

CSC

EARLYRESOLUTION

HOME AFFORDABLE MODIFICATION PROGRAM AND EFFECTIVE LOSS MITIGATION SOLUTIONS

AT A GLANCE

- Scalable, Treasury- and Investor-Compliant Default Servicing Technology
- HMP Eligibility Determination in Real Time
- Real-Time Decisioning – HMP and Non-HMP
- Workflow Tools to Streamline and Expedite the Loss Mitigation Process
- Outsourcing Enabled to Counselors and Other Loss Mitigation Specialists

Keep Pace with Changing HMP and Non-HMP Modification Programs

In the 11 months following the U.S. Treasury Department's announcement of Summary Guidelines for the Home Affordable Modification Program (HMP), the agency has released 10 Supplemental Directives, including the Second Lien Modification Program (2MP) and Home Affordable Foreclosure Alternatives (HAFA). One new Directive calls for HMP trial periods to begin based on verified information rather than verbal information. In addition, Freddie Mac announced that, starting March 2010, all borrowers who are fewer than 60 days delinquent must be processed through its new Imminent Default Indicator software. Fannie Mae is expected to create a similar requirement soon.

Under such a dynamic environment, what's the best way to keep up? CSC's EarlyResolution® default management technology helps servicers quickly respond to and comply with these changes. The EarlyResolution suite of tools provides rules-based loss mitigation solutions for a broad mix of industry participants, including mortgage servicers, counseling agencies, third-party loss mitigation specialists and borrowers.

Depend on EarlyResolution for a Fast, Scalable Loss Mitigation Solution

Executing complex business processes at high volume levels requires technology to help with automation, decision making and compliance. Using a smart combination of flexible scripting, a rules engine and workflow tools, EarlyResolution is the collections and loss mitigation tool of choice for more than 45 percent of the loan servicing market. Our clients are taking advantage of this nimble solution to reduce credit losses and stay current with evolving Treasury and GSE guidance and industry best practices.

CSC is also the first non servicer to deploy a certified Treasury net present value (NPV) model embedded in the workout process. Servicers can qualify or pre-qualify a borrower for HMP in real time, while the borrower is on the phone, rather than submitting data to the federal HMP Administration Web site and following up with the borrower at a later date. If HMP cannot be used, EarlyResolution determines the optimal workout option for the borrower and captures the reason for HMP mod ineligibility for compliance reporting purposes.



EarlyResolution Business Benefits

- Expectations set with the borrower on the first right-party contact, eliminating multiple borrower calls
- Decisioning analytics and workflow
 - Pursue both retention and liquidation workouts at point of contact or upon verified information
 - Efficiently qualify a borrower for a HMP trial period based on verified information from the borrower
 - Expedite document generation and order third-party services
 - Generate final modification terms
 - Utilize an “ownership” model within the servicer if so desired.
- Efficient, consistent interaction at the point of contact — servicer, borrower direct, counseling agency or third-party loss mitigation specialist
- An embedded, certified Treasury NPV model that qualifies or pre-qualifies borrowers for HMP in real time
- Flexibility to handle any form of loss mitigation workout
- A path to compliance — to stay current with evolving guidelines across diverse loan portfolios and comply at the loan level for HMP and the myriad pooling and servicing agreement rules
- Substantial improvement in loss mitigation productivity.

EarlyResolution Diverse and Flexible Capabilities

- Make consistent decisions within collections and loss mitigation using customizable work rules to determine optimal workout solutions in compliance with investor rules for:
 - Repayment plans
 - Repayment plans with a balloon
 - HMP mods and special forbearance mods
 - Non-HMP mods
 - Moratorium
 - Partial claim
 - Partial claim special forbearance
 - Short sale
 - Deed in lieu of foreclosure (DIL).

- Customize workout hierarchy by specific order, loss severity or NPV
- Develop custom workout plans to meet requirements of pooling and servicing agreements, GSE or owned portfolios
- Underwrite using gross income with DTI ratios or the net disposable income approach
- Utilize standardized GSE plans
- Quickly increase capacity at new or remote user locations
- Enable outsourcing of loss mitigation steps with the EarlyResolution Counseling Portal and workflow tools using common business rules
- Reduce inbound call volume by diverting borrower loss mitigation status inquiries to the EarlyResolution Borrower Inquiry Web portal
- Easily explore other loss mitigation options for borrowers who do not qualify for HMP.

For more information about CSC's EarlyResolution software with HMP support, call 800.345.7672 or send an e-mail to inforequests@csc.com. Visit us online at www.csc.com/earlyresolution.



About CSC in Financial Services

CSC provides mission-critical business solutions, consulting and outsourcing services to leading financial services firms around the world.

We bring more choices to the industry. We help clients plan for business and technology change. We create software, tools and processes to address specific business needs, and we continually enhance those solutions by collaborating with an extensive network of client communities and technology partners.

Our global outsourcing operations give us real-world insight into business and IT processes that deliver the best results for our clients. More than 1,200 major banks, insurers, and investment management and securities firms rely on the experience, ingenuity and leadership of more than 10,000 CSC employees focused on financial services.



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