

DSnews
default servicing | in print and online

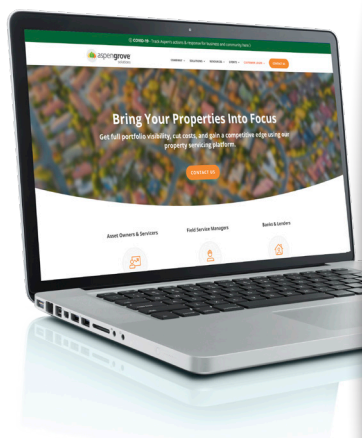
MOST VALUABLE PLAYERS

The Best in Loss-Mitigation Tech and Services

The fallout from a mortgage loan default can be painful and far-reaching for everyone involved. With the nation still in the grips of the COVID-19 pandemic, loss-mitigation efforts are more important than ever, and homeowners will increasingly rely on the mortgage professionals who make this sector their area of expertise.

In this section, we showcase the top Loss-Mit Tech and Services providers in the mortgage industry—those that leverage technology to achieve optimal resolutions and that remain dedicated to providing open communication throughout the process. In an inopportune situation, these are the professionals who find and achieve the most favorable results for all.

ASPEN GROVE SOLUTIONS



KEY PERSONNEL

Sean Ryan
CEO

Mike McAuliffe
COO

Manjit Gill
CFO



CORPORATE DETAILS: 5100 Buckeystown Pike, Suite 250, Frederick, Maryland, 21704 | 240.345.3430
AspenGroveSolutions.com | sales@aspengrovesolutions.com

COMPANY DESCRIPTION

Aspen Grove Solutions (Aspen) has been providing technology solutions to the mortgage industry since 1997. Its property-servicing platform is used to manage business processes across the entire asset continuum. This platform provides a central location for managing everything related to the asset. It simplifies integrations across the supply chain and provides key business dashboards and insights to drive decisions and automate business processes. Aspen partners with asset managers, servicers, and preservation companies to drive digital transformation and automation in property management.

BUSINESS LINES, PRODUCTS & SERVICES

- » **Aspen Property Servicing Platform**—The definitive surround-ware solution for a mortgage loan. By focusing on the underlying asset (the property itself) and tracking business processes across the asset continuum, Aspen Grove enables its clients to leverage the full life cycle of data. Data-driven decision making, automated workflow, pre-mortem checks, supply-chain integration, and surround-ware event management drive cost savings, accuracy, better decisioning, efficiencies, and business insights across the asset continuum that starts before the loan and lives beyond the loan.
- » **Aspen Customer Engagement Platform**—Banks and servicers can easily and quickly embed digital borrower engagement capability within their website utilizing Aspen's suite or borrower journeys. Engaging borrowers early will lead to better outcomes for all parties should the loan go into default, and Aspen provides a flexible, secure, scalable platform for post-forbearance default servicing with the borrower enabled as a key stakeholder.

KEYS TO SUCCESS

Aspen takes a completely different and innovative approach. A loan happens to the asset or on the asset—not the other way around. The loan has been well digitized, the asset has not—this represents an opportunity for the industry and one that Aspen's innovative technology solves for. Using Aspen to digitize business processes on the asset continuum makes it easier to integrate mortgage supply chain vendors. What truly sets Aspen Grove apart, however, is its partnership approach to every engagement. Aspen provides loss-mitigation capability directly, but it also integrates and partners with existing loss-mitigation providers who may want to widen the services they offer across the entire life of the loan.

INDUSTRY AWARDS & ACCOLADES

- » MReport's Top 25 Fintech Innovators 2020
- » Top 25 Industry Leaders & Influencers 2019
- » Deloitte Fast 50
- » Nominee for Ernest & Young Entrepreneur of the Year

TESTIMONIALS

"This functionality has provided enhanced and valuable visibility into the status and expenses with each work order, including improvements in the control and oversight of our vendors."

—Wells Fargo

"Aspen's technology solutions have integrated seamlessly with our field service model and have enabled us to take our business process and third-party compliance to the next level."

—Guardian Asset Management

BACKINTHEBLACK®, LLC



KEY PERSONNEL

Robert Starliper
CEO

Patrick Kopins
COO

James McVicker
Director of Professional Services

Ryan Petrey
SVP Business Development

Contact Information
Sales and General Inquiries:
410.413.1600, Option 1

TESTIMONIAL

"ServiceMac implemented BackInTheBlack and LoanSolutionCenter approximately two years ago. We have benefited from their robust workflow for all investors with compliance as a standard. We plan to take advantage of BackInTheBlack's mass modification process to ensure that our borrowers receive the assistance they need."

—**Bob Caruso**,
CEO, ServiceMac, LLC



CORPORATE DETAILS: 729 E. Pratt Street, Suite 900, Baltimore, MD 21202 | BackInTheBlack.com

COMPANY DESCRIPTION

BackInTheBlack®, LLC has been in the mortgage servicing industry as a premier hosted default mortgage servicing solution since 1999. A privately held company, part of an IT conglomerate parent, BackInTheBlack® continues to be a top value-added ASP (application service provider). BackInTheBlack® has also deployed their self-service borrower portal, LoanSolutionCenter®, which is disaster ready, highly intuitive, and seamlessly integrated into BackInTheBlack®. BackInTheBlack®'s hosted delivery model offers clients dynamic workflow/distribution, industry compliance functionality, complex calculators, audit tracking, and the ability to support a vast number of retention and liquidation workouts.

BUSINESS LINES, PRODUCTS & SERVICES

» Key Features

» **BackInTheBlack® Model:** A managed service, pre-configured "out of the box" solution with industry "best practices."

» Delivery Platform

» SaaS

» Key Benefits

» **LoanSolutionCenter®**—Leveraging the BackInTheBlack® decision engine, borrowers are presented with specific steps necessary to apply for a hardship. A document upload functionality, real-time messaging, and customer branding. This provides a rich and stress-free integrated customer experience that will increase borrower participation while reducing servicer timeline requirements.

» **BackInTheBlack®**—Powered by a proprietary, rule-based decisioning engine, the application provides dynamic workflow management coupled with compliant investor workout calculators. The application is highly configurable, which supports investor, loan type, private label, and other data-driven specific requirements.

» **Compliance**—Feature-rich compliance rule sets that ensure all client/investor-based requirements are maintained with the ability to be measured and tracked, which is a useful audit tool. BackInTheBlack® works closely with their client base and investors to ensure new programs/regulations are deployed prior to effective dates.

COMPETITIVE ADVANTAGE

- » **LoanSolutionCenter®**—Borrower portal
- » **Implementation Timing**—BackInTheBlack® out of the box can be implemented, in most cases, in 90 days or less.
- » **Integration with multiple Systems of Record (SOR)**
- » **Intellectual capital** through mortgage servicing/financial industry experts
- » **Third-party integrations**—dialers, credit, imaging, SMDU, title, valuations, print vendors, FEMA disaster, and IRS feeds

ADDED VALUE

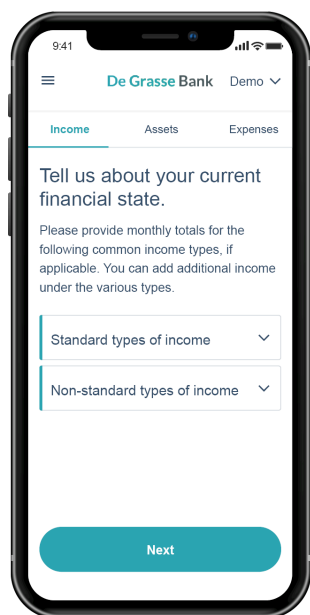
- » **Increased Compliance**—BackInTheBlack®, as a managed application, provides ongoing support with all investor requirements, relieving client's management and IT department dependency
- » **Increased Productivity**—Workflow and distribution
- » **Document Generation**—Robust document-generation tool integrated into the workflow with batch or local print capabilities.
- » **Internal and External Audit**—Asset audit reports provide a full snapshot of the loan loss mitigation workout lifecycle while in BackInTheBlack®
- » **Disaster Ready**—Mass decisioning capabilities for all types of disaster programs with automated decisioning.

KEYS TO SUCCESS

BackInTheBlack® invested 20-plus years into mortgage servicing technology and has a proven track record for efficiency/compliance within the mortgage servicing industry. Regulations and workout options can be difficult to maintain for mortgage servicers today; therefore, BackInTheBlack® manages the regulatory changes and challenges. This ensures each workout offered through BackInTheBlack® is the right, compliant decision.

As an industry-leading technology, BackInTheBlack® is committed to providing clients with an unparalleled solution that is best in class. BackInTheBlack® knows the value of a partnership and looks forward to sharing this technology solution with you. See why BackInTheBlack® is the technology people are continuing to talk about.

BRACE



KEY PERSONNEL

Eric Rachmel
CEO

Tamara Lewis
VP of Operations

Rob Brueckmann
VP of Engineering

Bob Carter
Director of Product

CONTACT INFORMATION

Tamara Lewis
630.512.1757
Tamara@Brace.ai

brace.

CORPORATE DETAILS: Los Angeles and New York City | Brace.ai

COMPANY DESCRIPTION

Brace is the first platform aimed at bringing the broader, end-to-end mortgage servicing suite into the 21st century. Starting with loss mitigation, Brace is building software to replace legacy and largely paper-based systems. The company is building technology with frameworks that have only become available in the last few years—applying lessons from origination and drawing further expertise from well beyond the traditional confines of the mortgage industry.

What this has allowed Brace to do is something novel, but necessary: to design a product that keeps in mind the interest of each stakeholder in the mortgage lifecycle—creating better borrower experiences, better servicing and compliance workflows, and better investor outcomes. And Brace can do all of this in a way that's more cost-effective than traditional players.

BUSINESS LINES, PRODUCTS & SERVICES

- » **Digital Borrower Packet:** Only loss-mitigation platform capable of providing a digital online application experience with automated bank account, pay stub, and e-sign capabilities.
- » **Embedded OCR:** Automates onboarding of bank statements, pay stubs, and mortgage-assistance applications.
- » **Servicer Workflow:** Fully-embedded workflow automation to simplify tasks related to collection, verification, and post waterfall outcomes.
- » **Proprietary Waterfall Builder:** Built from the ground up, Brace's waterfall builder, which includes an income calculator, allows for quick implementation of private waterfalls (GSE/Agency waterfalls come built-in).
- » **Delivery Platform:** SaaS (every client has their own install), web-based, mobile, and desktop.

KEY BENEFITS

- » **Enable Faster, More Reliable Borrower Communication:** Omnichannel communication with automated SMS and email triggers embedded.
- » **Dramatically Lower Servicer Costs:** Brace's borrower/servicer automation platform will lower servicer costs and provide superior investor returns.
- » **Reduce Human Errors:** OCR allows for less fat-fingering, and Brace's task-management system ensures the correct actions are taken for each loss-mitigation file.
- » **Management Reportability:** Management reporting dashboard provides further insight into key

performance indicators for servicers.

- » **Auditability:** Exhaustive system tracking with full visibility for management teams, investors, and auditors.

COMPETITIVE ADVANTAGE

The mortgage industry hasn't seen much technology innovation since the 1960s. When John F. Kennedy was president. When everything was done on paper. When there was no such thing as a computer that didn't take up half a room. What does mortgage servicing look like today? Brace's team has met so many good, hardworking people that are forced to put in place "frankensteined" solutions and workarounds to make outdated systems work for specific business and compliance needs. It's a lot of old wires, and no one knows where they go.

Brace is empathetic to that. The company understands that an \$11 trillion dollar asset class is a boat that's difficult to rock. It's why the status quo has persisted for well over half a century. But it's this status quo that Brace is already disrupting, because Brace believes mortgage borrowers, servicers, and investors deserve a better experience—and the old excuses for not giving them one don't cut it.

Over the last few years, the industry has seen a flurry of investment in innovation for loan origination, and Brace believes servicing is deserving of this same attention. Brace can finally give borrowers a 21st century digital experience; give servicers better margins, workflows, and efficiencies; and give investors higher visibility and returns.

This won't be a disruption as much as it will be a paradigm shift—one where every stakeholder in the value chain benefits.

TESTIMONIAL

"The whole industry has a stake in the fresh approach Brace is taking to default servicing."

—Courtney Thompson,
SVP of Default Mortgage Servicing,
Flagstar Bank

CLARIFIRE



KEY PERSONNEL

Jane Mason
Founder and CEO

Melissa Myers
VP, Business Development and Solutions

Richard Guerrero
Director of Risk and Compliance



CORPORATE DETAILS: 11399 16th Court N., Suite 100, Saint Petersburg, FL 33716 | 866.222.3370
eClarifire.com | Info@eClarifire.com

COMPANY DESCRIPTION

Founded in 2007, Clarifire is a privately held, women-owned corporation that provides business process automation software to the financial services industry. A Microsoft Gold Certified Partner and SOC2Type2 and WBENC certified, Clarifire has over a decade of experience in delivering process automation proficiency. The company's founder and CEO, Jane Mason, is a recipient of PROGRESS in Lending's 2019 Lending Luminary award and the Mortgage Bankers Association 2020 Tech All-Star Award for helping servicers work more efficiently and cost effectively, scale quickly, and reduce transactional and reputational risks.

BUSINESS LINES, PRODUCTS & SERVICES

CLARIFIRE®, an innovative workflow automation application for mortgage servicers, uses intelligent business rules to systemically distribute critical information and documents for users to respond quickly to borrower needs. A SaaS solution, CLARIFIRE® automates complex processes, enabling investors, agencies, servicers, banks, borrowers, attorneys, and others to collaborate through a single, secure application. CLARIFIRE's underwriting engine easily integrates with existing technologies, providing GSE and government workouts from the COVID-19 crisis, natural disasters, and other unexpected reasons.

COMPETITIVE ADVANTAGE

CLARIFIRE helps clients transform chaos into clarity. Connected, interactive processes create harmony in your modernized organization. Here's how:

- » CLARIFIRE's robust servicing underwriting engine, **CLARIFIRE CALCULATOR®**, combines workflow automation with all investor, GSE, and government workouts, including disaster modifications. CLARIFIRE CALCULATOR enables bankers, servicers, credit unions, and their customers to get workout eligibility decisions in seconds, making it easy to communicate and solve for borrower distress rapidly. The feature can be integrated with industry data, service providers, and legacy applications, making data sharing cohesive, easy and visible.
- » Clarifire's one-of-a-kind online resource, **CLARIFIRE COMMUNITY®**, enables all parties—including investors, agencies, servicers, banks, borrowers, attorneys, and more—to collaborate on workflows. Most importantly, CLARIFIRE COMMUNITY provides a centralized, seamless touchpoint for borrowers to interact with servicers, input data, and receive automated approvals in minutes.
- » **CLARIFIRE CONTACT®** centralizes all data and workflows into a single view that gives servicers the ability to answer customer inquiries quickly with access to all relevant information at their fingertips. It also integrates with dialer queues, eliminating the need to pull up information once a call center rep is already on the phone with the customer.

- » CLARIFIRE delivers technical and business capabilities that enable organizations to build new processes while simultaneously leveraging extensive, proven processes that have already been built.
- » CLARIFIRE makes the automated exchange of data, images, and notes between the CLARIFIRE application and third-party systems seamless. CLARIFIRE transmits and receives files and data without interruption between applications. The data is automatically uploaded to CLARIFIRE, completing and triggering the actions needed within the workflow.
- » Clarifire offers a full-service SaaS model that includes PaaS capabilities with no development needed. Industry-specific features offer end-to-end seamless processes. Customers can select all of them, or just the ones they need.

ADDED VALUE

- » Clients nationwide have used CLARIFIRE to:
- » Automatically process and complete thousands of forbearance requests per day, complete with data updates to their systems of record and approval documents
- » Achieve an average of 25% to 35% lift in productivity across all departments
- » Reduce overall workflow cycle times by 50% to 75%
- » Lower data input time by 68%
- » Slash loan modification cycle times cut by 58%, with additional time savings created through CLARIFIRE COMMUNITY's self-service workflows and rapid relief automation
- » Eliminate 80% of manual tasks
- » Increase productivity by 400% without adding staff
- » Decrease per-loan costs by 25%

KEYS TO SUCCESS

Mortgage servicing remains a cost center with tight margins and constrained human resources. CLARIFIRE has transformed the financial services industry by helping servicers overcome these challenges by placing operational control and flexibility back in the servicer's hands, enabling them to manage unceasing changes in regulations, investor guidelines, and program offerings with ease. The power of proven, connected workflow automation, coupled with Clarifire's unique CLARIFIRE CALCULATOR underwriting engine and CLARIFIRE COMMUNITY, makes CLARIFIRE a trusted, best-in-breed platform for loss mitigation.

INDUSTRY AWARDS AND ACCOLADES

CLARIFIRE's industry impact has been recognized through multiple honors and awards. Continuing its award-winning influence, CLARIFIRE currently processes 15 forbearance requests per minute, enabling one large servicer to complete over 120,000 forbearances in less than six weeks.

MORTGAGE CONNECT



KEY PERSONNEL

Jeff Coury
CEO

Bob Franco
President

Cristy Ward
EVP, Chief Strategy Officer

Robyn Arreola
EVP, Mortgage Connect Document Solutions

Jay Anderson
EVP, Default Services

Contact Information:
Phone: 877.480.0006
Email: MCConsumerConnect@MortgageConnectLP.com

TESTIMONIAL

"Our unique customer-centric culture coupled with strong operational excellence and superior technology play a pivotal role in our success"

—Jeff Coury, CEO



CORPORATE DETAILS: 260 Airside Drive, Moon Township, PA 15108 | MortgageConnectLP.com

COMPETITIVE ADVANTAGE Mortgage Connect leads the industry with innovative loss mitigation solutions. Its loss mitigation platform, MC Consumer Connect, delivers services that can be implemented individually or as a comprehensive, end-to-end solution. The company was first in the industry to assert that the borrower's digital experience should continue beyond the closing table into servicing and loss mitigation. This passion for innovation has resulted in a dynamic, unrivaled loss mitigation service model that allows the company's clients to scale instantly, boost process efficiency, reduce costs, and ensure a superior experience for their borrowers in the loss mitigation process.

MC CONSUMER CONNECT—LOSS MITIGATION SERVICES

Mortgage Connect's comprehensive solutions and services integrate seamlessly into the client's existing technology stack and business processes, making a significant impact on loan modification conversion rates and increasing velocity in loss mitigation.

The intuitive MC Consumer Connect workflow management platform consolidates inefficient manual processes into a compliant, technology-forward solution. The white-label platform provides self-service capabilities for borrowers requesting loss mitigation services. It supports forbearance, deferrals/extensions, loan modifications, and other loss mitigation services. The private-label portal can manage volume at any scale and dramatically increases servicer capacity. Implementation is fast and requires only a plug-in. Transactional capabilities include:

- » Borrower solicitation
- » Borrower status and next steps
- » Document generation of trial/full modifications and other loss mitigation documents
- » Digital and print delivery to borrower
- » Intake and QC of borrower documents
- » Imaging, upload, and categorization of intake documents
- » Title reports, insurance, and recordation
- » Borrower signing—eSigning/eNotarization and mobile notary

Solutions are tailored to satisfy specific client requirements and meet strict timelines during each phase of the loss mitigation cycle.

Borrower Solicitation: MC Consumer Connect is an intuitive workflow management platform that streamlines and automates the borrower solicitation. Customizable features include investor and regulatory compliant workflows, milestones and timelines, and an interface with Mortgage Connect's document management and digital/print/mail processing solutions for delivery to the borrower in their chosen method.

Borrower Status and Next Steps: MC Consumer Connect delivers to the borrower an easy intuitive next steps indica-

tor, educating the borrower on what's next in the process with a simple-to-understand status dashboard.

Document Generation Services: The MC Consumer Connect Platform empowers efficient management of critical customer communication and ensures compliance in a dynamic regulatory environment. The proprietary technology can create, generate, fulfill, and manage a full spectrum of loss mitigation documents, which can be created and deployed quickly for both standard and custom documents.

Digital and Print Delivery of Loss Mitigation Documents:

The MC Consumer Connect platform efficiently manages delivery to the borrower via digital delivery on the platform. For borrowers not comfortable with digital, Mortgage Connect offers print solutions through the company's state-of-the-art print facility.

Intake and Quality Control of Documents: The MC Consumer Connect platform allows borrowers to receive and respond to their solicitations and to digitally upload important documents required for decision, such as W2's and paystubs. Documents are then put through quality control to ensure they are valid. If needed, Mortgage Connect can re-status a borrower asking for corrections or other items needed for the process.

Imaging and Categorization of Borrower Intake Documents: Once borrower intake documents are received, Mortgage Connect can image the documents, categorize and upload to the servicer's system allowing the servicer to focus on underwriting and decisioning.

Loss Mitigation Property Reports/Title Data/Insurance/Recordation: Offerings include a full spectrum of title search products and the associated title insurance or MMP. Reports are delivered in a uniform format with an optional title review and grading sheet that will identify title issues quickly and efficiently.

eSigning/eNotarization and Mobile Signing Services: Mortgage Connect offers multiple signing options that fit the needs for both servicer and borrower, including eSigning and remote online notarization (RON) services, mail-away signings, and mobile notary signings. Mortgage Connect's state-of-the-art eligibility engine allows the servicer to determine what type of signing is required by investor, state law, and COVID-19 orders.

Mortgage Connect is committed to innovate new models that make those that currently exist obsolete. Eight of the top 10 (and 17 of the top 20) of the industry's most innovative banks and lenders partner with Mortgage Connect for flexible, scalable platforms that allow maximum efficiencies during any market cycle.

RES.NET



KEY PERSONNEL

Keith Guenther
CEO

Michael Bull
CFO

Angela Hurst
SVP, Business Development

Rob Pajon
SVP, Marketing & Product



CORPORATE DETAILS: 25520 Commercentre Drive, Floor 1, Lake Forest, CA 92630
800.760.7036 | RES.NET | Support@RES.NET

COMPANY DESCRIPTION

Since 2003, RES.NET has been the technology solution within the mortgage space to manage loss mitigation-short sale, deed-in-lieu workflow, homeowner assistance tools, real estate owned, and valuation workflow. RES.NET is architected as an enterprise application that evolves with client feedback and allows users to create custom workflows, allowing its client base to stay relevant in today's ever-changing environment.

KEY FEATURES

- » Loss mitigation solution includes: short sale, deed-in-lieu, mortgage assistance modules
- » Delivery platform: web-based, SaaS
- » SOC1, Type 2 and SOC 2, Type 2 Certified
- » **Key Benefits:**
 - » Homeowner Assistance Portal with secure borrower access
 - » Short sale workflow with agent and homeowner connection
 - » Deed-in-lieu workflow with title vendor connection
 - » Hardship assistance/request submission
 - » Secure data and document collection
 - » Flexible reporting solutions
 - » Audit trail for all communication and archival of data and documents
 - » System of record and third-party vendor integrations
 - » Custom field, task, and workflow enabled for regulatory requirement process change

LOSS MITIGATION OVERVIEW

Servicer/Lender Benefits

RES.NET's Loss Mitigation Portal allows clients to receive and manage homeowner assistance requests via a secure connection. Gathering pertinent data to allow determinations for a forward plan are all made available to the client and homeowner, so communication, exchanges, and documentation may all be shared in the same secure location.

Enterprise features such as tasking, messaging, reporting, and document-sharing are paired with customizable tasks, fields, and workflows, giving clients

an established solution with the ability to change as needed. Paring this workflow and data continuity solution with the ability to give borrowers direct access for status updates, enables servicer and private lenders to focus on their core business initiatives, and places them in a proactive position regarding current and future regulatory requirements.

Homeowner Assistance Portal Benefits

The Homeowner Assistance Portal was originally designed to assist our client subscribers with the management of foreclosure alternatives in support of HAMP and HAFA programs to maintain compliance in a rapidly changing regulatory environment when dealing with federally backed programs (2008-2009). Today, answering a call to action to support the industry in a time of need, the Homeowner Assistance Portal (HAP) has been enhanced in anticipation of servicers responding to the homeowners seeking relief due to the CARES Act and private lenders experiencing high call volumes from consumers seeking financial assistance during the pandemic.

KEYS TO SUCCESS

When creating a technology solution, RES.NET considers the viewpoint and needs of each specific user type. The Loss Mitigation Portal offers proven workflow solutions for not only the lending or servicing institutions, but by also providing systems for borrowers, agents, title vendors, and other third-party vendors. All data, documents, and messaging is centralized in an easily accessible and highly secure location. By providing this level of accessibility and transparency, along with client specific customization, RES.NET aims to give its users the tools necessary to increase productivity for the most beneficial outcomes.

SAGENT LENDING TECHNOLOGIES



KEY PERSONNEL

Dan Sogorka
CEO

Gary Beckenbaugh
EVP Operations and Chief
Information Officer

Stephanie Durflinger
EVP and Chief Product Officer

Sean Quinn
Chief Financial Officer

Hernan Lardiez
Chief Sales Officer

CONTACT INFORMATION

Stephanie Durflinger
stephanie.durflinger@
sagentlending.com
610.212.7220



CORPORATE DETAILS: 1000 Continental Drive, Suite 570, King of Prussia, PA 19406 | SagentLending.com

COMPANY DESCRIPTION

Sagent Lending Technologies, America's second-largest servicing software company since launching in 2018, modernizes the lending and homeownership experience for servicers and consumers. America's largest servicers use Sagent's flexible, highly configurable software to engage borrowers and earn their loyalty, lower servicing costs, ensure compliance, and increase the value of servicing rights throughout full market cycles.

BUSINESS LINES, PRODUCTS & SERVICES

LoanServ, a comprehensive mortgage and consumer loan servicing solution, includes:

- » Real-time data to keep all systems in sync
- » Loan boarding, payment processing, escrow administration, payoff release, and more
- » Investor support and administration
- » Delinquency and default accounting and management
- » Built-in collections and loss-mitigation tools
- » Subservicing capabilities
- » Client-defined workflow automation

Account Connect controls all customer care, retention, and lifetime engagement:

- » Homeowners use Account Connect to:
 - » View real-time updates on all key loan data: balance, escrow, rate, key dates
 - » Manage payments, status, and service requests (including forbearances and loan modifications)
 - » Monitor home equity and view loan options based on real-time scenarios
- » Servicers use Account Connect to:
 - » Provide marketing, education, and cross selling
 - » Promote assistance and contextual education
 - » Control available information and actions presented to borrowers
 - » Integrate third-party engagement tools

Tempo, an all-in-one default servicing system, includes everything from delinquencies to bankruptcy to foreclosure, lets you:

- » Manage high-volume nonperforming loan (NPL) workflows
- » Configure, automate, and sync NPL workflows and data with all related systems (including LoanServ and Account Connect)
- » Provide a singular platform for attorneys and vendors to process and track filings
- » Integrate all loss-mitigation parties and data to manage NPL lifecycle in one place
- » Maintain compliance by observing all federal, state, and investor regulations and guidelines
- » Configure various decision outcomes for each type of loss-mitigation scenario

As of Q1 2020, Sagent powers loan servicing and engagement for 12 million borrowers.

Sagent is moving faster than ever developing, acquiring, and partnering on technologies to modernize loan servicing workflow including customer service, payments, escrow, investor, collections, loan modifications, loss mitigation, bankruptcy, foreclosure, REO, and claims.

"Loan servicing must be as much about anticipating and exceeding consumer expectations as it is about anticipating and managing lender risk," CEO Dan Sogorka said. "Sagent is a modern platform using data and analytics to earn borrower loyalty, lower lender servicing costs, ensure compliance, and increase the value of servicing rights throughout full market cycles."

Sagent's institutional backing focuses its long-term vision of ensuring lenders properly care for customers throughout the homeownership lifecycle, which includes home purchasing, refinancing, servicing and retention, home equity, default, loan modification, bankruptcy, and foreclosure.

SELENE FINANCE



KEY PERSONNEL

Joe Davila
President & CEO

Hilary Jackson
COO

James Vinci
CTO

Eric Seabrook
EVP, Business Development

GEOGRAPHIC SCOPE

» National

LOCATIONS:

- » Houston, Texas
- » Jacksonville, Florida
- » Horsham, Pennsylvania
- » Dallas, Texas
- » Salt Lake City, Utah

CORE COMPETENCIES

- » Performing loan servicing
- » Non-performing loan servicing
- » Due diligence
- » Real estate owned (REO)

SELENE®

CORPORATE DETAILS: 9990 Richmond Ave., Suite 400 S., Houston, TX 77042
713.625.2039 | SeleneAdvantage.com | Eric.Seabrook@SeleneFinance.com

CORPORATE PROFILE

Selene is a full-service residential mortgage loan servicer with proven expertise in creative loss mitigation strategies tailored to preserve homeownership. Founded in 2007, Selene was created to provide loan resolution strategies for distressed mortgage investment portfolios. The company has evolved to offer capacity and scalability to service all types of residential mortgage loans from performing loans (current, re-performing, and new originations) to non-performing loans requiring high-touch, complex special servicing. They are an approved servicer for FHA, FHLMC, FNMA, GNMA, VA, and USDA. Selene is also only one of two GNMA single-family master servicers and approved sub-servicers in the industry. Selene's diverse client list includes large banks, small to mid-tier investors, REITS, private equity, and hedge funds, as well as GSEs and government agencies.

Selene's reputation is built around the principles of successful loss mitigation strategies, proprietary technology, and individualized client management.

SERVICING WITH PROVEN LOSS MITIGATION STRATEGIES

Selene's loss mitigation strategies are based on demonstrated risk-behavior models with root cause analysis completed on all loans to identify potential losses. Selene is consistently ranked as a top loss mitigation performer on client scorecards when compared to other servicers. The company provides a stringent, technology-driven loan boarding process with extensive data mapping to include QC pre- and post-transfer with a focus on in-flight loss mitigation. Strict management is applied to critical milestones to ensure compliance. Mortgagor contact is maintained using a proprietary best-number algorithm that analyzes various characteristics to determine opportune contact times and right party contact (RPC). Selene's call center has an average abandonment rate of only 2.58% with an average speed of answer (ASA) of 17 seconds. This loss mitigation strategy has resulted in the company consistently resolving over 65% of non-performing loans within 120 days.

BEST-IN-CLASS PROPRIETARY TECHNOLOGY SOLUTIONS

Selene's Asset Resolution Application (SARA) platform gives you real-time data 24 hours a day, seven days a week. SARA monitors a variety of data in one centralized system providing transparency for servicing oversight to include:

- » Loan-level data (pay histories, comments, and images)
- » Call center activity (campaigns, statistics, recordings)
- » Default tracking (loss mitigation, foreclosure, and bankruptcy timelines)
- » Customized and ad hoc reporting

INDIVIDUALIZED PORTFOLIO MANAGEMENT

Selene's team of industry veterans has an average of 10 years' experience in servicing operations. Every Selene client is provided direct access to a dedicated portfolio manager as a "Single Point of Contact" for all of your special requirements. The company's portfolio manager to client ratio of 4:1 is an exclusive advantage of Selene that provides proactive management while helping minimize risk. Selene's portfolio managers are the client's advocate and are incentivized by the success of the portfolio. They also conduct a detailed discovery of client objectives and customize servicing requirements to adhere to these guidelines. Implementation of new loans is streamlined, requiring minimal client resources.

LOAN DUE DILIGENCE

Selene's New Diligence Advisors (NDA) provides review services for all types of transactions including portfolio trades, securitization, mortgage servicing rights, and warehouse lending. NDA is approved by S&P Global, Kroll, Fitch, Moody's, and DBRS to provide review services for credit underwriting, property valuation, regulatory compliance, mortgage fraud, data integrity, legal/modification documents, payment history, collection comments, and servicing activity.

Selene understands that every asset type has unique due diligence requirements, and NDA's service offerings are geared specifically to the stringent guidelines of multiple types of property loans: reverse, fix-and-flip, non-performing and re-performing, non-qualified mortgage (QM), jumbo, conforming, and others.

REAL ESTATE OWNED MANAGEMENT SERVICES

Selene's Alta Residential offers real estate owned (REO) services including asset valuation, repair management, broker oversight, and in-house contracting. The company leverages industry-leading technology to enhance pricing strategies. Selene's strategic relationships across the country have resulted in improved performance, and its custom repair contracting software has increased ROI by an average of 41%.

SERVICING VALUE PROPOSITION

- » Industry leader in loss mitigation
- » Single point of contact portfolio management
- » Stringent loan boarding process
- » Best-in-class proprietary technology platform
- » Proven call center strategies
- » Capacity and scalability

SOURCEPOINT



KEY PERSONNEL

Auverse Pasha
EVP and COO

Steve Schachter
EVP, Sales and Marketing

Roshan Sethi
Head of Global Servicing Operations

Kevin Quinn
SVP, Business Development

Dawn Elmore
SVP, Enterprise PMO and L&D

Contact Info:
Steve Schachter
steven.Schachter@
SourcepointMortgage.com
312.208.2233



CORPORATE DETAILS: 2330 Commerce Park Dr. NE, Suite 2, Palm Bay, FL 32905 | 855.763.6350
Sourcepointmortgage.com

COMPANY DESCRIPTION

Sourcepoint is a premier provider of products and services to the U.S. mortgage industry. With global delivery capabilities and the most comprehensive set of state licenses supporting the industry, Sourcepoint has a diverse talent pool to deliver deep mortgage expertise across the company's solution set. Sourcepoint's experts incorporate industry best practices and cutting-edge technology to provide timely services and assure top-notch quality and customer satisfaction. Sourcepoint's solutions help lenders and servicers reduce operational costs and improve efficiency, allowing them to focus on their core competencies.

Sourcepoint works with the majority of top 20 lenders and servicers.

BUSINESS LINES, PRODUCTS & SERVICES

- » Loss Mitigation Business Process Outsourcing services encompass end-to-end solutions from early intervention and collections through initial file intake, processing, and underwriting.
- » Mortgage Modification services:
 - » Single point of contact
 - » Property reports and valuations
 - » Loan modification underwriting
 - » Doc prep
 - » Closing and booking
 - » Recording services
- » Property reports, property conditions reports, broker price opinions
- » Customer service
- » Claims processing
- » Short sale and deed-in-lieu

KEYS TO SUCCESS

Transformative Solutions

Sourcepoint helps transform and grow mortgage businesses by solving their business challenges with unrivalled mortgage domain expertise, transformational technology, and value-driven solutions. This enables them to reduce costs and elevate the borrower experience while exceeding quality and compliance requirements.

Flexible Delivery Model

Sourcepoint's end-to-end or component-based services are delivered through its hybrid delivery model. The model's flexibility lies in Sourcepoint's ability to deliver services onshore, offshore, via intelligent automation, or a combination best-suited to solve client requirements. Each solution is designed to meet a company's business objectives and ensure they remain compliant with U.S. regulatory requirements.

Trusted Business Partner

Sourcepoint's team takes a collaborative approach to incorporating industry best practices and cutting-edge technology to ensure timely services, maximum quality, and ideal customer experiences. The company's proficiency—honed over 25 years of serving mortgage businesses—is a result of listening to companies and gaining a full understanding of their desired business outcomes. Sourcepoint becomes a partner, not just a vendor, working closely with businesses to design the right solutions for driving sustained success.

ADDED VALUE

Reduce Cost

Combining intelligent automation, analytics, and a global workforce of 4,500 associates, Sourcepoint helps mortgage companies drive down their cost to serve and improve their competitive position.

Drive Digital Transformation

With Sourcepoint's Intelligent Automation capabilities combining RPA and AI/ML for automated data extraction supporting end-to-end automation and analytic products businesses are realizing greater efficiencies, higher quality and faster cycle times across the mortgage lifecycle.

Elevate Borrower Experience

Sourcepoint's Omnichannel Contact Center capabilities are not just solving staffing challenges, but enhancing the borrower experience by offering 24-7 customer service capabilities and providing borrowers with digital communication channels such as WebChat. Call quality monitoring (CQM) and analytics help improve agent performance via daily feedback and coaching, while enhancing compliance.