

# Mortgage Servicing Solutions For Lenders



## Technology that drives servicing innovation.

Existing technology lacked the functionality needed to meet current market needs, so we built it. ServiceMac's proprietary workflow platform has 2,100+ regulatory and quality rules that we check every loan against, every day to ensure we're delivering exceptional service to clients and remaining compliant.

### ✓ Transparency that instills confidence.

A highly valued by-product of our technology is our data environment with 15,000+ loan-level data elements including all client interactions. Clients have access to our real-time data which drives their confidence that their customers are receiving the level of service they deserve.

### ✓ HELOC servicing solution.

ServiceMac's digital HELOC solution provides reliability, confidence, access, and more. Daily monitoring and a proprietary, HELOC-specific rule set ensure the ongoing compliance of your portfolio. We run every rule, on every loan, every day.

### ✓ Providing unmatched first- and second-mortgage servicing.

Setting the new servicing standard, ServiceMac is committed to our investment in technology enhancement, transparency, and compliance to deliver first-rate service for both you and your borrowers. Our data gives clients a clearer oversight of our performance when servicing their portfolio, and provides complete transparency into all loan activities, assisting in decision-making and improving borrower retention.

### ✓ Technology that protects clients.

Staying true to our commitment to perform at unprecedented levels and remain in compliance with all state and federal rules and requirements, we developed mock audit capabilities which mimic parts of regulatory and agency audit criteria and helps clients monitor how they will perform during an audit.

### ✓ Unmatched client service that improves experience.

When customers call, our service team is there to assist with any inquiries. This highly capable, well-trained team communicates real answers in a way customers can understand while delivering unmatched service.

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