

DS NEWS Presents
**BEST IN
SERVICING
TOOLS GUIDE**

Success in today's mortgage industry requires both the best tools and the best tech. Inside the pages of this guide, you'll find details on the companies aiding mortgage servicers to streamline processes, maximize efficiency, and achieve the next level of servicing success.

Turn the page to find out more about these industry partners who are focused on providing the latest evolution of quality, efficiency, and innovation.



Black Knight

CORPORATE DETAILS: 601 Riverside Ave., Jacksonville, FL 32204 | 904.854.5100 | AskBlackKnight@BKFS.com | BlackKnightInc.com



KEY PERSONNEL

Anthony Jabbour | CEO, Black Knight

Joe Nackashi | President, Black Knight and President, Black Knight Servicing Technologies

Shelley Leonard | Chief Product and Digital Officer, Black Knight

COMPANY DESCRIPTION

Black Knight, Inc. (NYSE:BKI) is an award-winning software, data, and analytics leader that drives innovation in the mortgage lending, servicing, and real estate industries, as well as the capital and secondary markets. Businesses leverage the company's robust, integrated solutions across the entire homeownership life cycle to help grow and retain customers, mitigate risk, reduce costs, and operate more efficiently.

BUSINESS LINES, SERVICES, AND PRODUCTS

Black Knight offers a comprehensive suite of servicing solutions, including the MSP® loan servicing system. The MSP platform automates all areas of servicing, and includes setup and maintenance, customer service, cashiering, escrow administration, investor accounting, and default management. MSP's unique, broad-based functionality can support a wide range of loan products, including home

equity loans and lines of credit. Using a single, integrated servicing system for both mortgages and home equity products can significantly increase operational efficiencies and reduce the cost of supporting separate systems.

Additionally, Black Knight offers a comprehensive loss mitigation solution that is tightly integrated with the MSP system and provides robust automation and end-to-end functionality to help servicers significantly streamline loan modification processes, simplify decisioning, and reduce risk. To support increased forbearance volume as a result of COVID-19, Black Knight enhanced its Loss MitigationSM solution with an accelerated implementation timeline and preconfigured capabilities specifically designed to support the servicing challenges presented by the pandemic.

Servicers gain another powerful advantage with Black Knight's Servicing DigitalSM solution, which gives mortgage customers the ability to make loan payments and access fast, around-the-clock information from a mobile device. Integrated with MSP, the Servicing Digital solution offers detailed, timely, and highly personalized loan details and provides what-if simulators and tools to show how wealth can be built from real estate assets. A servicer's customers receive useful information specific to their mortgage, property, and local housing market through servicing data from the MSP system, as well as Black Knight's industry-leading property records database, advanced analytics, and automated valuation models.

Another way Black Knight's MSP servicing system helps servicers differentiate themselves is through the Customer ServiceSM solution. This innovative servicing capability, fully integrated with MSP, aids customer service representatives in providing proactive, personalized borrower support, faster responses, and increased transparency. The Customer Service application helps representatives answer questions in a timely, accurate manner, with the ability to efficiently make any changes needed to a borrower's account.

Additionally, Black Knight's suite of default solutions integrates with the MSP platform

to provide end-to-end support, greatly streamlining the servicing of non-performing loans. These solutions are updated for evolving regulatory requirements and provide an audit trail of loan activities for compliance reviews.

COMPETITIVE ADVANTAGE

With Black Knight's strong market share and wide range of clients, the company understands the challenges faced by servicers of all sizes. This breadth of expertise—paired with Black Knight's end-to-end, integrated solutions—has proven to be an important competitive advantage for clients during market fluctuations and unanticipated challenges.

Through collaborative business relationships, active industry involvement, and in-depth mortgage experience, Black Knight provides clients the knowledge and product excellence to optimize performance. Black Knight also makes continuous system enhancements to support regulatory changes, holds a proven record of conversions that are on-time and within budget, and has a long-standing reputation for providing superior customer support.

Black Knight continues to innovate and introduce new and enhanced solutions with a strong focus on significant investments back into its products. This helps servicers successfully navigate market changes and unexpected obstacles, such as the COVID-19 pandemic, while remaining competitive, improving profitability, and retaining customers. From origination to servicing and default, Black Knight helps clients integrate and leverage advanced products, data and analytics across the loan life cycle to optimize results, even during times of uncertainty.



Claims Recovery Financial Services

CORPORATE DETAILS: 231 E. Ave., Albion, NY 14411 | 585.589.8946 | jeffrey.clark@crfservices.com | CRFServices.com



KEY PERSONNEL

Steve Mowers | President

Sean Snook | SVP & COO

Jeffrey Clark | SVP & CRO

Jacquelyn Gardner | VP, Client Relations

Nancy Westlund | VP, Operations

STAFFING:

- » Number of company employees: 200
- » Geographical scope and coverage area: National

COMPANY DESCRIPTION

Over the course of its 19-year history, CRFS has become the recognized leader in pre- and post-default claims management outsource and consulting solutions. Dedicated to providing unmatched timeliness, exceptional customer service, and measurable results, CRFS delivers industry leading default services and claims processing solutions. Services include pre- and post-foreclosure FHA, VA, conventional (FNMA/FHLMC), mortgage insurance (MI), pool, and USDA claims management, loss analysis review and processing, and consulting for lenders and investors. CRFS proudly serves the nation's leading mortgage service providers, investors, and other financial institutions.

COMPANY HISTORY

Founded in 2002 and headquartered in Albion, New York, CRFS is the nation's leading provider of customized claim management and default services solutions, processing thousands of claim filings monthly across over 30 active client relationships.

REGULATORY COMPLIANCE

At CRFS, the company's solutions increase recoveries and operational productivity, and the company's streamlined and highly automated filing process is of the highest quality, ensuring compliance across all relevant industry guidelines. CRFS has a standalone team dedicated to compliance, and their sole focus is ensuring awareness of and adherence to all regulatory policies, updates, and changes. CRFS' commitment to compliance is supported by its active participation in MBA, IMN, Legal League 100, and other industry conferences, where it routinely serves as industry expert panelists at many of the sessions.

BUSINESS LINES, SERVICES, AND PRODUCTS

Claims Management Outsourcing

- » All FHA claims
- » Conventional (FNMA, FHLMC, and private investor)
- » USDA
- » MI
- » Pool insurance
- » VA foreclosure
- » Title package monitoring (FHA and VA)

Claim Loss Analysis Review

- » Full analytical review of claim payments
- » Itemize loss amounts, reasons, and responsible parties
- » Provide feedback to help reduce losses and identify process improvements

Consulting

- » Quality assurance
- » Operational reviews
- » Investor portfolio acquisition due diligence
- » Mock HUD audit
- » HUD audit project support
- » Compliance consulting
- » Data analytics

KEY FEATURES/BENEFITS

Put simply, CRFS has developed a system that works. CRFS has accurately filed tens of thousands of claims and recovered hundreds of millions of dollars for its clients. And CRFS is committed to building strong client relationships by consistently delivering quality results. Company leadership has over 75 years of combined industry experience, and its cross-functional teams are uniquely structured to scale to any project size. CRFS makes sure that the most effective and relevant processes are put in place from the beginning to ensure that recoveries, savings, and ROI are maximized from day one.

WHAT SETS YOU APART FROM YOUR COMPETITORS?

CRFS offers a highly collaborative and transparent onboarding and relationship management process that facilitates the identification and implementation of operational efficiencies. Also, CRFS' experienced workforce allows it to react quickly to changing market conditions. As an example, CRFS recently developed and rolled-out solutions to assist clients with both FHA Emergency Loss Mitigation and FNMA Deferment claims instituted as part of the government's response to the Covid-19 pandemic. And CRFS offers flexible, scalable solutions built upon its proprietary claims platform that is fully customizable to our client needs.



Setting
the standard
since 2002

Nationwide Title Clearing (NTC)

CORPORATE DETAILS: 2100 US ALT 19, Palm Harbor, FL 34683 | 800.346.9152 | NWTC.com



KEY PERSONNEL

John Hillman | CEO

Michael O'Connell | COO

Danny Byrnes | CRO

Greg McCoskey | Lead General Counsel

Charles Runyon | VP Sales & Client Relations

CONTACT INFO

Charles Runyon

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END-USER CATEGORIES

- » Lender/Servicer
- » Service Provider

COMPANY DESCRIPTION AND/OR BRIEF COMPANY HISTORY

Nationwide Title Clearing, Inc. (NTC) is a leading document-processing and research service provider to the residential mortgage industry. As the firm has expanded its services to the nation's top mortgage lenders, servicers, investors, and custodians, it has made significant contributions to the industry and its local community. Founded in 1991, NTC was originally established to provide lien release processing and research services. Over the past 30 years, NTC has grown into a company that employs over 550 people.

BUSINESS LINES/SERVICES/PRODUCTS

- » 30 years' expertise, experience, and partnerships
- » An unrivalled array of industry best practices
- » Proprietary document review and execution technology
- » More than 83% eRecord coverage
- » Nationwide abstract network across all recording jurisdictions
- » Reject/error rate of less than 1% year-over-year
- » Mortgage servicing platform integration
- » State compliance maintained at over 99.8%
- » PerfectDocs — Platform for the preparation and recording of lien release and assignment of mortgage documents
- » Servicing, custody, secondary, and capital markets expertise

WHAT SETS YOU APART FROM YOUR COMPETITORS?

- » NTC is one of the largest privately held companies in the industry that is focused on providing quality solutions, not just services. True subject-matter experts with more than 200 years' combined experience, NTC partners with clients to build processes that are most important to their needs.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?

- » **One-stop shop:** NTC has successfully established a life of loan service platform that is built upon expertise, knowledge, and experience that reduces redundant tasks, controls data entry points, and is paperless after the first touch of the actual collateral, regardless of how many times a loan may have changed hands amongst various clients.
- » **Flexibility:** With an in-house technology infrastructure and key project management, NTC can easily integrate solutions into client-defined processes.
- » **Capacity:** NTC manages up to 150% capacity at all times with cross trained experts and multiple working shifts to accommodate volume influx and new/unforeseen project-based demands.
- » **Efficiency:** Efficient processes and effective management allows NTC to keep costs under control and allows every client to operate within budget.

WHAT ARE THE KEYS TO YOUR SUCCESS?

NTC partnering with its clients has always been the true definition of its success. NTC has never considered offering "off the shelf" services just to be included on an RFP to be a strong business model. Instead, NTC listens to its clients and becomes part of their team, not just another vendor they have to manage. As a result, NTC has earned the confidence of its customers, which has allowed it to evolve its business and expand its services. As NTC's business is based on relationships, it should come as no surprise that the average tenure of the company's senior management matches that of its largest clients—an average executive tenure of 10 years is a long period of time, and speaks for itself.

IN ADDITION, NTC'S SUCCESS RESTS UPON:

- » Stringent quality control
- » Technology advancements that support strong controls and efficient delivery
- » Building and maintaining strong strategic relationships

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED?

- » *Inc.* 5000 company
- » *Tampa Bay Times* Top 100 Workplace
- » *Tampa Bay Business Journal* Fast 50
- » *Tampa Bay Business Journal* Top 200 Private Employers
- » Florida's Fast 100 Awards List
- » *Inc. Magazine* Hire Power Award
- » Stevie Awards for Sales and Customer Service



RES.NET

CORPORATE DETAILS: 25520 Commercentre Drive Lake Forest, CA 92630 | Phone: 800.760.7036 | Email: support@res.net | Web: RES.NET



KEY PERSONNEL

Keith Guenther | Founder & CEO

Angela Hurst | SVP of Business Development

Rob Pajon | SVP of Marketing & Product

BUSINESS LINES

- » REO
- » Loss mitigation
- » Deed-in-lieu/short sale
- » Valuations
- » Property preservation
- » Complimentary systems

COMPANY DESCRIPTION

Since 2003, RES.NET has been the premier software solution in the mortgage servicing and private lending space—providing workflow and transaction management tools for real estate owned portfolios. RES.NET is an off-the-shelf enterprise application that evolves with the collaboration of its clients and allows users to create custom workflows, allowing its user base to stay relevant in an ever-changing environment. Today, through its suite of complimenting portals, RES.NET's platform serves over 200 clients, their investors, and stakeholders, along with thousands of vendors throughout the U.S. and its territories. Due to the configurability of the system and the company's ability to remain agile, RES.NET supports traditional, rent-to-market, reverse mortgage conversions, mobile chattel, renovation, investment and capital markets; all

within retail, real estate owned, valuation, and default servicing transactions.

COMPETITIVE ADVANTAGE

RES.NET's advantage stems directly from its staff of seasoned industry professionals and approach to developing default software applications. RES.NET offers innovative technology solutions that address real world challenges by creating a comprehensive platform that is adaptable and configurable to meet its clients changing operational needs. With an emphasis on customer service to both clients and vendors, the RES.NET team continually exceeds user expectations to ensure success for all parties involved in each transaction.

CORPORATE STRATEGY

By utilizing a dispersed pricing structure that collects transaction fees from each party, RES.NET eases the financial burden placed on their clients. This model allows clients to simply pay a flat monthly rate without committing to term limits or negotiating hidden fees. This revenue model combined with RES.NET's robust functionality, extensive network, and experience creates a truly unique solution.

KEYS TO SUCCESS

RES.NET provides an AICPA SOC compliant end to end technology suite that meets the needs of servicing markets, investors, and capital markets. By integrating enterprise features such as tasking, reporting, and document sharing with flexible customization offerings, RES.NET provides a comprehensive and transparent suite of portals:

- » **REO PORTAL** Manage your REO pipeline through streamlined communication, customizable workflow, and configurable process management while accessing thousands of subject matter experts and certified vendors directly.
- » **Loss Mitigation** Receive and manage borrower assistance requests via a secured connection. This allows borrowers to see all made available options and assists in determining a go forward plan for the client and borrowers alike, so communication

exchanges and documentation may all be shared in the same secure location.

- » **Short Sale/Deed-in-Lieu** Messaging, reporting, and document sharing are paired with configurable workflows, giving users an established solution with the ability to change as needed. Pairing this workflow and data continuity solution with option for borrowers to have direct access for status updated, places clients in a proactive position regarding current and future regulatory requirements.
- » **Valuations** Auto-assign, track, and report on BPO, default and origination appraisal, inspections, and AVM valuation products. Manage agent and appraiser vendor databases to automate the process from auto-assignment to auditing via third-party tools and extensive reporting options.
- » **Property Cure** Enhance your process and easily manage by exception for a variety of segments including utilities, bids, servicing errors, violations, registrations, inspections, and construction management.
- » **Complimentary Systems** Centralize all vendor processes and information collection with the agent portal, vendor portal, preservation portal, homeowner portal, buyer portal, third-party integrations, and system of record integrations.

COMPANY DIFFERENTIATOR

RES.NET is constantly updated via sprint cycles based on internal feedback, user surveys, and customer requests. Although general trends can be acted upon by the company, they also understand that each client has needs specific to their business. RES.NET products provide each user with the flexibility to augment the system as they see fit without having to rely on costly and time-consuming development cycles. By listening to customers' needs and designing a system that is flexible and customizable, RES.NET has secured its place as a leading provider of real estate technology.

