DS NEWS Presents
BEST IN DEFAULT TECHNOLOGY GUIDE

With mortgage servicers facing unprecedented challenges as borrowers exit forbearances and they prepare for the end of foreclosure moratoria, ensuring you have the right technology solutions in place has never been more critical.

In this month's Best in Default Technology Guide, *DS News* brings you profiles of several companies working at the forefront of this space. Learn how these companies can help streamline your automations, take pressure off your internal staff, and ensure best-in-class service for the homeowners who rely on your services.

Black Knight

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KEY PERSONNEL

Anthony Jabbour | CEO

Joe Nackashi | President

Shelley Leonard | Chief Product and Digital Officer

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, PRODUCTS, AND SERVICES

Black Knight offers a comprehensive suite of solutions to support default operations while helping servicers improve efficiencies, mitigate risk, and enhance the customer experience. Amid changing servicing demands related to the COVID-19 pandemic, the Black Knight **Loss Mitigation**^{SM} solution has been at the forefront of Black Knight's capabilities for default, delivering a feature-rich, web-based application that helps servicers significantly streamline loss mitigation processes, simplify decisioning, and reduce risk.

In a single operating environment, the Loss Mitigation solution supports industry-standard retention and liquidation workouts, as well as proprietary forbearance and modification programs to support customers impacted by unprecedented circumstances such as the pandemic.

Loss Mitigation leverages advanced business rules and logic to guide servicers through each step of the loss mitigation process, all via an intuitive user interface. Rules-driven workflows provide built-in quality controls and validation points to help servicers reduce risk and manage important information.

SUPPORT FOR REGULATIONS AND THE CUSTOMER EXPERIENCE

In today's competitive environment, customers expect seamless support and instant access to information. To help servicers address these demands, Loss Mitigation integrates with several Black Knight solutions that are specifically designed to enhance the customer experience.

Through Loss Mitigation's integration with the Black Knight **Customer Service**^{SM} solution, representatives are better equipped to manage customer interactions. The solution delivers a holistic view of consumers and their loans, enabling representatives to efficiently address questions and concerns. From a single screen, the representative can view a wide array of information, including an overview of the customer's loan, a snapshot of the last 30 days and the next 90 days of key activities on the loan, pending payments, escrow information, and waiver eligibility.

Representatives can also leverage the solution to thoroughly and efficiently document customer interactions. Searchable threads enable representatives to tag customer interactions, which can help foster resolutions faster and shorten hold times. In a CFPB compliance bulletin* published on April 1, the regulatory agency stated it will measure servicers' performance by comparing customer hold times against industry standards.

Similarly, Loss Mitigation is integrated with **Servicing Digital**^{SM}, a consumer-facing, self-service solution that gives customers the ability to make loan payments and access fast, around-the-clock information about their mortgage, property and local housing market from a mobile device. Through this integration, consumers can initiate the loss mitigation process via an advanced self-service prompt within Servicing Digital.

Upon completion, a notification is pushed to the Loss Mitigation solution, notifying the servicer of the request for assistance. Loss Mitigation automatically opens a case and triggers a "Borrower Contact" work queue for the Single Point of Contact (SPOC) that intuitively guides the SPOC through a series of loss mitigation tasks, from conducting a welcome call, to acknowledging a committed workout decision—and everything in between. Consumers can also upload documents, track real-time updates, and interact with their SPOC within Servicing Digital.

In addition to loss mitigation, Black Knight offers a comprehensive range of solutions to support the default process from start to finish. Black Knight's industry-leading **MSP® servicing system** includes comprehensive functionality to manage non-performing loans. It is also fully integrated with Black Knight's **suite of default servicing solutions,** which helps servicers manage processes related to bankruptcy, foreclosure, claims and invoicing.

consumerfinance.gov/about-us/newsroom

RES.NET

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

KEY PERSONNEL

Keith Guenther | Founder & Chief Executive Officer

Angela Hurst | SVP of Business Development

Rob Pajon | SVP of Marketing & Product

BUSINESS LINES, PRODUCTS & SERVICES
- 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 our clients and allows users to create custom workflows, allowing its user base to stay relevant in an ever-changing environment. Today, through our suite of complimenting portals, RES.NET's platform serves over 200 clients, their investors, and stakeholders, along with thousands of vendors throughout the US and its territories. Due to the configurability of the system and our 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.

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.NETs 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. Paring this workflow and data continuity solution with options for borrowers to have direct access for status updates places clients in a pro-active 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.

Xome®

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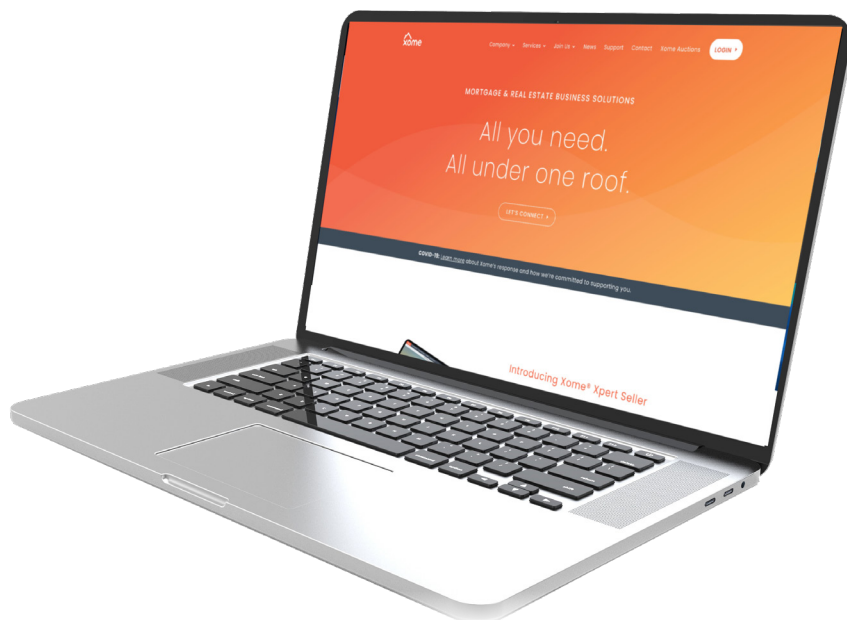
KEY PERSONNEL

Mike Rawls, CEO

Ethan Elzen, CFO

Joe Cutrona, SVP Auction Exchange & Asset Management

Jim McDermott, SVP Property, Valuation & Data Services

OUR STORY / WHO WE ARE

Xome is a real estate solutions provider serving mortgage servicers, originators, real estate professionals, and home buyers and sellers nationwide. With an integrated, technology-driven platform, Xome offers servicers an asset level view of their entire portfolio for quicker default activity decisions and a robust online real estate marketplace. Powered by a best-in-class auction platform Xome provides a fully transparent and an easier buying-selling experience that benefits servicers, home sellers, and buyers, as well as the surrounding community.

END-USER CATEGORIES:
Service Provider

FEATURED PRODUCTS & BENEFITS

» Xome created a tech enabled product to help servicers and homeowners with forbearance exit strategies.

» Xpert Seller by Xome®: Designed for servicers to help homeowners who want to sell their homes get the quickest sale—and highest price—possible. Powered by one of the largest and most active online real estate auction platforms, Xpert Seller is especially helpful to homeowners in forbearance and on a tight timeline.
   • Adds capacity to support servicing disposition activities
   • Effectively manages potential losses
   • Proactively assists homeowners through the process
   • Increases transparency in the foreclosure sale process & status of listings
   • Provides homeowners with relocation assistance
   • Increases exposure to buyers & may decrease time on market

» Xome has been supporting the real estate community, investors and homeowners since 2013—making it easier to search, bid, buy, and sell homes with a transparent and best-in-class online platform.
   • Attracting over 1.6 million unique monthly website visitors
   • Driving over 1,100 unique visitors per auction asset
   • 100,000+ properties sold
   • $16 billion total home sales

DELIVERY PLATFORM (SAAS, WEB-BASED, ETC.)
Web-based

WHAT SETS YOU APART FROM YOUR COMPETITORS?

» Xome understands the challenges servicers are facing and our goal is to alleviate capacity issues with the products and services we offer.

» We've made it our job to work with servicers to provide homeowners with alternative solutions that help them retain their equity, empowering them with the options and resources they need to navigate this challenging time.

» Our Exchange services provide communities with complete access to a robust online real estate marketplace.

» We help asset managers take portfolio management to the next level with visibility across their entire portfolio and detailed asset level data all in one place.

» Access to 98%+ MLS.

» Our auction platform is also an MLS portal.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?

» Xome's integrated services can help servicers:
   • Gain operational efficiencies and added capacity
   • Achieve greater transparency & efficiencies via near real-time data sharing
   • Reduce timelines through process efficiencies
   • Minimize losses with best-in-class asset management & most cost-effective disposition recommendations

» Keys to Our Success:
   • Leadership team with over 100 years of combined industry experience
   • Data across the entire portfolio & the individual asset
   • Our purpose & our values drive everything we do
   • We believe when our clients win, we win

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

» Great Place to Work: 2019, 2020

» Tech100 Real Estate Company: 2020, 2021

» MReport Top 25 Companies in Mortgage & Servicing

» Mobile app ranked BEST FOR AUCTIONS (The Balance, May 2021) & #2 Best "Real Estate App to Help You Find Your Dream Home" (Mobile App Daily, 2021)