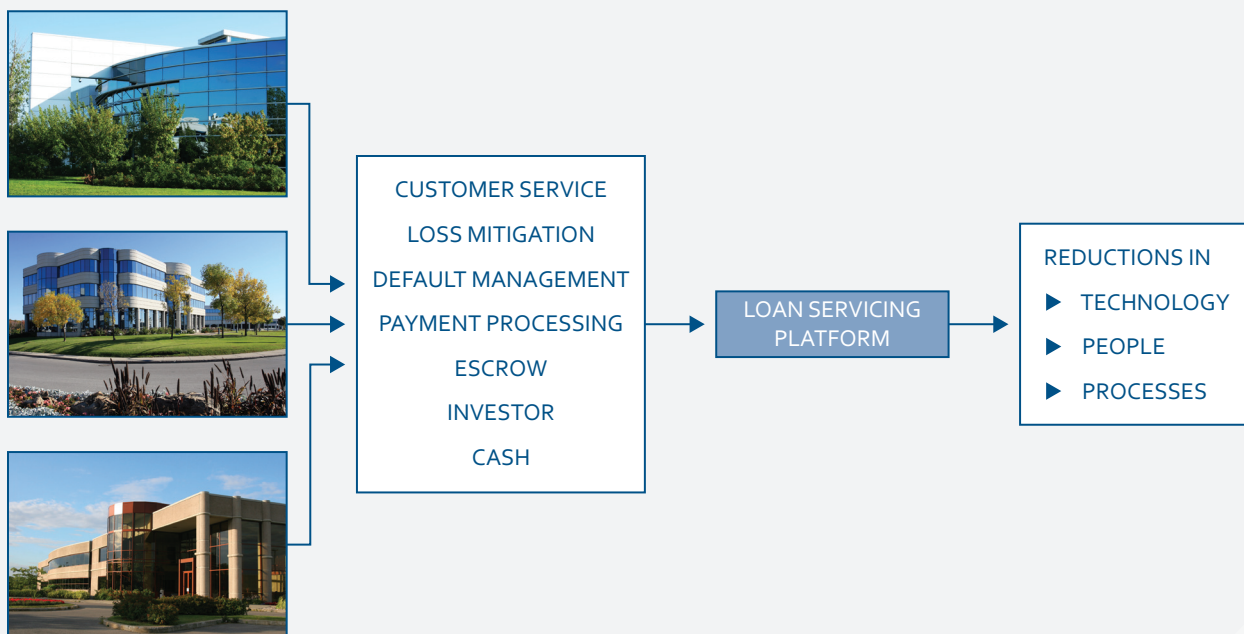


LOAN SERVICING PLATFORM EXECUTIVE SUMMARY

Value Proposition

The Loan Servicing Platform from Fiserv consolidates support for all retail loan products on a single platform, including mortgages, home equity loans and lines of credit, personal loans and lines of credit, installment loans and indirect auto loans. Browser-based and real-time, the Loan Servicing Platform automates all loan servicing processes, including integrated collections, default management, cashing, escrow, and investor accounting for both closed-end and revolving loans. With the Loan Servicing Platform, lenders can define how work is accomplished using sophisticated process automation tools. Rule-based process authoring, work queues, event triggers, and “workbenches” improve efficiency and service levels. 24/7 account servicing enhances your self-service channels and responds to the demands of firms with operations centers distributed across the country—or across the globe.



System Differentiators

No one else in the industry has the differentiators offered by the Loan Servicing Platform from Fiserv:

Differentiator	Benefit
Business Process Management Architecture	The Loan Servicing Platform is based on a stable environment that allows for business focused development – rapidly providing you with enhancements to lead your market.
Online, Real-Time	Internet Explorer 6 or better and a secure internet connection are the only requirements; no hard-to-manage desktop software.

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Differentiator	Benefit
24x7 Processing	Work anytime, sourcing operations in locations around the globe.
Built-in Workflow Tools	Control how work is performed on the system. Set the events that drive work through the system so it done when needed and in a consistent manner.
Integrated Default Management	Support all of a borrower's delinquencies — mortgage, installment loans and credit lines — without wraparound or third-party technology. Control how the system operates based on your specific business needs. Proactively engage in default management activities with a single view of a customer's loan accounts.
Scalable	Service up to 10 million loans on one copy of the system.
Easy Integration through Web Services	Accelerate a variety of loan servicing processes and significantly improve response times using fewer manual touch points.
Private Label Servicing	Increase flexibility, enhance processing efficiency and generate additional revenue.
Multiple Deployment Options	Available as a license, ASP, or resource management model (license running in Fiserv data center).

Ease and Cost of Custom Enhancements

We constantly reinvest in the Loan Servicing Platform to ensure you have a future-proof and best-in-class loan servicing system. In addition, the migration to a system that is built upon a rules engine will ultimately enable Fiserv clients to perform their own rules-set modifications, eliminating the reliance on programmers and reducing the time to market for new products.

Key Features

The Fiserv platform allows you to realize the benefits associated with the following key features.

Architecture

- You can service any loan, anytime, anywhere. The Loan Servicing Platform provides 24x7 real-time processing without the interference or limitations associated with end-of-day processing cycle. This has important implications for delivering quality customer service across many time zones.
- Business Process Management Architecture (BPMA) provides business benefits other loan servicing systems cannot. Our ongoing investment to make the platform a fully rule-based and Web 2.0 system is an architectural evolution that takes advantage of the vast metadata store currently housed within the existing platform architecture. It will ultimately put the design and execution of rules and business processes into the hands of Fiserv clients.

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- The Fiserv system's architecture is flexible because it is a true three-tiered structure; the data is separate from the rules and from the application logic. The three-tier design facilitates customization, is less expensive to enhance and provides quicker turnaround to meet critical regulatory and business changes. This has allowed Fiserv to make key modifications in very short time frames. The implementation of browser delivery in 2000, the introduction of HELOC support in 2002, the enabling of 24x7 real-time processing in 2004, and the rules-driven investor reporting functionality in 2008 all had very short design-to-market cycles.

Web Services

- Web Services offered in the Loan Servicing Platform provide greater self-service options without processing delays, lower data management costs and eliminate the need for understanding program languages. They are the framework to integrate all of your ancillary systems and applications so that they work as one interoperable system.
- Our borrower self-service website leverages our standard Web Services suite and lets borrowers access and update their loan information in real-time. With the Loan Servicing Platform, you are equipped to offer this level of service to your customers without the resource limitations or cost constraints typically associated with website delivery. The interface retrieves mortgage and home equity loan data directly from the Loan Servicing Platform so your customers can access their accounts quickly and easily from a website that has your company branding.

System-Wide Capabilities

- The Loan Servicing Platform from Fiserv is a real-time system. No transactions are shadow-posted for update through the nightly batch processing cycle. Once you press the "Enter" key, the database is updated and all users accessing the system – regardless of location – can immediately see the updated information. Employees do not have to monitor reports and research rejected items that were thought to have posted the previous day. This also has significant impact on cash management and investor reporting. The system posts transactions immediately, and application, reversal, and reapplication of cash on the same loan can happen all in one day. This real-time feature guarantees transactions will not reject during an overnight processing cycle. In a batch environment, even shadow-posting cannot overcome the obstacle where there can often be one or more days of delay to reverse cash, correct the outstanding loan issue and reapply the payment transactions.
- The entire Loan Servicing Platform is browser-based. The only software needed on the desktop is Microsoft Internet Explorer. Wraparound technology is not necessary. Using the system eliminates organizational silos because functionality and navigation are uniform throughout.

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- The Loan Servicing Platform is one integrated system. This helps you avoid wraparound and helper systems. With all servicing functionality delivered in the core system, information exchange is in real-time and internal processes are streamlined. One integrated system means lower technology and labor costs.
- The system's consumer functionality – installment loans, rate locks for credit lines, ability to securitize individual advances on credit lines, collateral flexibility, escrow support for any type of loan, and indirect lending support – enables you to manage all retail loan products with one workforce and one workflow. You can also tie together multiple loans to give one view of the borrower so you can see if loan balances, credit scores or asset appreciation have created additional credit capacity or if payment performance has increased risk.
- Point-and-click navigation via the menu tree or customized workbenches keeps the user from having to memorize arcane screen codes. This has significant implications for training and ensuring quality customer service.
- The core system has integrated workflow tools, as opposed to wraparound workstations, which standardizes and automates processes throughout your loan servicing operation. Complex “if-then-else” logic rules can be built and embedded, and clients can change a policy and deploy it – in real time – by invoking workflow rules.
- An imaging solution is resident within the Fiserv product suite, and Fiserv maintains tight integration between this application and the Loan Servicing Platform.
- The online letter writing feature uses Microsoft Word® making it easy to design templates for letters, notices and statements to be printed, emailed, faxed or delivered electronically using the eDocument facility. You also can merge certain account-level fields into the text to personalize each document.
- Managers can configure a variety of system views to match employee work requirements. Automation tools make it easy to embed frequently used processes and Web sites to ExpressLinks within the workbench. Employees simply click on a button to launch the system task and then follow any prompts, greatly increasing their productivity and accuracy.
- The system has the ability to track and report on work orders from vendors and use data as a control when making vendor disbursements. This allows greater control over the billing process. Bill paying is less risky since the work is ordered with the reimbursement rules in mind.
- The Loan Servicing Platform provides client-defined fields. Unlike competitive systems, the system displays the field title name assigned to it by the client. This eliminates the confusion associated with using generic field names in queries, workflow and reports.

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- The Loan Servicing Platform has built-in cross-sale campaigns rather than using a third-party wraparound application. The system displays an account-level Loan Alert telling the user if a borrower has been solicited for other products or services. Clicking the Loan Alert will display the product or service being solicited and a script can be launched within the workbench to provide a customized sales pitch.
- In an effort to manage risk and streamline operations, the Loan Servicing Platform uses event triggers. These indicate whether certain events associated with a loan should trigger specific actions, such as the generation of a letter.

Delinquency / Default Services

- Fiserv is fully engaged with the Treasury and the GSEs in order to provide all the functionality to meet the Home Affordable Modification Program's (HAMP) specific requirements. We completed a thorough analysis of the current guidelines to demonstrate how existing functionality of the Loan Servicing Platform enables Fiserv clients to process HAMP modifications. A case study scenario – based on a set of typical loan criteria – was activated on the Fiserv system and processed following HAMP guidelines. The result: Loan Servicing Platform functionality meets the fundamental loan modification requirements.
- A unique Loan Servicing Platform feature is the ability to track any actions taken in response to a borrower's inquiry or situation. A series of Loan Alerts allow you to mark an account as one that is in some phase of the HAMP program. Loan Alerts eliminate miscommunication and errors because they remain on each screen during navigation to identify an account that does not qualify for HAMP; HAMP package sent; HAMP package received from the borrower; borrower approved for HAMP; HAMP rejected by the borrower; trial period started; borrower defaulted during the trial payment period; HAMP modification completed; borrower removed from HAMP program.
- Multiple methods for calculating delinquency allow you to manage your delinquent portfolio with more flexibility. The Loan Servicing Platform uses both the MBA and OTS definitions of delinquency. You can apply the correct delinquency routine to the right loans to reduce effort and focus on the right loans at the right time.
- You will be able to build online collection queues using over 127 data elements, and dialer queues in any required format to stratify calling campaigns to match your collection strategy. Collectors and loss mitigation analysts have a complete online history of the borrower payment pattern, past defaults, financial information, property values, and extensive data about the current default and intent to cure to help them make the best-fit workout decision. This entire workflow can be fully automated using the built-in workflow tool.

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- You will be able to use internal analysis options in the Loan Servicing Platform for assistance with gain/loss and other decision factors in Loss Mitigation, late stage collections, foreclosure, bankruptcy and REO.
- The Loan Portfolio Management Center dashboard allows financial institutions to manage and evaluate loan portfolio risk. The dashboard offers instantaneous online summaries of mortgage-related data from one central location. These critical metrics arm your organization with key insights, allowing you to react to changing market or portfolio positions.
- The Loan Servicing Platform and its electronic lending workflow are a fully collaborative, mutually accountable workout process completed in a matter of minutes. Every interaction for collections or loan workout can result in a completed financial transaction or executed customer agreement—all while your customer is on the phone. Using electronic document workflows, your staff can stay connected with customers until they finalize and execute collections and workout agreements. Automatic alerts are sent to customers as documents are uploaded and, with full access to previous document versions, customers will have an online record of their interactions.
- The Loan Servicing Platform tracks and reports on vendor work orders. This provides an environment of financial controls and an operational timeframe to be used in determining disbursement rules. Caseload management features within the default area provide a snapshot view of any vendor's performance and facilitates vendor scoring.
- Since the Loan Servicing Platform is one system, you can avoid the problems with cash application on loans in default. You can set up system controls to ensure bankruptcy plans, forbearance plans, repayment agreements, and you can post short payoffs correctly by either another user or lockbox.
- With the Loan Servicing Platform, you know all of your advance exposure at the time work is ordered. This saves time and effort when creating payoff statements and reinstatement quotes. You can also report on aging of advances and the allocation of fees and costs associated with specific work order elements such as property valuation or foreclosure court costs.
- The Loan Servicing Platform and its electronic lending workflow are a fully collaborative, mutually accountable workout process completed in a matter of minutes. Every interaction for collections or loan workout can result in a completed financial transaction or executed customer agreement—all while your customer is on the phone. Using electronic document workflows, your staff can stay connected with customers until they finalize and execute collections and workout agreements. Automatic alerts are sent to customers as documents are uploaded and, with full access to previous document versions, customers will have an online record of their interactions.

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Investor Services

- Rule-based investor accounting functionality provides online, real-time access to data, no matter how unique the investor requirements. Manage your investor activities without having to wait for overnight data updates. The tools in the Loan Servicing Platform give you and your investors the power to access data about portfolio position any time you want. Immediately see the impact of every borrower transaction. The built-in rule engine is more than a piece of specialized legacy software. It is innovative technology that allows you to respond immediately to ever-changing industry policies and regulations.
- Unlike batch systems, on the real-time Loan Servicing Platform you can reverse multiple payments on the same processing day. You can even make loan-level corrections and reapply the payments on the same day. Manual adjustments to investor reports and remittances are unnecessary.
- Investor transfer transactions can occur in real time with online reject queue population to insure all loans are transferred in the same business day. Most loans can have up to three simultaneous pending transfers.

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Escrow Services

- The Loan Servicing Platform focuses on exceptions so the user can resolve problems as they occur. Embedded tracking mechanisms such as online queues for unpaid escrow items make sure that exception items are addressed within an established timeframe, keeping everyone on task. The queues also provide a level of point-in-time managerial statistics that aren't available from reports.
- The real-time Loan Servicing Platform does not rely on a batch cycle and manual production of a check in order to produce an on-demand escrow check directly from the system.
- The introduction of HOPA brought about changes in the way that mortgage insurance is regulated. Rather than rely on human intervention, the Loan Servicing Platform relies on event triggers such as the cancellation of MI collections when the loan reaches 78% of the original LTV.
- The Loan Servicing Platform carries multiple tax dates to ensure that tax bills are closely monitored and paid in a manner that takes advantage of discount dates and avoids costly penalties. The Tax Due Date, Tax Delinquent Date and Customary Tax Disbursement Date are maintained at the loan level. The Customary Tax Disbursement Date is stored in the header record and audited at the loan level.
- Servicers lose several thousand dollars in interest each year for advances made toward unpaid escrow items. Many mortgage instruments include a provision for the servicer to charge interest at the Note rate on advances made to protect the lender's interest in the property, thus allowing them to recover all or a portion of the expense. Unlike other systems, the Loan Servicing Platform provides the ability to collect interest on corporate advances for escrow items paid on the borrower's behalf.

Special Loans

- The Loan Servicing Platform supports ARM loan products, including Option ARMS and Interest Only ARMS. Such automation extends to administration of balloon loans, including resets and rate reduction products, eliminating the need for manual manipulation.
- Support for Collections, Loss Mitigation, Bankruptcy, Foreclosure, Property Preservation, Claims and REO is included in the core application eliminating the need and expense of wraparound systems.
- HELOC product support functionality was first introduced within the Loan Servicing Platform in 2002. Since then, Fiserv has continued to make a significant development investment to give clients the flexibility to accommodate new product features such as a wide variety of payment options, campaign support, rate-lock capability and multiple access methods, including credit/debit cards.

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Payoff Statements

- The Loan Servicing Platform can produce amended payoff statements based on client-defined events triggers. For example, if a payoff statement has been issued and a payment is subsequently reversed, the system can automatically reissue a revised payoff statement. This eliminates the need to monitor loans and manually request updated statements and also reduces exception handling of overpayments.

New Loan Boarding / Loan Acquisitions

- The real-time Loan Servicing Platform can board and activate loans throughout the day. Financial activity related to the boarding is created in the same boarding file, eliminating the need for a second transaction. The system transacts both maintenance and financial activity immediately.
- The LOI interface in the Loan Servicing Platform includes an Error Checker that contains some 100 different error or illogical conditions that could be present on the loan. Clients can select which errors they want to check for as loans are boarded via the LOI. Error Checker also differentiates between new production, purchased loan and refi loans. This means that each category may have different Error Checker settings. Error Checker is launched as loan data are introduced into the system; loans not passing edits are reported to the client within 10 minutes after LOI completes its read of loan data.
- For refinanced loans, the automated boarding process can pay off the old loan and transfer defined data from the old loan to the new loan.

Payment Processing

- Recurring and one-time ACH drafting options equate to wider borrower payment accommodation and lower delinquency rates. Drafting can occur from two different accounts on a schedule independent of the contractual payment terms. You can draft weekly, biweekly, semi-monthly, etc., on a monthly pay loan. You can even charge a fee for the service.
- Since the Fiserv system is real-time, payments from multiple sources – lockboxes, third-party vendors, teller lines, Internet – can be posted throughout the day. This includes multiple feeds from the same lockbox.
- The Fiserv system supports multiple cash clearing accounts to better accommodate disparate servicing center locations as well as multiple lockbox locations. This simplifies identification of funds sources and settlement efforts.