

Jack Henry Mortgage Investor Servicing™

Selling and servicing mortgages to investors like Fannie Mae and Federal Loan Home Bank (FHLB) is big business and an important portfolio-leveling factor for financial institutions. Until now, Jack Henry relied on partners to provide access to this side of the mortgage business. Not any more.



Native Core Integration

Manage investor loans with the same native ease as any other loan in the core, eliminating the friction of external third-party software. This unified approach streamlines your workflow into a single source of truth, allowing your team to focus on servicing members rather than managing fragmented systems.



Automated Report Generation and Delivery

Jack Henry Mortgage Investor Servicing transforms back-office efficiency by automatically generating real-time, GSE-compliant reports on loan activity, delinquencies, and rate changes. By handling everything from error detection to direct system uploads, it eliminates the need for manual data entry and portal management, ensuring your staff stays focused on high-value tasks rather than administrative paperwork.



End-to-End Operational Transparency

Using a centralized investor mortgage portfolio listing in Symitar®, staff gain instant access to transaction histories, audit trails of sent reports, and reconciliation tools. This single source of truth allows loan officers to quickly verify data to investors against what was received, simplifying audits and error resolution.

Jack Henry Mortgage Investor Servicing

strategic portfolio growth

With the mortgage market standing as a trillion dollar powerhouse – and Government-Sponsored Enterprises (GSEs) like Fannie Mae and FHLMC backing over 65% of all mortgage debt – staying competitive requires the ability to sell and service loans without the friction of fragmented systems. Jack Henry Mortgage Investor Servicing bridges this gap, allowing you to maximize lending capacity and accelerate capital velocity through seamless GSE integration. By offloading interest-rate risk while keeping the member journey branded and housed entirely within Symitar, you gain the liquidity of the secondary market without sacrificing the personal connection of your financial institution.

core simplicity

Jack Henry Mortgage Investor Servicing puts investor-owned mortgages where they belong: directly into the Symitar core.

The days of toggling between external loan connectors and third-party adapters is in the rear-view. With Jack Henry Mortgage Investor Servicing, investor loans live natively in Symitar, functioning exactly like any other loan on the core.

Familiar Tools

Opening or reviewing an investor loan in Symitar is now as simple as accessing Account Manager or the new Mortgage Investor Servicing work area. Additionally, investor loans display in reporting, PowerOn®, or any custom application already in use inside the financial institution. Even better, transaction histories and audit lists display right in Symitar. In short, managing complex secondary-market loans now carries the same simplicity as any other loan in your portfolio.

Automation

Replace the vulnerability of manual data entry with the precision of automated, real-time GSE oversight. Jack Henry Mortgage Investor Servicing reclaims your staff's most valuable asset – time – allowing them to pivot from tedious compliance checklists to high-impact strategic initiatives.

Instant Reporting

Loan Activity Reports that comply with GSE servicing guidelines are generated automatically by Jack Henry Mortgage Investor Servicing in real time. This includes loan activity, delinquencies, rate changes, and many others.

Automatic Report Delivery

Loan Activity Reports are automatically queued for delivery to the investor by the end of the day. Jack Henry Mortgage Investor Servicing communicates with the GSE systems and uploads all the relevant reports, eliminating manual uploads to the GSE portal by back-office staff – it even alerts you when something goes wrong.

operational transparency

With Jack Henry Mortgage Investor Servicing, audit and reconciliation are no longer a scavenger hunt. View a complete history of every report sent and every transaction made. This makes it easy to quickly confirm what you sent versus what the investor received, ensuring 100% data integrity.

bring your investor loans home to Symitar

Let's talk about this together. Contact your Symitar Account Executive for more information.

For more information about Jack Henry, visit jackhenry.com.