

# Loan agency software

A BUYER'S GUIDE FOR MODERN CREDIT  
MARKETS





KYC



# About Us.

We know you. We've lived the pain. LedgerComm is built by loan closers with a deep understanding of the everyday pain points of loan settlement & admin. We built LedgerComm to provide a better loan market infrastructure for you. One that connects you to your clients and their data better but makes your day to day easier.

You deserve better operating systems to run your business day-to-day. As an agent, salesperson, or trader, you want to pull up the latest information on a loan and know it's accurate. You want a great looking interface that makes your life easier.

As an agent, you need an operating system that automates all your covenant monitoring, loan notices and fee calculations, freeing up more time for your customers. You need to harness the power of AI to simplify your workflow and speed up delivery times to clients.

# How to Choose a Loan Agency System: A Buyer's Guide for Modern Credit Markets

In today's rapidly evolving credit markets, the role of the loan agent has become more complex than ever. With growing demands from lenders and borrowers alike, legacy systems no longer cut it.

Whether you're a commercial bank, fund administrator, or private credit fund, choosing the right loan agency system is critical for operational efficiency, compliance, and client service.

At LedgerComm, we make the world's most advanced loan agency technology. The loan agency platform for those who refuse to compromise.

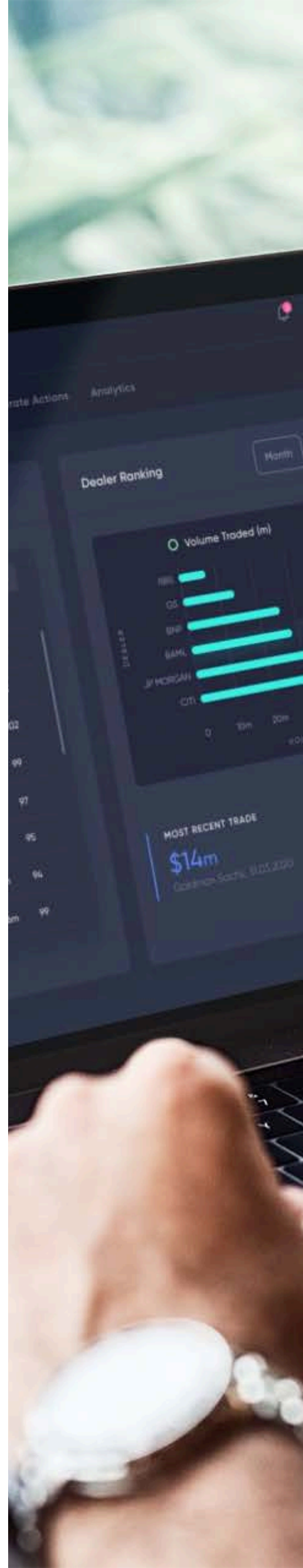
So if you are just starting out in loan agency or looking to scale into the next GLAS, here's how to choose the platform that's right for you.

# 1. Define Your Needs Based on Your Role in the Market

Not all loan agents have the same needs. Even who the agent is has become a blurred line. Sometimes the lender is the agent, leading to another level of sophisticated access requirements.

Start by assessing:

- ✓ Are you an administrative agent, a sub agent, a collateral agent, or a facility agent?
- ✓ Are you a credit fund who needs to play the role of lender and agent?
- ✓ Do you service bilateral loans, syndicated loans, or NAV loans?
- ✓ How sophisticated and data hungry are your borrowers/lenders?
- ✓ Do you need your loan agency software to link to data rooms & settlement systems?



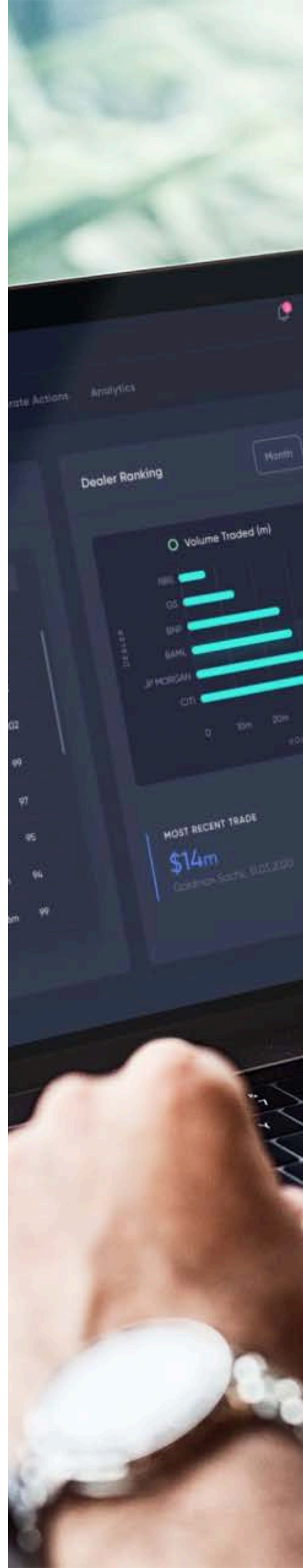


## 2. Can your agency system scale with your ambitions?

How much horsepower does your agency software give your firm? Do you want to start winning bigger agency mandates?

The holy grail of loan agency is running syndications with 100's of lenders. This does come with a significant KYC and onboarding burden. Some agents don't even pitch for big deals for fear of not being able to handle the volume of admin.

- How future proof is your tech?
- Does it allow you to run large syndicated deals with a small team?
- Does it differentiate your firm from other agents?
- Can you scale your offering without having to add significant headcount?
- Does the platform offer STP trade processing? (low touch is better for big deals)

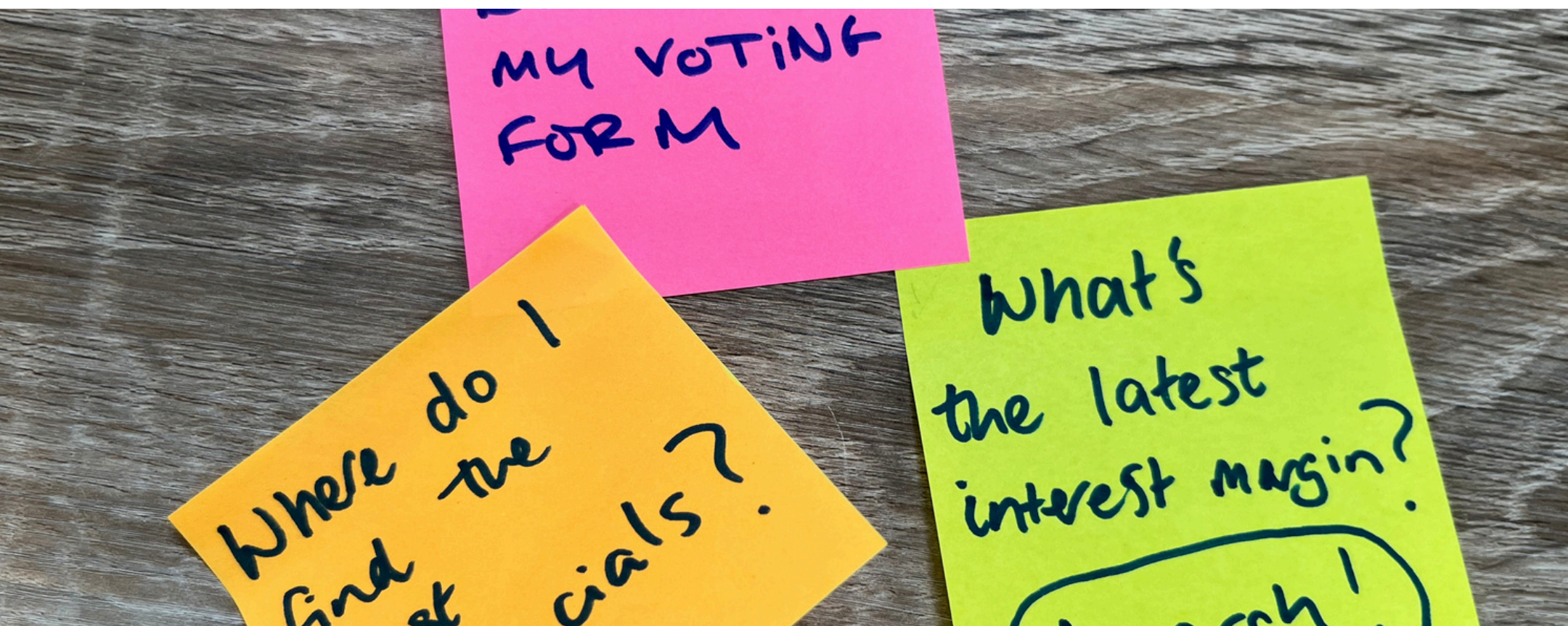


# 3. Demand lenders & borrowers portals

Don't be a bottleneck when borrowers and lenders need data quickly.

Choose a system that allows lenders, borrowers and PE sponsors to login and get what they need when they want it. It will save you time and avoid boring repetitive jobs for your team.

- Does the system have a lender portal? (who wants to call for interest notices)
- Can lenders upload new SSI's on each fund profile?
- Can borrowers load up covenants & key documents directly?
- Can borrowers access lender lists, previous coupon payments and KYC records?
- The more data lenders & borrowers input the less risk for the agent



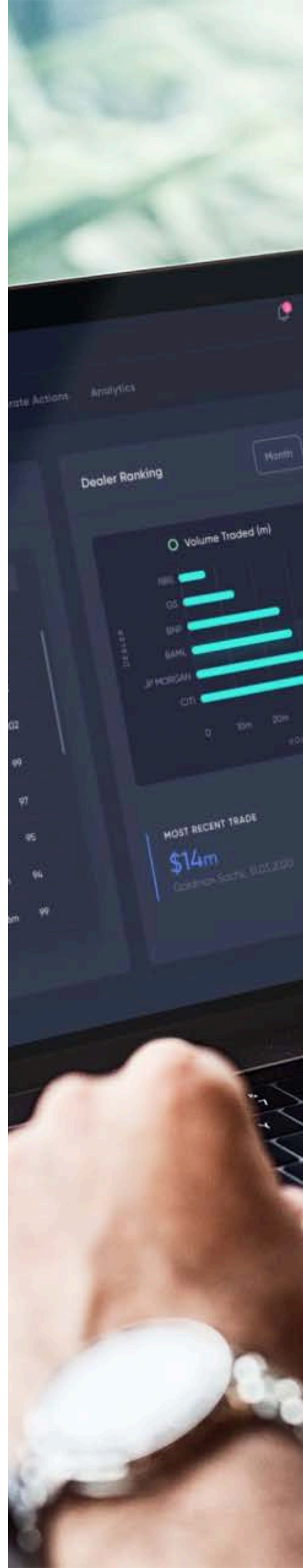


# 4. Prioritize End-to-End Workflow Coverage

A modern loan agency system should do more than just track payments. Look for platforms that integrate:

- Origination and onboarding workflows (including KYC)
- KYC document trackers & reminders (Tax ID's UBO & PSC refresh capabilities)
- Transaction lifecycle management (interest rate resets, notices, fees)
- Loan trading and settlement integration (assignment agreements, lender consents)
- Document repository- data rooms for all loan documents
- Cash management and reconciliation
- Audit trails and reporting for regulators and investors

Fragmented tools increase risk. Look for systems that offer an integrated approach.



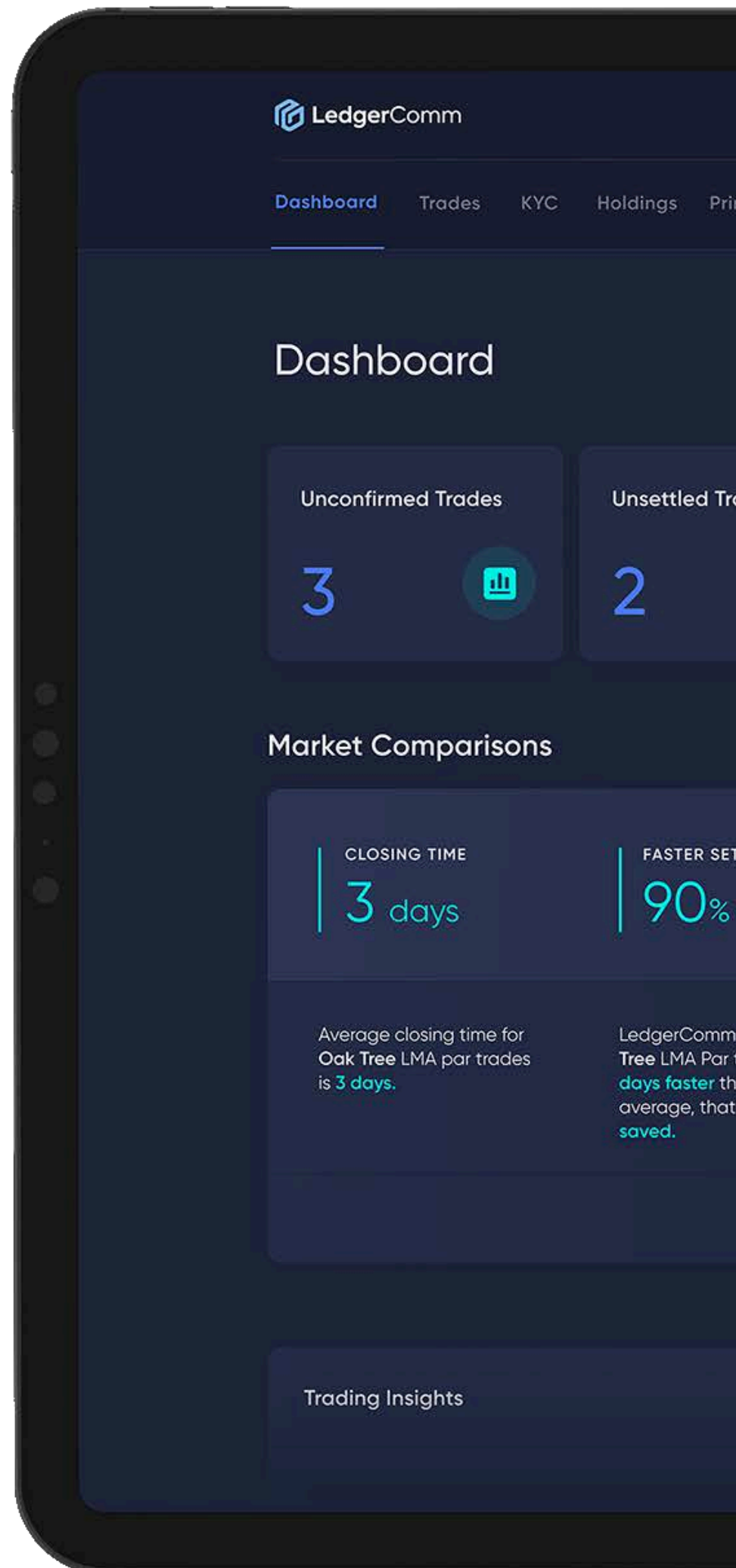
# 5. User experience - apps shouldn't look like its 2003

Legacy loan platforms often look like terrible and are clunky to use.

This system is what your team is going to be using all day every day.

A modern system should offer:

1. An intuitive interface for both junior and senior users
2. Minimal training requirement to get started (Great UX is the backbone of any good tech)
3. Clear workflows and dashboards tailored to each user role





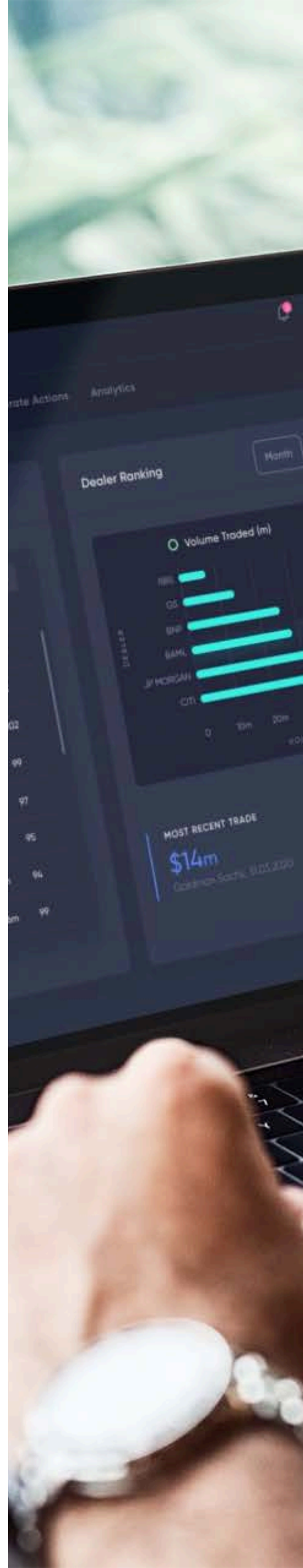
# 6. Ensure Flexibility for Complex Deal Structures

Today's deals involve bespoke waterfalls, multi-currency tranches, toggles, PIK interest, and complex amendment processes.

Your system must handle:

- Custom payment waterfalls
- Automatic accrual of default interest
- Partial interest payment reconciliation
- Transfer restrictions (e.g. distressed investor blocks)
- Delayed fee structures or complex RCF triggers ?
- Dynamic permissioned lenders capabilities

Ask vendors how their platform supports real-world edge cases—not just LSTA or LMA templates.



# 7. Permissioned lender lists

Sponsors have Permissioned lender lists for a reason; they are not going away. Getting a permissioned lender wrong can be a big risk for an agent.

Can the system manage lists dynamically?

- Lender access to Permissioned lender lists
- Can sponsors adjust lists themselves?
- Can you adjust lender lists when you want ?
- Digital audit trails will derisk admins
- How are you, the agent, derisked by technology? (allowing Sponsor to control lists directly)
- Can the system accurately differentiate a distressed fund & CLO under the same manager?

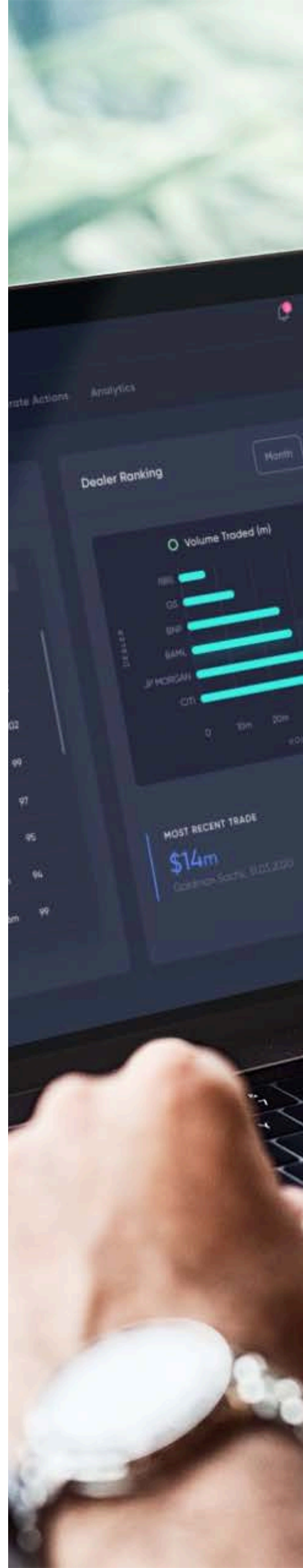
CHECK LIST

<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
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# 8. Evaluate Automation and Exception Management

Manual processes are error-prone and expensive. Ask vendors:

- What processes are automated (e.g., rate setting, accruals, notices, KYC tracking)?
- How does the system flag exceptions or manual interventions?
- Can rules be configured for delegation or auto-approvals?
- Can you set bespoke criteria for covenant monitoring?
- Are borrowers prevented from executing unauthorised drawdowns?
- The best systems reduce noise and surface only what requires human input.





# 9. Client onboarding & KYC

KYC and accurate record keeping are essentials in loan agency. Noone wants to be a blocker for loan settlement but too often KYC is the hold up.

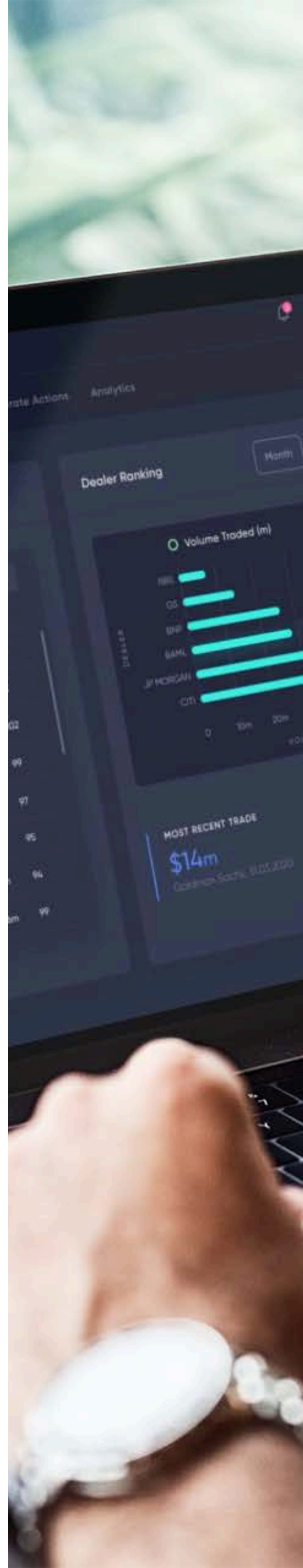
A modern loan agency system should have a KYC system for agents, lenders and borrowers and allow information sharing across the platform.

Relying on emails is unsafe and outdated.

The screenshot displays the LedgerComm 'Firm Onboarding' interface. The top navigation bar includes the LedgerComm logo and a user profile for Peter Johnson (Oak Tree Management). The main content area is titled 'Structure & Ownership' and is labeled 'Step 2 of 5'. A progress bar on the left indicates 'Steps Completed' with a value of 1/5. The onboarding steps are listed as follows: 1. Business Profile (completed), 2. Structure & Ownership (current step), 3. People, 4. Legal Entities, and 5. Funds. The 'Structure & Ownership' section includes a 'Save and Continue Later' button and a note: 'People with significant control (PSC) and Ultimate Beneficial Owners (UBO) having an equity ownership of 25% or more.' Below this, there are three main sections: 'Signatory List\*' (with a prompt to provide a list in PDF format and a file upload area with a 'Browse' button), 'Structure Chart\*', and 'UBO Report (Ultimate Beneficial Ownership)\*'. The interface is dark-themed with blue and green accents.

# 10. Check Compliance and Security Standards

- Given your role as a fiduciary, your platform must meet the highest standards. Verify:
- ISO 27001, SOC 2, or equivalent certifications
- Full audit logs and change tracking
- Compliance with data protection laws (e.g., GDPR, CCPA)
- Support for user-level access controls and document permissions



# 11. Amendments and restructurings

Amending a large deal with 100's of lenders can be an all-consuming effort.

Integration of settlement platforms and digital voting tools will mean you can run large restructurings without having to add significant headcount.

- Does it support digital voting?
- Can you set voting thresholds or define excluded lenders? (Sponsor affiliate, defaulting lenders etc?)
- Can the voting tool feed directly into a new up or downsized facility?
- What's the vendor's roadmap for future product expansion?

The more integrated the system the less work it will be for you and your team to service high profile clients in periods of stress.

## Corporate action

### VOTING RESULTS



66.67%

YES



33.33%

NO



0%

SNOOZED

51%

THRESHOLD

Activated ⓘ

SNOOZE YOU LOOSE



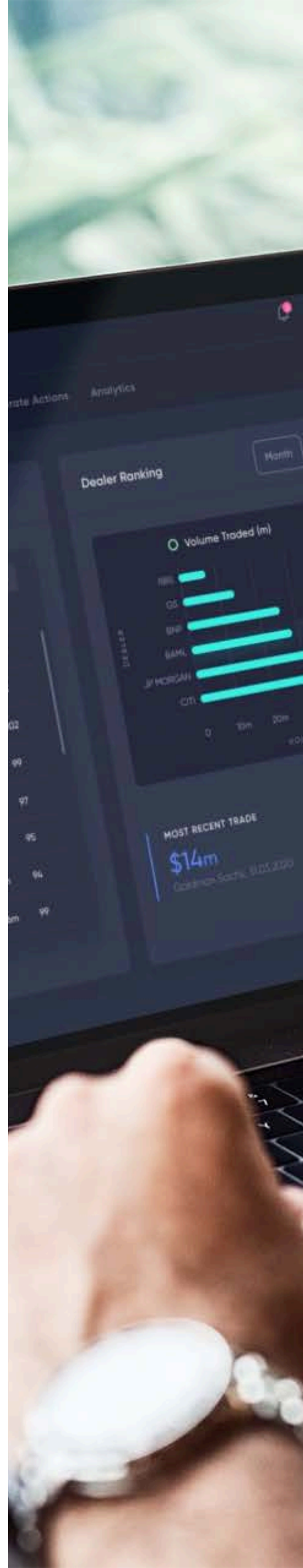
# 12. Understand Onboarding and Support Requirements

IT transformation can be expensive. AI is bringing that barrier down. The biggest obstacle to value for a firm when adopting new tech is poor onboarding.

Ask:

- What's the typical time-to-value?
- Can the system ingest existing deals and documents efficiently (AI tools help)?
- Does the vendor provide white-glove support or just tech documentation?

The goal is not just software—it's transformation.

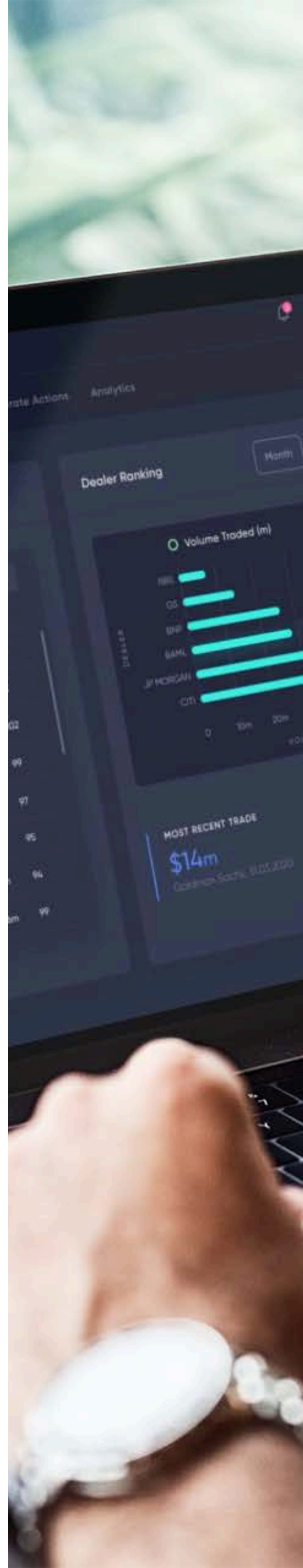


# 13. Request a Demo Using Your Actual Data

Generic demos are easy.

A serious vendor should:

- Run a sandbox trial using anonymized versions of your real deals
- Demonstrate a complete deal lifecycle—from issuance to transfer to exit
- Show how exceptions and errors are handled in practice



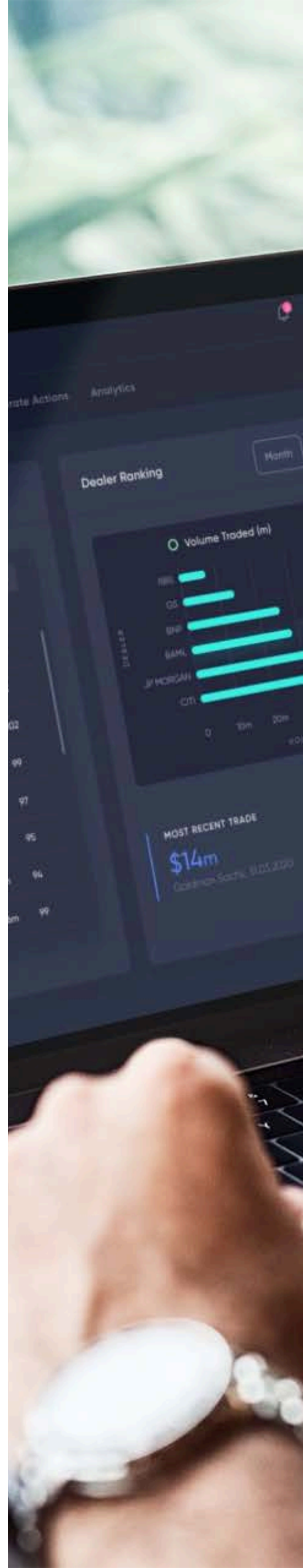
# 14. Price Based on Value, Not Just Features

Sticker prices alone can be misleading.

Consider:

- How many products are you getting in 1 system?
- Total cost of ownership over 3-5 years
- Admin headcount savings via automation
- Reduced error and compliance risk
- Improved client experience and reputation
- Does the vendor offer a starter pack for younger firms?

Many vendors offer tiered pricing—ask for modular options that align with your current needs and scale later.





# Conclusion

**Loan admin is your business. Speed, cost and data accuracy are the bedrock of your service offering.**

Choosing a loan agency system is more than a software decision—it's a strategic one that will cost a lot of money and last you a long time. Get it right and you will have a thriving business for years to come.

A well-implemented platform can transform your operations, reduce liability, and give you a competitive edge in a crowded market.

Automation can keep your operating margins high and reduce key man risk.

Take the time to define your requirements, test the system's depth, and ensure your provider is a true long-term partner with a clear roadmap of how they are going to deliver value to you and your client base.

