

## MortgageFlexONE Servicing is like 6 products in ONE

### Full Servicing

- Engage Servicing
- Lower Cost to Implement
- Lower Servicing Fees

### Full Default

- Engage Servicing
- Lower Implementation Costs
- Transparent and Easy Access to Your Data

### Full imaging

### Borrower Portal

- Schedule a Free Demo.
- Get a Full Cost Assessment.
- Implement with Confidence.
- Service Loans with Ease

### Built in Report tool

### Online Hardship Application Process

### Payments

Last payment received amount and date  
Next due payment  
Scheduled payments  
Set up recurring ACH payments  
Set up one-time ACH payment  
Set up additional principal /escrow payments  
Set up alternative payment amounts  
Account history of payments/disbursements

### Loan Information

Loan program and interest rate  
Next payment due date and amount  
Original and current loan balances  
Principal and Interest payments YTD  
Escrow balances  
Payment breakdown (P&I, Taxes & Insurance  
Maturity date. number of payments remaining  
Online payoff estimates and payoff requests

### Online Documents

Monthly statements  
Escrow analysis  
Year-end tax form (1098)

### Maintenance

Bank account setup  
Address and contact information  
Notifications preferences

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Another option for any lender that has a sub-servicer, besides bringing the portfolio in-house using our servicing system, would be to implement our technology as a Servicing Onsite Tool. As the loan owner, the lender today is fully responsible for the sub-servicers' advances and regulatory fines.

The benefits of this approach would be:

- *Solidify the oversight and controls as the owner/master servicer to Investors and Regulators.*
- *The ability to manage and see asset activity at the loan level and improve their borrower's experience.*
- *The bank/credit union can stay involved with borrowers for retention needs and address simple questions or complaints that lead to regulatory concerns and loss of business.*
- *Most of the issues are transfer or escrow-related.*
- *Follow delinquency trends for loss reserves.*
- *Integrate the sub-servicers invoice to GL at a loan level.*
- *Avoid servicer's expenses from being passed through as an investor loss.*
- *Manage loan-level advances and recoveries to property values.*
- *Expanded analytics on the total portfolio.*

Additionally, by using the system in this manner, the lender will gain confidence in bringing it back in-house and better understand the cost associated with this effort. (staffing and integration)

This approach allows the lender to own the borrower's experience by offering our portal to start with. This allows all the sub-servicer data to flow through our system and support the items listed above.

There are a couple of ways to get the data. If it's targeted data for default or payment activity, the bank/credit union can pay for a report extract to be built and scheduled for production times. (define the fields needed to produce daily refresh of the web portal). Since most sub-services use ICE/BK, it produces a data file at month end called BDE, and it is a full data transaction report that the bank/credit union could request their portfolio data from, which could be a cost involved.

The true value is compliance, cost reduction, and data for staffing. Bringing the data into our system of record could be an effort to avoid moving the portfolio. The use of our system from a cost and staffing standpoint is probably around the cost of 1-2 FTEs.

We believe that this approach will help with better transparency and will provide insight into where "leakage" is occurring. This information can be used to make a case for a new sub-servicer, better results from your current provider, or bringing it in-house. From a MortgageFlex Cost standpoint, we would be very open and flexible about a model that meets your needs.

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