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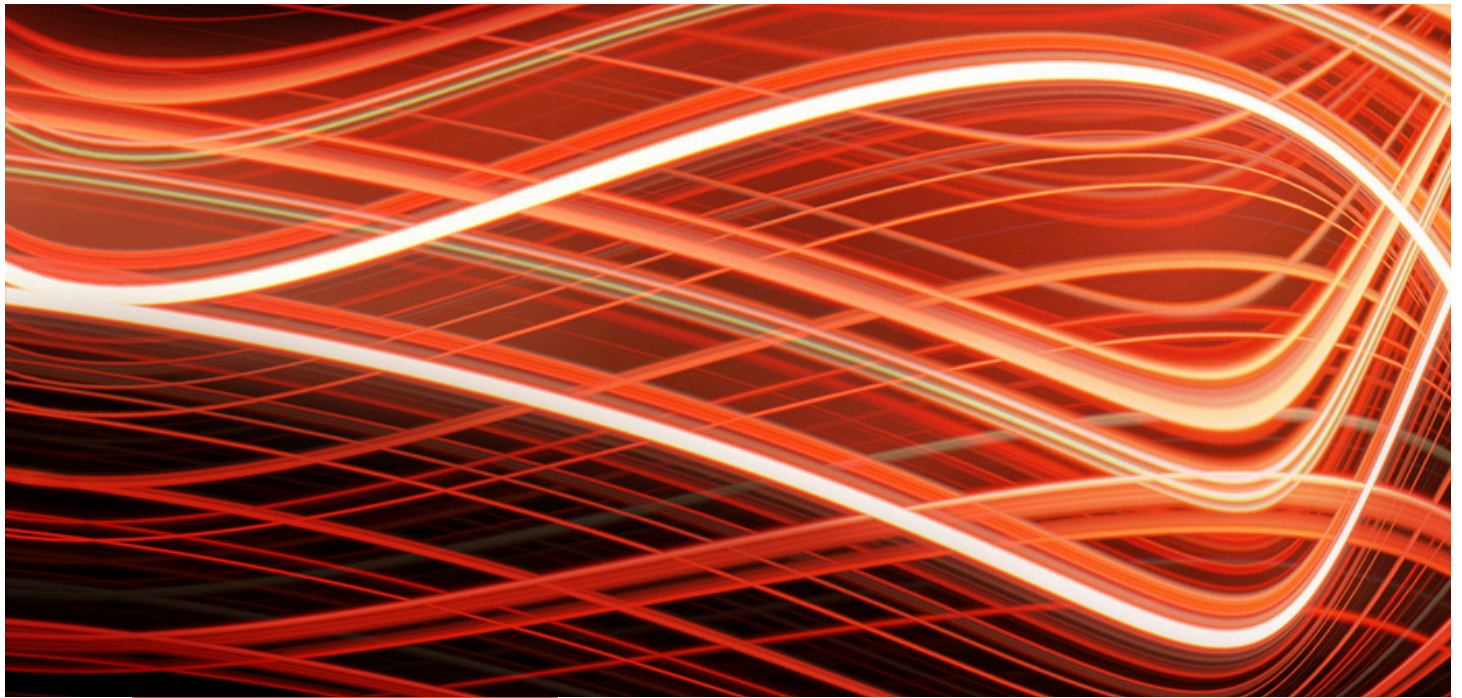
RE-WIRING THE LENDING LIFECYCLE WITH AGENTIC AI

**The potential for transformative
change**

**MOGOPLUS EXECUTIVE INSIGHTS REPORT
NOVEMBER 25**

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Executive Summary

The race is on for organisations to find new ways to increase operational efficiencies whilst maintaining customer engagement.

As the use of **advanced AI** continues to spread across all industries and sectors, clear strategic and operational benefits to the enterprise are now becoming clearer. The race is on for organisations to remain competitive and find new ways to increase operational efficiencies at the same time as lowering costs. The ability to provide meaningful personalisation and the need to improve customer engagement are becoming strategic differentiators.

The lending and credit product sector is no exception. Credit origination and customer assistance workflows have barely moved ahead for many years and now face a clear and present danger of being left behind in the new world of efficient data led solutions and lower operational cost bases.

Moving beyond general AI capabilities, vertical agentic AI provides an opportunity for credit providers to leap frog into this new paradigm. Agent based solutions that work autonomously and are trained on domain specific data sets and rules can minimise manual tasks and dramatically increase productivity.

This paper explores the current AI landscape and the emerging benefits of agentic solutions to the lending organisation. It also showcases **3 real life use cases** of how agent based workflows that are available today can enable a more productive, agile and customer centric organisation which is future proofed and ready for the new challenges ahead.

Agent based solutions can minimise manual credit assessment tasks and dramatically increase productivity.



Today's AI Landscape

AI has shifted from consumer centered applications to business focused solutions.

Although forms of **Artificial Intelligence** have arguably been with us for many decades, the explosive growth we have experienced in the last few years has seen AI quickly position itself front and centre in technology, social and economic circles. Fuelled by advancements in deep learning, large language models (LLM's), data availability and increased computing power, we have seen unprecedented acceleration in the development and use of AI since the release of ChatGPT in late 2022.

Organisations across all verticals are now adopting AI in many different business functions and departments. In a recent McKinsey report, 78% of organisations stated that they are now using AI in at least one business function, up from 55% in 2023 (1).

Enterprise AI usage has therefore crossed into the mainstream and this journey is still just beginning.

It's now widely acknowledged that AI is able to operate more efficiently than humans in a number of areas and we are now seeing the use of AI shift from consumer centered applications to business focused solutions. This movement is being led by the utilisation of AI agents.

AI Agents & The Rise of Reasoning

Essentially agents are software systems that can act autonomously to achieve a certain goal. They can replicate human led processes, learn from their interactions and importantly use reasoning to modify objectives or recommend decisions.

The first iteration of agents operate horizontally, providing **general purpose solutions** that can be applied to various industries. Examples include chat bots for customer service and coding and testing agents for software development. These are established and now maturing in their use and application.

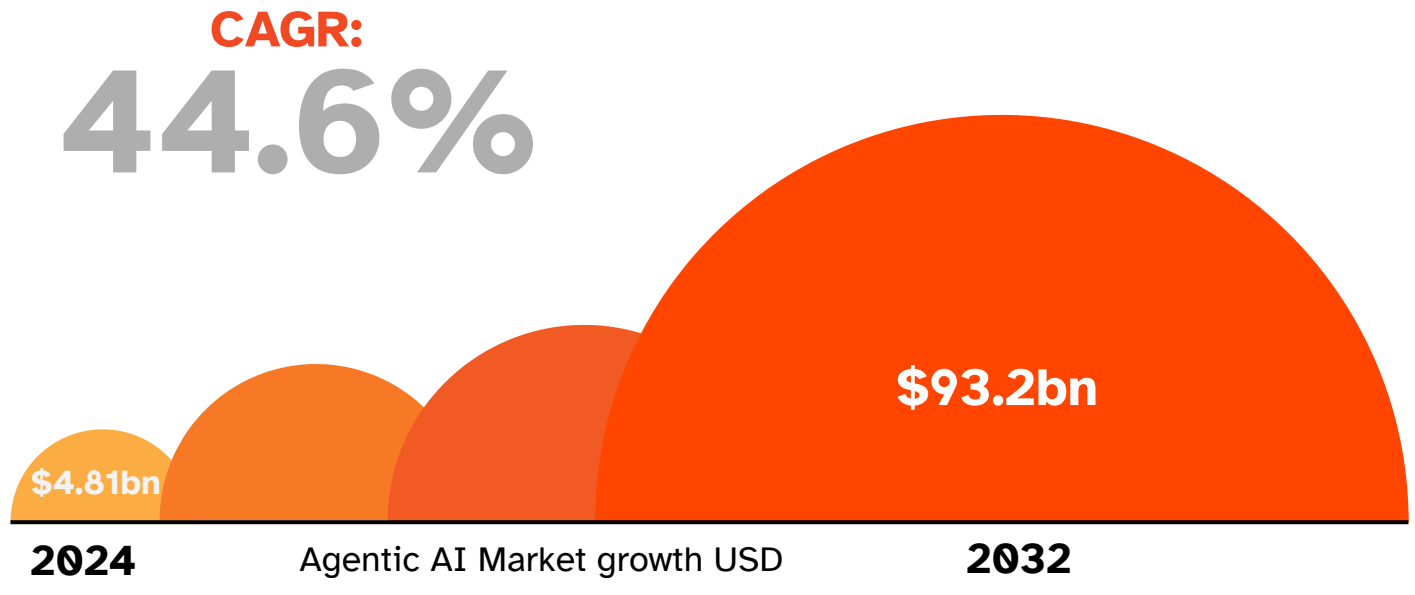
The latest wave of agents take this a step further and are known as **vertical agents**. Vertical agents are specialised and domain specific.

They provide tailored solutions to niche areas that are unique to an industry or organisation. A number of single agents can also be linked together to handle and improve complete end-to-end workflows in a single domain to form multi-agent systems.

Each agent can communicate with other agents within the workflow and contribute to a shared goal, enabling distributed problem solving, continual improvement and scalability.

In the lending and credit sector, this new multi-agent or Agentic approach is set to revolutionise the traditional loan origination, application processing and decisioning workflows.

Markets & Markets forecasts that the value of the Agentic AI market will grow from **USD\$4.81bn** in 2024 to **USD\$93.2bn** in 2032, with a **CAGR of 44.6%**.



Source: Markets & Markets (2)

Enterprise Benefits

How will agentic solutions transform businesses?

As the market moves beyond general AI solutions, Agentic AI is transforming how businesses design, manage and execute their operations, business processes and customer interactions. A new breed of more efficient, agile enterprises is emerging and experiencing benefits including the following:

Operational Efficiency:

By automating complex, repetitive or high volume tasks, manual input can be dramatically reduced and rates of human error lowered. Resources can then be realigned to more specialist, creative or exception based tasks.

Faster Execution and Task Completion:

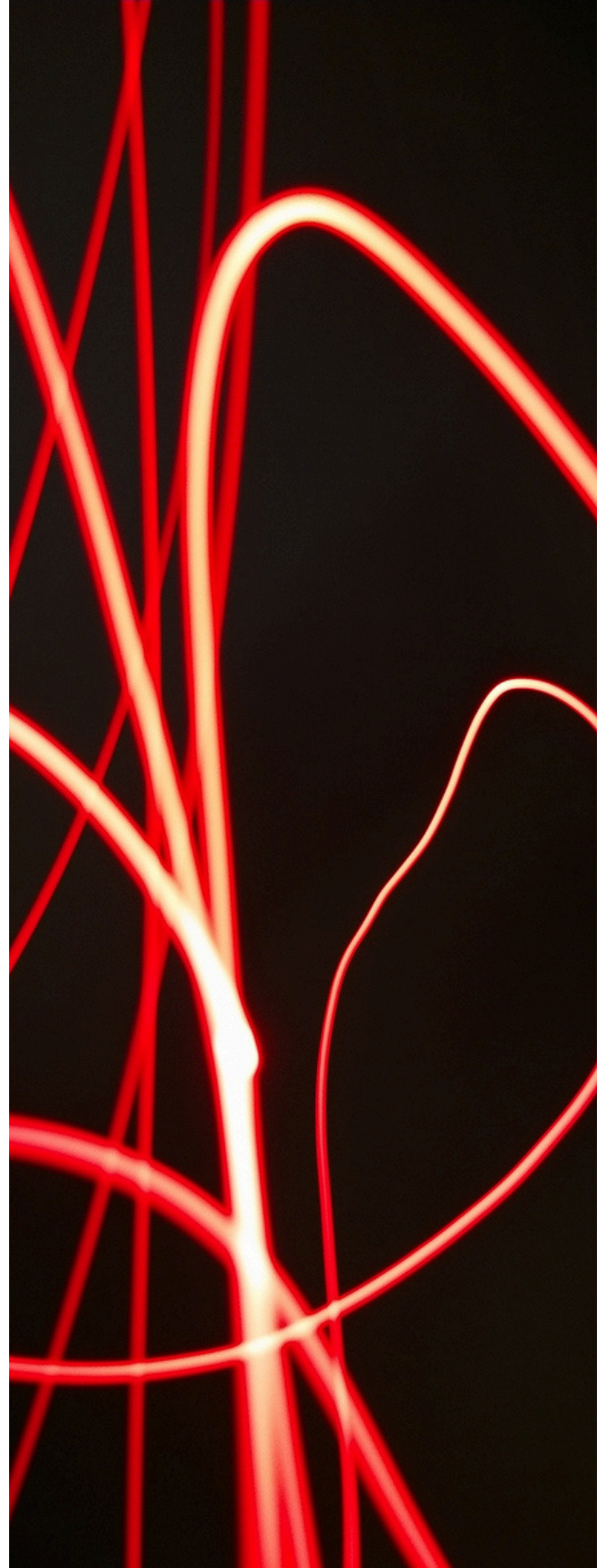
Once designed, tested and trained on the relevant data sets, multi-agent systems can operate at significant speed. Turnaround times and problem resolution can be improved at a fraction of previous costs.

Simple Integration:

Agents can easily utilise API connectivity to other enterprise systems and platforms, reducing the need for expensive and time consuming integration projects and lengthy change management programs.

Competitive Advantage:

Agentic AI solutions enable enterprises to provide best in class customer experience, faster and more efficient business processes and increased levels of personalisation all at lower cost of sale and operation. A new wave of competitive advantages and market differentiation can therefore be opened up.



Agentic AI is Reshaping Credit Decisioning

Loan origination processes, serviceability risk assessments and affordability predictions are traditionally **complex enterprise workflows** involving a significant amount of manual input and coordination. Credit underwriters and loan officers often require documentation such as pay slips, bank statements and proof of ID to enable a full picture of the borrower to be established before a lending decision can be made.

Typically, the more complex the loan, the more data points are required to be sourced and verified and the longer it takes to reach a decision. Multiple systems are involved from property valuation databases, income and expense datasets, liability records and credit scores.

Credit risk frameworks evolve slowly and people-based assessments remain as the rule rather than the exception.

Initiatives such as **open banking** have sought to improve these workflows but in a heavily regulated sector such as banking, the majority of lenders maintain a conservative and traditional approach to originating loans. Credit risk frameworks evolve slowly and people based assessments remain the rule rather than the exception.

A well trained **multi-agent process** can run many of the more mundane administrative tasks often still managed by human operators and credit teams. These can include the collection of multiple data sources and the verification of important information such as income and liabilities.

Alongside this, agents can also produce accurate predictions of future serviceability, measured against lender specific frameworks, further enriching the applicant's risk profile. **Fraud agents** can easily cross reference multiple data sources and detect unusual behaviours or potential AML activity.

The agentic flow will do the heavy lifting and present findings in a clear format. Where required, it can also make recommendations to the human for final decisioning.

As interest rates move and application volumes vary, agentic solutions can scale. Spikes in application numbers when customer acquisition drivers such as special offers are promoted or refinancing activity increases are managed without the need to sacrifice time to decision or increase headcount in operations or credit assessment teams.

Importantly, **vertical agentic solutions** do not have to operate in a black box. They can be designed with the highest levels of transparency built in and include **human-above-the-loop** involvement at any point of the workflow. Any application can be referred to human operators for confirmation, validation or escalation.

Final credit decisions can also remain in the hands of the human. The **agentic flow** will do the heavy lifting, present findings in a clear and easy to understand format. Where required, it can also make recommendations around final decisions for the human to agree with or not.

Compliance requirements and responsible lending frameworks can also be managed by an agent. Regulatory checks can be performed including against specific company policies and risk appetites. **Lending lifecycle agents** can be viewed as smart co-workers, managing time consuming and administrative based tasks. Utilising agents will also free up human resources to provide specialist solutions, work on edge case scenarios and dedicate more time to customer service and personalisation.

Lending lifecycle agents can be viewed as smart coworkers, freeing up human resources to provide specialist solutions.

The adoption of a **multi-agent architecture** can also provide the lender with an opportunity to take a modular approach to the use of AI. Specific agent managed tasks within the workflow can be trialled initially, value and risk can then be measured before further agents are added as confidence increases. Flexibility is the key.

If planned and managed correctly, Agentic solutions are set to make a significant impact to the credit decisioning sector. Shifting from a manual, sometimes subjective and time consuming process into a more accurate, efficient and data first workflow will benefit both the lenders as well as their customers.



Use Cases

Examples of Agentic AI in the Lending Lifecycle

The following pages outline 3 separate use cases across the complete **lending lifecycle** where vertical agentic AI solutions can be deployed today. Each solves for a different use case, but benefits from a blend of automation, intelligent reasoning and human oversight.

Use Case 1



**Income
Verification**

Use Case 2



**Home Loan
Affordability**

Use Case 3



**Vulnerability, Hardship
& Collections**

Use Case 1

Income Verification

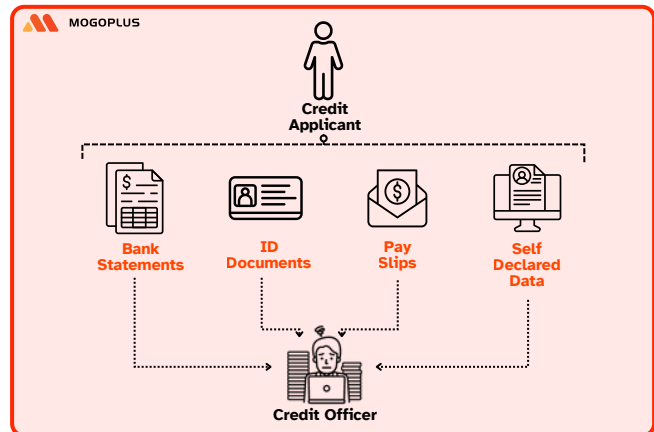
Income verification often forms the cornerstone of loan serviceability calculations for unsecured lending products such as personal loans, vehicle finance, credit cards and buy now pay later (BNPL) offerings. Traditional processes often rely on paper-based evidence and manual assessments by credit and operations teams.

Traditional Workflow:

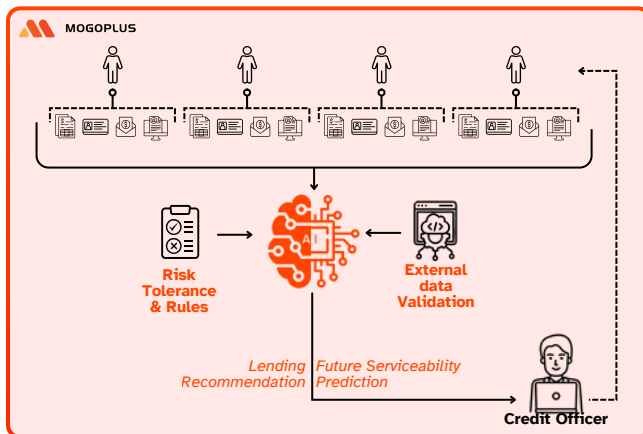
Lenders often rely on the collection of bank statements, identification documents, pay slips and self-declared data from the applicant. Paper-based submissions are typically manually reviewed by underwriters or credit teams, a process prone to delays, errors, and fraud.

Many lenders are only able to decision on traditional PAYG income streams and must ignore applicants with multiple salary streams like gig economy workers. This creates and underserved part of the market who revert to sub prime based lenders

Income Verification: Traditional Workflow



Income Verification: Agentic Workflow



Agentic Solution:

An AI agent for Income Verification can handle multiple applications all at once. The agent will autonomously extract a range of income data from multiple sources including auto requesting communication and cross-referencing data sources for anomaly detection.

Using the specific credit rules and risk tolerances of the lender, which it has been trained on, the agentic flow will make lending recommendations for final sign off and calculate future serviceability risk using predictive analytics. Faster decision times, lower cost of origination and higher output are all achieved.

Benefits of utilising an Agentic workflow:

Automation of manual tasks;

The collection and validation of data from external sources can be handled autonomously by the agent including Pre-defined reasoning based on lender specific credit frameworks.

Reducing risk;

Agentic income verification can provide much quicker decision recommendations at significantly lower cost points. More loans can be written to previously unserviceable customers.

Scalable;

Fraud detection and risk tolerances can be managed by the agent workflow including the identification of hidden patterns and future affordability measures.

Use Case 2

Home Loan Affordability

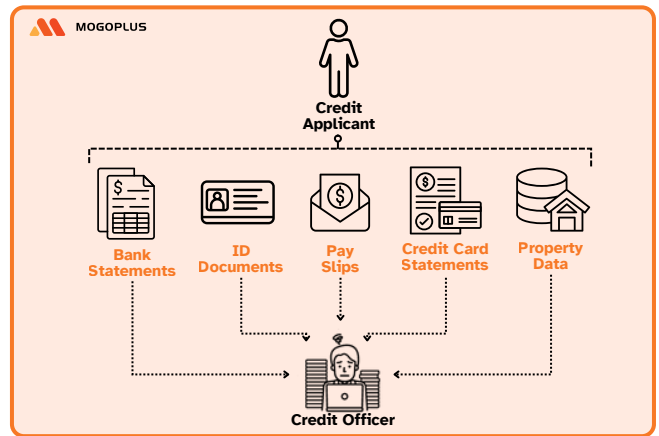
Home loans are often the most complicated consumer credit product to originate. A variety of data sources are required, direct and 3rd party channels are utilised and stricter risk and compliance guidelines must be followed. Competition is fierce in the home lending sector and cost of origination, speed to decision and customer experience are all contributing factors to lender profitability.

Traditional Workflow:

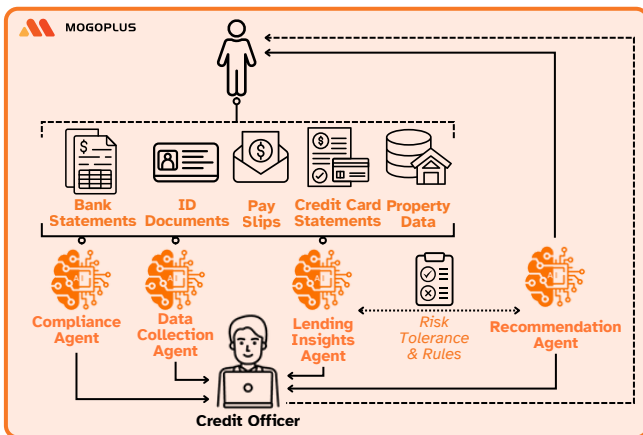
Collecting and assessing a variety of data sets is often a resource heavy process with multiple external parties involved. Whilst some orchestration is utilised there are often numerous validation processes and manual assessments undertaken including significant customer requests either directly from the lender or via a 3rd party broker.

This leads to decision timeframes of 3-12 working days on average for standard applications and longer for more complex cases. The efficiency of application assessment is directly related to the capacity and size of the credit team.

Home Loan Affordability: Traditional Workflow



Income Verification: Agentic Workflow



Agentic Solution:

A combination of Data Collection Agents, Lending Insight Agents, Compliance Agents and Recommendation Agents, all working alongside the human credit assessment team can dramatically improve traditional workflows. This modular multi-agent architecture can be used as a complete end-to-end flow or in combinations of different components.

All Agents can be 'trained' with lender specific risk tolerances and rules to utilise reasoning and cognitive input. Affordability and serviceability results are calculated instantly saving significant time, cost and resource. Agentic flows improve the efficiency and output of the credit teams whilst always meeting compliance and regulatory requirements.

Benefits of utilising an Agentic workflow:

Intelligent processing;

Document retrieval and assessment can be automated including proactive information request to the applicant(s). Agents can also manage fraud, KYC and AML checks.

Dynamic risk scoring and predictions;

With the ability to analyse vast amounts of data, highly accurate risk scores can be generated alongside predictive serviceability forecasts.

Personalisation;

Risk-based pricing and personal product matching are within scope.

Instant recommendations;

A recommendation agent presents the combined output for final human sign off or further escalation.

Use Case 3

Vulnerability, Hardship & Collections

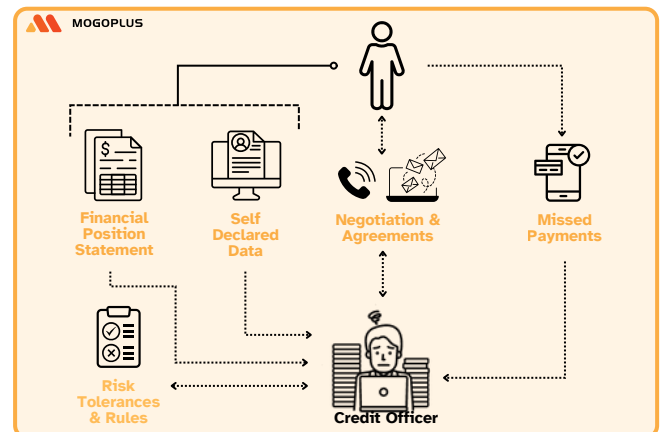
On-going loan serviceability assessments are typically not undertaken by a lender. The first time the lender discovers if there are any repayment difficulties is often when the customer makes a hardship application or stops paying on time. Agentic workflows can predict vulnerability before it happens and then efficiently manage the end-to-end hardship, assistance and collections workflows.

Traditional Workflow:

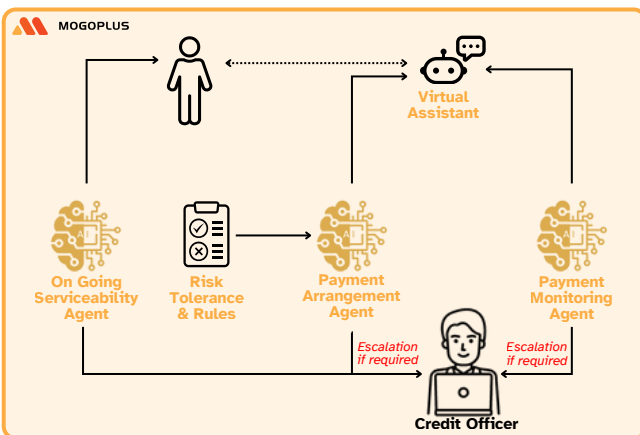
Changing circumstances of the borrower are difficult to measure and little or no effort is placed on continuous credit monitoring. Hardship applications usually involve requests for self-declared data to create a statement of financial position followed by slow, manual assessments of ability to pay.

Negotiation of payment terms are usually conducted by operations teams with significant manual input. Customer Assist workflows are costly, cumbersome and typically not prioritised by the lender. Upon investigation, Regulators have criticised lenders for low levels of customer experience, slow decision times and poor communication.

Vulnerability & Hardship: Existing Workflow



Vulnerability & Hardship: Agentic Workflow



Agentic Solution:

Post origination agents can monitor creditworthiness via on-going transaction analysis. If vulnerability indicators are met, the agent can raise this to the operations team for preventative action to be taken before hardship occurs.

Agents can also manage all aspects of the hardship and collections process from risk profiling, payment negotiation, ongoing customer communication and case completion. Using reasoning and cognitive abilities, agents can adapt to the conversational sentiment and specific situation of each customer enabling a highly personalised solution. Sensitive cases or ongoing default can be escalated to a human-in-the-loop team at any time.

Benefits of utilising an Agentic workflow:

Prevention better than cure;

Pro-active monitoring can prevent slippage into hardship, reducing lender costs and providing higher levels of customer engagement.

Personalisation;

Every customer's individual circumstances can be accounted for, and personalised solutions can be provided quickly and within the risk tolerances of the lender.

Compliance;

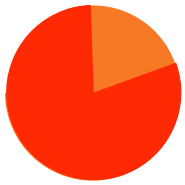
Lenders can ensure they are meeting their regulatory requirements at all times with configurable human involvement at any stage of the process.

Agentic Early Adopters ROIs already reported:

Some credit providers have already adopted vertical agentic solutions into various parts of their lending lifecycle workflows.

Initial results are promising and support the position that agents can help raise levels of efficiency, reduce manual workloads and improve customer experiences.

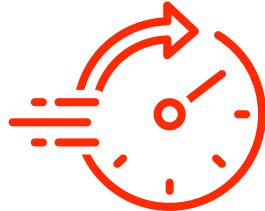
80%



Reduction in loan processing costs

Source: Multimodal (3)

20x



Faster application approval timing

Source: Multimodal (3)

20-60%



Credit analysis productivity gains

Source: McKinsey & Company (4)

40%



Reduction in FTE costs

Source: Multimodal (3)

20%



Reduction in bad debts

Source: High Radius (5)

30%



faster decision making.

Source: McKinsey & Company (4)

The Beginning of Something Great

Where to start?

Agentic AI represents an evolutionary leap in how lending operations can be planned, managed and executed. Customer decisioning involves complex business processes with important regulatory guardrails and legacy systems. Integrating agentic solutions into this environment is not an easy task.

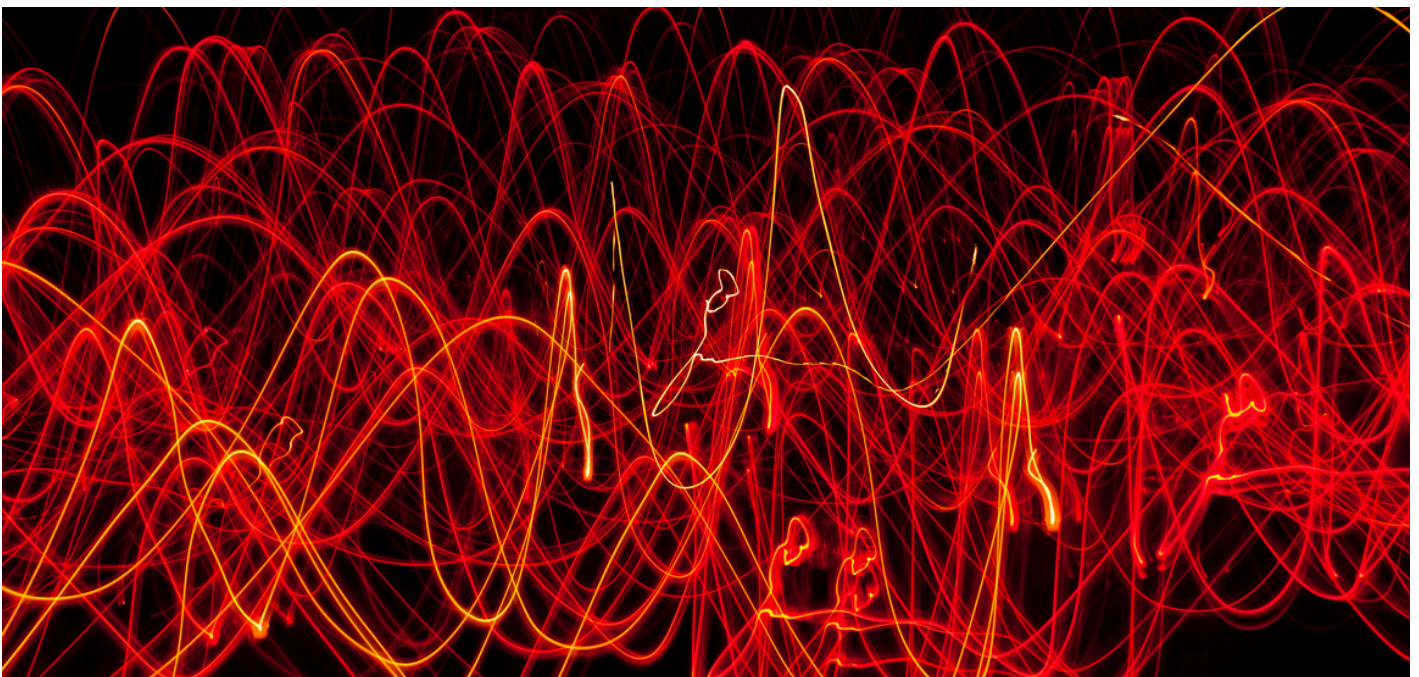
The key to fast tracking AI into the DNA of the organisation is to start with the entire workflow in mind but then break this down to each component. Ensure value and ROI can be measured at each stage and be prepared to take a highly agile and flexible approach. Running proof of value exercises is not straightforward and requires a **build, test and optimise** approach to ensure success. Vendors who can provide a non-production lab environment which can replicate and mimic live workflows provide the quickest and easiest path to launch.

Utilising a non-production lab environment which can mimic live workflows provides the quickest and easiest path to launch.

These Centres Of Excellence should include the ability to experiment with a range of scenarios and data sources and utilise task specific agents either in isolation or joined together in an end-to-end workflow.

Agent based solutions minimise manual credit assessment tasks and dramatically increase productivity.

Credit origination and lending lifecycle workflows can then be broken down into manageable chunks and agentic solutions can be trialled and tested in a modular fashion. The lowest hanging fruit where the biggest impact can be made may be in areas such as vulnerability prediction where there are traditionally few if any resources allocated or proactive manual processes currently in place. Simple API connectivity to a specialised but configurable agent solution can then be tested with relative ease. ROI can also be easily measured.



Conclusion

The next frontier of enterprise value.

When interviewed by the The MIT Technology Review, Sam Altman, the CEO of Open AI said

Agents are poised to be “AI’s killer function” and agentic technology has the ability to be “a super competent colleague”⁽⁶⁾

Some of the most complex workflows and business processes for any lending organisation are loan origination, credit decisioning and loan lifecycle management. The variety of data sources needed, risk based assessments required and regulatory frameworks that must be adhered to are intricate, time consuming and costly. Much of the work involved however is based on pre-defined tolerances, credit ‘rules’ and manual administrative based activities.

Lenders have always sought ways to improve their credit assessment and customer assist processes. The introduction of credit bureau checks, origination platforms, comprehensive credit reporting and open banking are all examples of this. The use of **Vertical Agentic Solutions** should be viewed in the same light.

Vertical AI agent ‘colleagues’ that operate alongside existing teams and are specialists in their field provide the opportunity to change the lending lifecycle like never before.

Just like any new colleague, AI Agents will need to be trained and **‘inducted’** into the specific processes and risk appetites of the enterprise. Once this is achieved however, the multi-agent workforce can operate 24/7, use reasoning based approaches and pre-defined risk tolerances to fast track applications, identify fraudulent behaviour and foresee future issues.

Cost of loan origination, speed to decision and bad debt provisions can all be dramatically improved. Credit providers can in turn establish new levels of customer experience, personalisation and engagement, unlocking new business models and accelerating productivity.

By re-wiring the credit process, Agentic AI presents the next wave of competitive advantage together with the ability to maximise ROI whilst always managing risk, regulation and compliance.

The transformational possibilities that explainable and responsible agentic solutions provide are set to redefine the lending landscape like never before.

This change is already underway and the credit providers who are now shifting from AI strategy to execution will see the biggest wins in the shortest timeframes. Those that lag will be left behind.

Agentic AI presents the next wave of competitive advantage; maximising ROI while managing risk, regulation and compliance



About MOGOPLUS.ai

MOGOPLUS.ai is a financial technology company specialising in agentic AI and data-driven insight solutions for the banking and lending sector. Existing customers include Tier 1 Banks in Australia and the Middle East, Customer Owned Mutuals, Credit Unions and a raft of Digital Lending Platforms and Non-Bank Lenders. Headquartered in Sydney, MOGOPLUS.ai empowers financial institutions with advanced tools that transform raw customer data into actionable intelligent insights.

We deliver accurate income classification, real-time affordability insights, and explainable decision-support analytics. These capabilities help lenders automate large parts of the credit assessment process while maintaining compliance, transparency, and human oversight.

Driven by a mission to build trust in data and fairness in financial decisions, MOGOPLUS.ai is at the forefront of the shift toward vertical, outcome-focused AI in financial services.

Interested to learn more? Reach out at info@mogoplus.com

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