyer finances, general items like rising interest rates, higher gas prices, insurance and local taxes can put pressure on the payment for consumer loans. There is an even larger range of potential threats to current payments for businesses.

There are alternatives to lowering the rate and/or extending the term. Reducing the amount of the loan is often the first step for the lender. But this may not be an optimal option from a policy standpoint. There are many communities, low income and rural for example, where the cost of building or rehabbing a house exceeds the market value and/or the capacity of local residents to buy under conventional terms.

The borrower credit score is an important indicator of the borrower's general willingness and capacity to pay. The lender can use it as an indicator of how much flexibility should be allowed in the Debt to Income, LTV and cash equity requirements.

## Loan Design and Production Assumptions



## Interest Rates and Fees

| Interest Rate Index (choose 1) | Fed Funds | LIBOR | Prime | Swap | Other ST | 6-Mo T Bills | 10 Yr Treas | Other LT |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Today's rate (information only) |  |  |  |  |  |  | 1.75\% |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| What index will you use for pricing loans? | 10 Yr Treas |  |  |  |  |  |  |  |  |  |
| What spread over the index will the borrower be | 2\% |  |  |  |  |  |  |  |  |  |
| Will borrower's loan be fixed or floating rate? | Fixed | (click on cell and select from dropdown list) |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Rate Forecast Starting Year | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
| Index Rate | 1.75\% | 2.00\% | 2.25\% | 4.00\% | 3.75\% | 2.00\% | 2.50\% | 2.50\% | 4.25\% | 4.25\% |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  | Agency | Fees \% |  |  |  | Partner | es \% |  |  |
| Fees | Origination | Servicing | Guarantee Fee Up Front | Guarantee Fee Ongoing |  | Origination | Servicing | Other Up Front | Other Ongoing |  |
|  | 0.00\% | 0.00\% | 2.00\% | 0.00\% |  | 2.50\% |  | 0.00\% | 0.00\% |  |
|  |  |  |  |  |  |  |  |  |  |  |
| What loan structure will you use? | Level Payment | (click on cell and select from dropdown list) |  |  |  |  |  |  |  |  |
| Amortization term, quarters | 90 | for level payment and balloon loans |  |  |  |  |  |  |  |  |
| How many quarters before the balloon or bullet comes due: |  | for balloon and bullet loans | (for balloon loans be than the amortizati | be sure to enter a nu ion term) | ber smaller |  |  |  |  |  |
| Interest-only period, for interest-only to equal amortization loans: |  | for Interest-only to equal quarterly |  |  |  |  |  |  |  |  |
| \# quarters over which IO to equal amortization loans will amortize, after the IO period is over |  | for Interest-only to equal quarterly |  |  |  |  |  |  |  |  |
| \# quarters over which equal amortization loans will amortize |  | for fixed principal quarterly |  |  |  |  |  |  |  |  |

## Loan Sales

| 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
| ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ | $0.00 \%$ |
| $8.00 \%$ | $8.00 \%$ | $8.00 \%$ | $8.00 \%$ | $8.00 \%$ | $8.00 \%$ | $8.00 \%$ |  |  |

## Product Default Risk and Prepayment Characteristics

Probability of default: Probability of prepayment:
(Use this input for stress testing) Additional probability of default:
$\%$ of charge-offs recovered
(as a percentage of the loan amount outstanding at the time of charge-off)


## Operating Costs

Operating costs


## Operating Costs

| NONSTAFF OPERATING COSTS (OTHER THAN GRANTS) | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Marketing | 200,000 | 204,000 | 208,080 | 212,242 | 216,486 | 220,816 | 225,232 | 229,737 | 234,332 | 239,019 |
| Origination | - | - | - | - | - | - | - | - | - | - |
| Underwriting | 160,000 | 163,200 | 166,464 | 169,793 | 173,189 | 176,653 | 180,186 | 183,790 | 187,466 | 191,215 |
| Closing | - | - | - | - | - | - | - | - | - | - |
| Servicing | - | - | - | - | - | - | - | - | - | - |
| Monitoring | 240,000 | 244,800 | 249,696 | 254,690 | 259,784 | 264,979 | 270,279 | 275,685 | 281,198 | 286,822 |
| Default Management | - | - | - | - | - | - | - | - | - | - |
| Administration | 100,000 | 102,000 | 104,040 | 106,121 | 108,243 | 110,408 | 112,616 | 114,869 | 117,166 | 119,509 |
| Total nonstaff operating costs | 700,000 | 714,000 | 728,280 | 742,846 | 757,703 | 772,857 | 788,314 | 804,080 | 820,162 | 836,565 |
|  |  |  |  |  |  |  |  |  |  |  |
|  | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
| Total Operating Costs per year (you may choose to override) | 1,125,000 | 1,147,500 | 1,170,450 | 1,193,859 | 1,217,736 | 1,242,091 | 1,266,933 | 1,292,271 | 1,318,117 | 1,344,479 |
|  |  |  |  |  |  |  |  |  |  |  |
|  | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
| Opex as Percent of Principal Outstandin | No agency loans | No agency loans | No agency loans | No agency loans | No agency loans | No agency loans | No agency loans | No agency loans | No agency loans | No agency loans |
|  |  |  |  |  |  |  |  |  |  |  |
| Originations per origination FTE | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs |
| Originations per underwriting FTE | 167 | 300 | 500 | 750 | 1,000 | 1,000 | 1,050 | 800 | 750 | 950 |
| Originations per closing FTE | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs |
|  |  |  |  |  |  |  |  |  |  |  |
| Active loans per servicing FTE | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs | No FTEs |
| Annual servicing cost per active loan | - | - | - | - | - | - | - | - | - | - |
| Monthly servicing cost per active loan | - | - | - | - | - | - | - | - | - | - |

## Exercises



MIT OpenCourseWare
|http://ocw.mit.edu

RES.15-002 Mission and Metrics: Finance Training for Federal Credit Program Professionals Summer 2016

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