



SUCCESS STORY



Faster indirect lending through smart outsourcing





Introduction

Since 1938, Peak Credit Union™ (Peak) has remained committed to offering financial services to help members realize their financial dreams. The credit union serves more than 250,000 members with 20 branches located in Southwest Washington.

Peak first began working with Origence in 2014 by offering RV loans. In 2022, they moved their auto loan program in-house at a time when demand exploded. While the credit union had appropriately staffed the program's initial launch, its leaders quickly realized the need for a more robust business continuity plan. They also recognized the potential for streamlining the audit process to increase capacity and efficiency.

Peak had experienced and valued the efficiency of Origence's loan origination system, arc OS, and was interested in how deepening the relationship could enhance their services. As they explored Origence further to broaden the partnership, the Peak team was confident that Origence's outsourced lending services would help them continue to grow their indirect lending program. This strengthened the relationship with Origence, significantly enhancing capacity and processing speed, benefiting members and operations.

SNAPSHOT

The challenge

Managing growth while maintaining service quality

[Read more →](#)

The solution

Streamlining indirect lending through outsourcing

[Read more →](#)

The results

- 67% boost in processing efficiency
- 44.4% reduction in processing turn times with stacking services
- 66.67% reduction in processing turn times with both stacking and validation services

[Read more →](#)

THE CHALLENGE

Managing growth while maintaining service quality

One formidable hurdle Peak encountered was business continuity. As the indirect lending program expanded, the credit union had to augment the team's in-house capacity while ensuring uninterrupted service to its members. The credit union required a partner capable of processing loans and underwriting outside of traditional hours; with processing available six days a week and 24/7 underwriting available, Origence exceeded those expectations. The partner also needed to provide coverage during holidays, after-hours, weekends, PTO support, and overflow situations. This support was crucial for the credit union to enhance member service while effectively utilizing existing resources.

Another challenge was streamlining the audit process. Previously, the credit union relied on its internal staff, but as the volume grew, it needed additional support to ensure timeliness and quality. Peak needed a partner with a team of seasoned underwriters to ensure policies and guidelines were consistent and effective. By leveraging the expertise of these underwriters, the credit union could operate with more confidence and precision.

[The solution](#) →



“Although we felt we had staffed our department appropriately for the new loan volume, we quickly discovered that we needed a better business continuity plan. We also realized that we could benefit from streamlining the audit process with the goal of increasing capacity and efficiency.”



Lyla Elliott, CUDE, CCM
Director of Consumer Loan Production
Peak Credit Union

THE SOLUTION

Streamlining indirect lending through outsourcing

Peak signed up for Origence Lending Services in August 2022 and officially went live in December 2022. The credit union had several meetings with Origence leading up to implementation to help the team understand and build out the process. Onboarding went smoothly due to the excellent communication between the teams.

By leveraging Origence Lending Services for full-service loan processing and underwriting, Peak enhanced its origination and funding speed, gained flexible underwriting support, and strengthened its indirect lending program—all while staying focused on delivering exceptional service to its members.

[The results →](#)



THE RESULTS

From bottlenecks to breakthrough performance

Origence Lending Services significantly boosted Peak's processing efficiency by 67%. By implementing stacking services, Peak reduced processing turn times by 44.4%. With both stacking and validation services these turn times further decreased by 66.67%.

Operational flexibility became a key advantage for Peak. With dependable support in place, the credit union is able to keep staffing steady—even when volume or capacity fluctuates. When unplanned absences occur, members continue to receive uninterrupted service, avoiding delays or disruptions. Staff can now focus more fully on their core responsibilities, which has strengthened both internal efficiency and the overall member experience. Origence played a vital role in making that possible.

According to Peak's leaders, being able to trust in Origence's expertise and experience makes the program especially valuable.



67%

boost in processing efficiency



44.4%

reduction in processing turn times with stacking services



66.67%

reduction in processing turn times with both stacking and validation services



"An unexpected benefit is the confidence in the quality of work performed by Origence and the relief it can bring. If you have to worry or question who you've outsourced work to consistently, then it negates any benefit you might gain."



Lyla Elliott, CUDE, CCM
Director of Consumer Loan Production
Peak Credit Union

STRATEGIC IMPACT

An improved lending experience for all

Peak's partnership with Origence has increased its efficiency and processing speed, improving the financing experience for staff, dealer partners, and members. The Peak team has streamlined processes and redirected focus to providing personalized support to members. They have outsourced the necessary auditing and compliance tasks to the experts at Origence, saving Peak the need to hire specific staff for those roles.

Peak's dealers benefited from the increase in overall capacity and efficiency, resulting in fewer auditing errors and quicker turn times. By building a stronger relationship with auto dealers, they are more likely to refer buyers to Peak as an indirect lending partner, helping to grow the program.

As a result of combining outsourced lending services with Origence arc OS, loans are booked faster, and the credit union can begin forming relationships with new members much sooner. Peak's partnership with Origence shows how outsourcing can effectively support credit unions' lending programs.



"Credit unions should consider outsourcing some of the more technical aspects of their processes. This allows their teams to focus more on the dealer or member-facing aspects, putting more thought and care into those interactions. Plus, having a business continuity plan is priceless!"



Lyla Elliott, CUDE, CCM
Director of Consumer Loan Production
Peak Credit Union

Origence Lending Services: Impact at scale

- 413,000+ members served nationwide
- \$14+ billion in loans funded
- 160+ credit unions served

(Reference: Origence January 2024)

Outsourced services provided by Origence:

- Full-service loan processing and funding
- Flexible underwriting for direct or indirect lending
- Document organization and stacking
- Initial validation
- Adverse action and welcome letter
- Inbound and outbound dealer call support
- Full-service indirect vehicle leasing



About Peak

Peak has a long and rich history of giving back to the communities we serve. Since 1938, Peak Credit Union has remained true to its roots, creating innovative and flexible financial products and services that are focused on helping members chart their course to financial success. Today, Peak Credit Union counts more than 250,000 of your neighbors as members. In 2023, we merged with Northwest Community Credit Union. By bringing together two financially strong credit unions, we deliver unparalleled products and customer service to our 250,000+ members in Washington and Oregon.

 250,000

|  Washington, OR

Scale your lending on demand

From processing and underwriting to calls, documents, and letters, Origence Lending Services powers your lending operations on your terms. Gain the capacity, confidence, and speed to serve more members without adding staff.

About Origence

[Origence](#) provides lending technology solutions credit unions need to advance their total origination experience. We were established in 1994 as a credit union service organization (CUSO) and have helped thousands of credit unions process more than 97 million applications, including 8.6 million applications in 2024. Our solutions include indirect lending, loan and account origination, auto shopping, marketing automation, lending operations, and more. Learn more at origence.com and follow us on [Facebook](#), [LinkedIn](#), and [X](#).

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