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## **8-0 Mortgage Servicing Overview**

The Mortgage Loan Servicing department of Company Name services various loan types including VA, FHA, Fixed Rate Conventional, Adjustable Rate Conventional, and others. This service includes the collection of payments, processing account adjustments, payoffs, customer inquiries, collection of escrow items, payment of escrow items, and the handling of delinquent loan accounts.

These sections will address the functional areas of Loan Servicing, from loan setup and customer service, to customer service functions and loan administration, including payment processing, escrow administration, and foreclosure/loss mitigation. Our objective is to comply with all servicing specific government regulations, but this manual is not a definitive regulatory compliance element. For definitive guidelines on complying with Federal laws, please see the Compliance Manual.

We make individual regulator, agency and investor handbooks available for our employees to allow us to follow specific regulations and requirements. These guidelines take precedence over any guidelines set forth in this document. It is the policy of Company Name to comply with all federal and state laws, regulations and guidelines in connection with the servicing of mortgage loans.

### **Overall Business Objective & Strategies**

Some of the overall business objectives and strategies for the Mortgage Loan Servicing department are:

- Provide a quality point of contact for customers in order to answer inquiries and to resolve problems concerning mortgage loans serviced by Company Name in order to build relationships that add value to both the customer and Company Name
- Support mortgage origination, branch sales and other areas of Company Name
- Maintain secured and accurate data on mortgage systems and ensure the smooth flow of that data through all systems.
- Minimize risk to Company Name by collection of delinquent payments, default intervention, payment of escrow items, and other servicing functions.
- Comply with federal, state, and local laws and regulations along with bank, investor, and departmental guidelines and practices.
- Produce non-interest revenue from servicing rights and fee income while controlling cost and expenditures in order to contribute the overall profitability of Company Name. Provide an efficient and flexible operational platform that allows for growth in the event of acquisition, integration, or enhancements to mortgage servicing portfolio and/or the overall company.
- Create and maintain a working environment that fosters efficiency, productivity, and a desire to achieve excellence in order to create value to our customers, employees, and stakeholder.

**Computer Processing – System Information**

Much of the process of loan servicing is done with the assistance of automation. We utilize many different tools in the management of elements of loan servicing. Some of these are provided by vendors or the investor. Some of these we own or contract with for our own use.

Function	Software Platform	Description	Knowledge Base
Loan Servicing	Sub-Servicer/LOS	Handles customer correspondence, accounting and reporting	On-line software manual
Tax Reporting	Sub-Servicer/LOS	Delegated to Sub-Servicer	DMI Module
Force Placed Insurance	Sub-Servicer	Delegated to Sub-Servicer	DMI Module
MERS	Mortgage Electronic Registration System	Handles transfer of ownership	www.mersinc.org.
Credit Disputes	E-Oscar	Handles the review and correction of consumer credit data we report	
Real Estate Tax Reporting	SmartWeb	Interface for managing real estate property tax vendors	

Depending on the function, staff may obtain information on, or adjust, customer accounts. Submit requests for access to the appropriate managers and team leaders for forwarding to System Administration.

## **Employee Reference Resources**

In order to eliminate the need for paper manuals, Company Name places, or provides links to, manuals on-line.

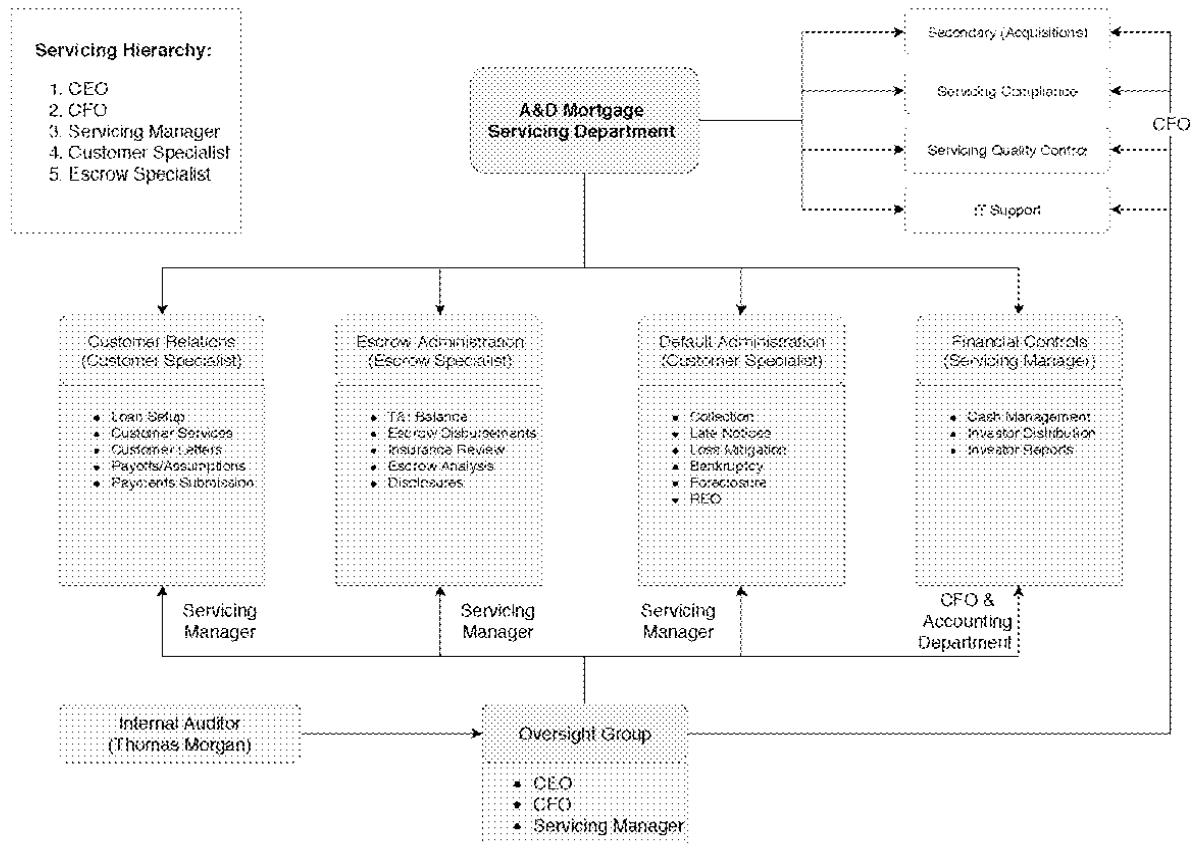
We make the following resources available

- Fannie Mae (FNMA)
- Freddie Mac (FHLMC)
- Ginnie Mae (GNMA)
- FHA
- VA
- Mortgage insurers



## 8-10 Servicing Personnel

### 8-11 Servicing Department Organizational Chart



### **8-12 Separation of Duties**

Within our organizational structure we check each other's work. This means that an individual does not perform a duty and then check his or her work as well. Examples of this include:

- Payment posting and account reconciliation
- Quality Control
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