



CASE STUDY

COOP Bank: Strengthening Creditworthi- ness Assessments Through Efficiency and Transparency

"Our primary reason for choosing Monthio was to ensure we could meet the guidelines for creditworthiness assessments and the strengthened documentation demands."

Niels Kildedal

Credit Director, COOP Bank

THE CHALLENGE

COOP Bank needed a faster and more reliable way to meet the Danish FSA's strengthened requirements for documenting customer budgets. Manual processes made it difficult to act quickly while maintaining accuracy and compliance.

THE SOLUTION

Monthio gives COOP Bank a structured and efficient way to obtain confirmed budgets from customers. The solution automatically gathers documentation of expenses, while

PSD2 data provides additional signals that sharpen the bank's assessments. Instead of relying on manual inputs, case handlers now see a clear, consolidated picture of each customer's financial situation.

COOP Bank also benefits from Monthio's flexibility. The bank can set up different flows and configurations that reflect its own products and credit policy, which helps the team work in a more consistent and scalable way.

A MORE EFFICIENT CREDIT PROCESS

Since adopting Monthio, COOP Bank has experienced noticeable improvements across daily processes. Customers now receive faster responses to their loan applications, and internal workflows are more streamlined. The overall assessment quality has also improved because decisions are based on clearer and more consistent data.

"We work more efficiently and can give faster answers, which improves the customer experience."

The solution has become a natural part of the team's work. It supports both compliance and service, while reducing the time that employees spend on manual tasks.

A SIMPLE SETUP BACKED BY STRONG SUPPORT

The technical implementation required minimal effort. Most of the time was spent on training employees to interpret budget data, and Monthio provided support throughout the process.

COOP Bank describes the collaboration as innovative, responsive, and focused on adapting the solution to the bank's needs.

"There would be an outcry if we removed Monthio and went back to manual work."



Niels Kildedal
Credit Director
COOP Bank

"Monthio has become an important part of our credit process. It ensures that we meet the strengthened documentation requirements, while giving us faster and more precise insights into the customer's financial situation. Our employees rely on it in their daily work, and it has made our assessments both more efficient and more transparent."



ABOUT COOP BANK

COOP Bank aims to be both fully digital and fully human. Everyday banking should be simple and flexible, while personal advice should provide clarity and peace of mind during major financial decisions. Monthio helps support this approach by combining efficient digital workflows with stronger, data-driven insights.

2013

COOP Bank founded, rooted in the cooperative movement

Consumer finance

Digital banking

80,000

Customers

monthio

Phone +45 60 82 88 18

E-mail info@monthio.com

Website monthio.com

Want to know what we can do for you?
Contact us at info@monthio.com