

Table of Contents

Table of Contents.....	i
8.0 Mortgage Servicing Overview	1
Overall Business Objective & Strategies	1
Computer Processing – System Information	3
Employee Reference Resources	4
8-20 Servicing Quality Control Review.....	5
8-20-1 Origination Quality Control Components	5
8-20-2 Quality Control Plan Checklist.....	6
8-20-21 Quality Control Personnel and Contractors.....	7
8-20-3 Sampling and Random Selection.....	8
8-20-31 Sample Size.....	8
8-20-33 Timing and Frequency of Reviews	9
8-20-4 Reporting Incidences or Patterns of Fraud or Non-Compliance	10
Reporting to Fannie Mae	10
Reporting to Freddie Mac	10
Reporting to HUD.....	10
8-30 Customer Service	12
Rule 1 – Don’t Pass the Customer On.....	12
On-Line Mortgage Information	13
Complaint Resolution	14
Qualified Written Request	14
Responses to Inquiries	14
Protection of Credit Rating.....	15
Assisting Customers – Private Information	16
Privacy - Opt Out Provisions.....	17
Marketing Department Responsible for Monitoring “Opt-Out”	17
Identifying Customers	18
Address Changes	20
Policy.....	20
Procedure for Processing Address Change	20
Amortization Schedules.....	22
Fee Schedule.....	23
8.32 Payment Processing.....	24
Stops and Flags.....	24
Unidentified Payments	25
Drafting.....	25
Annual Statements	25
1098 Statements.....	25
1098 Reporting.....	26
Customer Interest Statements	26
Reporting “Pre-Paid” Interest	27
1099 Statements.....	28
Customer Service Notes and Task Tracking.....	30
Call Center	30
Quality Assurance	30
IVR / VRU.....	30
8-35 Mortgage Electronic Registration System (MERS)	31
Mortgage Electronic Registration Systems, Inc. (MERS) Procedures.....	31
Mortgage Electronic Registration System (MERS®) Policy and Procedure	32
Introduction	32
MERS Manager Duties and Responsibility	33

Periodic Duties	33
MERS Manager Responsibilities	33
MERS Roles.....	34
Mortgage Identification Number (MIN) Assignment	35
Procedures for Managing MERS Filings	36
Loans Originated and Initially Registered on MERS®.....	36
Loan Sales and Loan Transfers.....	37
Adding Purchased Loans to MERS	38
Servicing MERS Loans	39
MERS Integration.....	40
Corporate Resolution Certification	41
Deactivating Loans Registered with MERS	42
Step-by-Step Correct of Mortgage or Assignment Erroneously Recorded.....	42
Troubleshooting - MERS Member is Not Responsive.....	43
Member to Member Petition.....	43
Step-by-Step Petition Process.....	43
Monthly MERS Quality Assurance	44
Third Party Vendors.....	45
8-40 New Loan Servicing Set Up - Boarding	46
General Set Up Procedure.....	46
8-43 Mortgage Loan Payment Methods.....	47
Prompt Payment Crediting Policy	47
Partial Payments.....	47
Fannie Mae Partial Payments.....	47
Excess Payments.....	49
Coupon Books	50
Processing Payments with Coupons	50
Monthly Billing Statements.....	51
Non-Standard Due Dates.....	51
Equity Lines and Monthly Statements.....	52
Automatic Draft/Funds Transfer	53
New Draft Report	53
Third Party Payment Plans.....	54
Equity Acceleration or Bi-Weekly Plans.....	54
Bill Payment Options.....	54
Just In Time Payments	54
Waiver of Late Charges.....	55
No Pyramiding of Late Charges.....	55
Internal Delinquency Rate Calculations for Reporting Purposes.....	55
Counseling.....	88
8-55 Credit Reporting.....	89
Disputes to Credit Reporting	90
Automated Consumer Dispute Verification (ACDV) Process	90
Automated Universal Data (AUD) Process.....	90
8-58 Loan Sales and Servicing Transfer	91
Transfer of Servicing Requirements	91
Loan Acquisition Procedures.....	92
Loan Sales and Servicing Transfers	93
8-60 Escrow and Impound Account Management	94
Separate Accounts for Escrows and Impounds.....	94
Higher Priced Mortgage Loans (HPML)	95
Aggregate Escrow Analysis.....	96
Annual Escrow Analysis.....	96
Individual Escrow Analysis.....	96
Escrow Shortages.....	97

Escrow Overages.....	98
Escrow Cushions	98
Mortgage Insurance Administration.....	99
Private Mortgage Insurance.....	99
FHA Premiums.....	99
Homeowners Protection Act	99
Mortgage Insurance Premiums (MIP).....	100
Real Property Tax Administration	101
Non-Escrowed Loans.....	101
Taxing Authorities	102
Tax Periods	103
Timing Disbursement to Receive Discounts	103
Timely Payment	103
Tax Service Company.....	104
Tax Service Fees	104
New Orders	104
Reviewing for Paid Off Loans	104
Types of Tax Service	104
Discovery and Payment of Delinquent Taxes.....	105
Establishing Escrow Accounts for Unpaid Taxes	105
Pre-Cycle Audits	106
Missing Bills	110
Refunds of Paid Taxes.....	110
Erroneous Payments and Penalties.....	110
Tracking Tasks and Notes	111
Administering Hazard Insurance	112
Requirements for Hazard Insurance	112
Acceptable Carriers.....	113
Coverage Amounts	113
Deductibles	114
Mortgagee Clause Requirements	115
Hazard Disbursements	115
Pending Disbursements	115
Individual Disbursements.....	115
Hazard Refunds	116
Duplicate Coverage.....	116
Cancellation of Coverage.....	117
Tracking Renewals.....	118
Expiration and Force Placed Insurance	118
Notices of Cancellations	118
Forced Placed Coverage.....	119
Binders	120
Insurance Claims and Loss Drafts	120
Flood Insurance.....	123
Flood Insurance Deductibles	124
Flood Insurance Coverage.....	124
Costal Barrier Resources Act (CBRA)	125
Flood Zone Discrepancies	125
8-70 Assumptions	127
Divorce and Assumptions	127
Conventional Loan Assumptions	127
Processing Applications for Assumptions	128
8-71 Modification.....	130
Partial Release	132
8-72 Refinances.....	134

8-75 ARM Adjustments and Balloon Payments	135
Adjustable Rate Mortgage – Rate and Payment Changes	135
ARM Adjustment Double Check System	135
ARM Loans with Conversion Options	136
Balloon Loans	136
203 (k) Loans.....	137
8-80 Document Retention	138
Legal Documents and Custodial Arrangements	138
Electronic Document Guidelines	139
Record Retention.....	139
8-82 Investor Accounting	140
8-82 Investor Accounting- Mortgage Investor Services.....	141
Fannie Mae Reporting	141
Freddie Mac Reporting	141
Fannie Mae Procedures	142
Investor Set Up	143
Setting Up the Lender Number	144
Setting Up Individual Loans for Reporting	144
Trial Balance and Remittance Reporting	145
FNMA Cutoff Procedures.....	146
MBS Pool Reporting.....	147
Clearing FNMA Rejects	149
FNMA Expected P&I Test and Corrections	150
Investor Trial Balance Reporting.....	151
Report Delivery	152
Remitting Guaranty Fees	154
Buydown and Risk-Based Pricing Fees.....	154
FNMA Cash Remittance Transmission.....	155
FNMA Shortage/Surplus	156
FNMA Reclassification and Repurchases	157
Upon Repurchase Notification	157
Reclassification	157
Paying Off FNMA Loans	159

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 as a whole, 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 insure 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 make adjustments to, 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

8-20 Servicing Quality Control Review

As a lender we must review not only our production activities, but also our post-closing loan servicing activities.

This plan is designed to meet all of our investors' guidelines for servicing policies and procedures, as well as our responsibilities for insuring that our procedures meet secondary market, investor, state and federal requirements.

8-20-1 Origination Quality Control Components

These areas are requirements that are addressed within our production quality control plan.

8-20-11 Ineligible/Disbarred Participants

We evaluate our employees at the time of hiring and with our semi-annual reviews to ensuring that no one has been debarred, suspended or under a Limited Denial of Participation (LDP).

Determine that no employee originating, processing, underwriting, or servicing is debarred, suspended, subject to a Limited Denial of Participation (LDP) or otherwise restricted from participation in HUD/FHA programs. Periodically check employee list, at least semi-annually. (6-12 AA)

8-20-12 Fair Lending Compliance

Our QC Program includes a review of our lending operations to assure compliance with the Fair Housing Act and the Equal Credit Opportunity Act. (6-11C)

8-20-2 Quality Control Plan Checklist

Our Servicing Quality Plan Checklist insures that we review the following areas of our loan servicing/loan administration efforts. (6-10A)

- Delinquent account procedures
- Loss Mitigation efforts
- Reporting under the Single Family Default Monitoring System (SFDMS)
- Foreclosure processing
- MIP billings
- Deficiency judgments
- Claims, and claims without conveyance of title
- New loans, servicing transfers, acquisitions
- Customer service
- Fees and charges
- Escrow administration
- ARM adjustments and disclosures
- HECM disbursement reporting
- Assumption processing
- Handling of prepayments
- Paid-in-full mortgages
- Maintenance of records
- RESPA Compliance
- FHA Requirements

Servicing employees are trained and competent in all aspects of mortgage servicing including field collection activities so as to be able to service mortgages in accordance with HUD, VA, USDA FNMA, FHLMC and other agency requirements.

8-20-21 Quality Control Personnel and Contractors

Please see the complete Quality Control plan for a listing of quality control personnel, contractors, and third party approval procedures.

8-20-3 Sampling and Random Selection

8-20-31 Sample Size

For each area being reviewed we must review 10% of all loans, but specifically FHA loans affected by that aspect of servicing during the period.

8-20-32 Random Selection Tool

We use the random selection tool to assure that we are reviewing a representative sampling of our loans.

8-20-33 Timing and Frequency of Reviews

Monthly

- Delinquent Loans Servicing
- Claims
- Foreclosures

Quarterly

- 10% of Production

Annually

- Annual Privacy Statement
- Escrow Analysis

8-20-4 Reporting Incidences or Patterns of Fraud or Non-Compliance

Serious deficiencies, patterns of non-compliance, or fraud uncovered by mortgagees, must be reported in writing (along with supporting documentation).

Reporting to Fannie Mae

To self-report loan-level issues that may result in the loan being ineligible as delivered to Fannie Mae or possible breaches of selling warranties use the Lender Self-Report Mailbox: Self_Report@fanniemae.com.

To report suspected fraudulent mortgage activities and suspicious activity related to loans sold to Fannie Mae or Fannie Mae business activities contact Mortgage Fraud Reporting:
800-7FANNIE
800-732-6643
mortgagefraud_tips@fanniemae.com

For reporting non-compliance, compliance failures, or sanctions related to anti-money laundering requirements, contact Fannie Mae Ethics
fm_ethics@fanniemae.com
888-363-8442

Reporting to Freddie Mac

Fraud Hotline: (800) 4FRAUD8

Reporting to HUD

We report to the Regional Homeownership Center at (800) 225-5342 within 30 days of discovery.

Fraud or serious violations are immediately referred to the Quality Assurance Division Director. If HUD/FHA staff is suspected of involvement, it is reported to the HUD Inspector General at 1-800-347-3735, faxed to (202) 708-4829, e-mailed to hotline@hudoig.gov or in writing at HUD OIG Hotline (GFI), 451 7th Street, SW, Washington, DC 20410.

Company Name will use the Lender Reporting feature in the Neighborhood Watch Early Warning System. Access to Lender Reporting is through the HUD Website:

Early Warning System Process

1. Log in to HUD http://www.hud.gov/offices/hsg/sfh/lender/nw_home.cfm
2. Enter HUD ID and Password:

Single Family Homeownership Centers

A Quality Assurance Division is located in each of the four Single Family Homeownership Centers: Atlanta, Denver, Philadelphia, and Santa Ana. Each Homeownership Center covers a specific geographical territory.

Atlanta Homeownership Center
Director, Quality Assurance Division
Five Points Plaza
40 Marietta Street
Atlanta, GA 30303-2806

Geographical Territory: Alabama, Florida, Georgia, Illinois, Indiana, Kentucky, Mississippi, North Carolina, Puerto Rico, South Carolina, and Tennessee.

Denver Homeownership Center
Director, Quality Assurance Division
633 17th Street
Denver, CO 80202-3607

Geographical Territory: Arkansas, Colorado, Iowa, Kansas, Louisiana, Minnesota, Missouri, Montana, Nebraska, New Mexico, North Dakota, Oklahoma, South Dakota, Texas, Utah, Wisconsin, and Wyoming.

Philadelphia Homeownership Center
Director, Quality Assurance Division
Wanamaker Building
100 Penn Square East
Philadelphia, PA 19107

Geographical Territory: Connecticut, Delaware, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington, DC, and West Virginia.

Santa Ana Homeownership Center
Director, Quality Assurance Division
1600 N. Broadway, Suite 100
Santa Ana, CA 92706-3927

Geographical Territory: Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, and Washington.

8-30 Customer Service

We must assure that requests from mortgagors concerning their individual mortgage accounts are responded to promptly.

800 Number

We maintain a toll free number to allow our customers to reach us at no charge.

Strategy – Employees Empowered

Our strategy for providing excellent customer service empowers individuals to assist the customer once the customer has initiated contact. Each employee should think of himself as a customer service representative and realize that he represents not only himself and the department, but also Company Name each time he talks or corresponds with a customer.

Rule 1 – Don't Pass the Customer On

Avoid transferring a customer telephone call whenever possible and feasible. If you must transfer the customer, take the following steps:

- 1.) Identify the customer's problem completely
- 2.) If you cannot answer the concern, advise the customer that you need to identify the employee who can assist them. If you need to put the customer on hold, advise them "I need to locate the individual who can best serve you. Do you mind if I place you on a brief hold? I will return momentarily and will introduce you to that individual."
- 3.) Contact the individual responsible for the function the related to the borrower's inquiry, and describe the problem. Request that the individual brief you on the solution.
- 4.) Return to the borrower and
 - a. identify the individual and direct extension or number
 - b. identify the solution that the individual recommended
 - c. identify yourself as a contact in the event that there is a problem in the connection
 - d. thank the customer for being patient and transfer the call

Strategy – Proactive Service Before the Problem

Proactive customer service means that, in addition to responding personally, that we anticipate problems that may occur, and identify solutions before they become an issue for the customer. For this reason, employees must familiarize themselves with all aspects

of the loan servicing process, and the departments and responsibilities performing related functions.

On-Line Mortgage Information

Company Name may offer access to mortgage servicing information via the internet as an additional customer service feature. In this way customers may “self-serve” their own basic inquiries, check payment status, view principal balances, escrow balances and obtain duplicate statements.

Customers must login using their account number and password. New users must first assign a user Id and a password using their account number and social security number. Customers signing in for the first time must establish three security challenge questions.

If a customer finds access to his or her account blocked for some reason, he or she must contact the Company Name’s Mortgage Customer Service Department and submit a request unlock the account or reset the password. Certain authorized Customer Service associates may unlock or reset the password. Once assigned, a customer service associate cannot view a password.

Complaint Resolution

The policies and procedures regarding Complaint Resolution are designed specifically to insure that borrower inquiries and complaints are promptly and effectively handled.

RESPA has certain requirements concerning Company Name's duty to respond to borrower inquiries about residential mortgage loans. In order to ensure all requirements around credit bureau reporting and record keeping are met, Customer Relations will notify Mortgage Servicing of any written inquiries in this area.

Qualified Written Request

It is the policy of Company Name to respond to qualified written requests (QWRs) received from borrowers about the servicing of their residential mortgage loans within the time limits prescribed by law.

The regulation defines a qualified written request as any written correspondence, other than notice on a payment coupon or other payment medium supplied by the servicer, that:

- Includes, or otherwise enables the servicer to identify, the name and account of the borrower
- Includes a statement of the reasons the borrower believes the account is in error or provides sufficient detail to the servicer regarding other information sought by the borrower

We are not required by regulation to respond to any request that we receive more than one year after the loan servicing was transferred to another servicer or paid in full. However, Company Name may choose to do so in the interest of customer service.

Responses to Inquiries

Company Name will provide a written response acknowledging receipt of a QWR relating to the servicing of a mortgage loan within 20 business days (excluding legal public holidays, Saturdays, and Sundays). In cases where the inquiry is resolved within the 20 business days, a written response will be delivered to the customer. The written response will take the place of a written acknowledgment of receiving the inquiry.

Action Regarding Inquiries

After receiving the QWR, Company Name takes action on the request immediately, and concludes the response within 60 business days (excluding legal public holidays, Saturdays, and Sundays) or less. Company Name will document the actions (before and after) taken in response to the borrower's request and keep the documentation in a file for five years after the date of the request/inquiry.

The appropriate documentation will include the following:

- Any corrections made to the account of the borrower, including the crediting of any late charges or penalties, and a written notification of such correction given to the borrower (including the name and telephone number of a representative of the servicer who can provide assistance to the borrower)
- A written explanation or clarification of the results of Company Name's investigation provided to the borrower that details the following:
- To the extent applicable, a statement of the reasons the institution believes the account of the borrower is correct
- Information requested by the borrower or an explanation of why the information requested is unavailable or cannot be obtained by the servicer
- Name and telephone number of an individual employed by, or the office or department of, the servicer who can provide assistance to the borrower

Protection of Credit Rating

During the 60-day period beginning on the date of the servicer's receipt from any borrower of a QWR relating to a dispute regarding the borrower's payment, a servicer may not provide information regarding any overdue payment, owed by such borrower and relating to such period or qualified written request, to any consumer reporting agency.

Assisting Customers – Private Information

Confidentiality and Privacy

We maintain the confidentiality and privacy of all customer information at all times. Company Name only provides non-public information on customers' accounts to people legally responsible to repay the mortgage loan or those authorized by the customer to receive the information.

Company Name may also provide customer information to third parties for legitimate business reasons as defined in Section 501(b) of the Gramm-Leach-Bliley Act of November 1999 (Federal Privacy Act or Reg. P). However, the third party must also agree to abide by a confidentiality requirement not to disclose the non-public information to other parties. Examples of such third parties with legitimate business reasons are credit reporting agencies, investors, optional insurance vendors, private mortgage insurance vendors, etc.

Section 501(B) of the Gramm-Leach-Bliley Act

Company Name fully complies fully Section 501 (b) of the Gramm-Leach-Bliley Act of 1999. Company Name will mail annual privacy notices to each mortgage loan customer. We publish our privacy policy on our website.

We utilize specific methods to keep all non-public customer information confidential and secure. The methods may vary from area to area depending on the risk involved and day-to-day procedures of each area. Examples of security measures include the use of password protected electronic documents and folders, password protected screen savers, "clean desk" procedures, shredding of sensitive information, and other elements identified in our Information Security Policies and Procedures. Each employee, team leader, and manager must put into place procedures that help insure the confidentiality and privacy of our customers.

Refer written inquires as to Company Name's privacy policy to Quality Control, Company Name's privacy officer, and/or Company Name's compliance officer. Direct complaints regarding Company Name's the privacy policy, or any escalation of privacy issues, to Quality Control, the privacy officer or the compliance officer.

Privacy - Opt Out Provisions

Company Name may wish to share customer information with other companies. Customers have an option not to have their information shared. If a customer decides to “opt out,” they should complete an “Opt-Out” form and mail it to Company Name. If an “Opt-Out” form is received by a mortgage servicing associate, flagged the file as “Opt Out” and forward to all other systems so they can be properly flagged. For joint accounts, a decision by any individual to opt out applies to all parties listed on the account.

Marketing Department Responsible for Monitoring “Opt-Out”

Responsibility for managing customer opt-outs of information sharing rests with the Marketing Department. Submit any request for non-public information, other than those allowed under the law, to Company Name’s marketing department in order to determine which customers may have elected the “opt out” provision.

Identifying Customers

When we receive an outside inquiry by telephone for non-public information on a customer's account, servicing personnel should take reasonable care in properly identifying the customer. The servicing personnel should first require that the inquiring customer provide the standard information of:

- full name
- current mailing address
- account number (optional)

Once a servicing associate is able to locate the customer's account information, a verification of the customer's identity should be attempted. This verification process will include asking the customer for specific information about the mortgage account that only the customer would know. Use the following topics and sample questions to identify mortgage customers:

Information	Question to Verify
Current total monthly payment, or close approximation	Can you tell me your current monthly mortgage payment to within a few dollars?
Current principal balance, or close approximation	Can you tell me the approximate balance owed on your mortgage loan?
Escrowed for taxes and/or insurance	Are you or Company Name paying your property taxes and homeowners insurance?
Automatic draft or coupons	Is your mortgage payment set up on an automatic draft?
Fixed rate or adjustable rate	Do you have a fixed or adjustable rate loan?
Hazard insurance company	Which insurance company is your homeowners insurance with?
Original loan term	How many years was this loan to last originally?
Original loan amount	What was the original amount that you borrowed?
Date of loan	Do you recall what date, at least month and year, which you obtained this loan?
Life and/or disability insurance included with payment	Is Company Name collecting any optional insurance payments, like life or disability insurance along with your mortgage payment?

Customers are required to provide correct answers to at least three (3) of the above questions before releasing the information over the telephone. We recommended that servicing associates combine these questions to avoid prompting simple "yes / no" answers. This tactic prevents answers obtained from a single, potentially fraudulent source such as a stolen account statement or credit bureau report.

If you have any doubt as to the identity of the person making the inquiry, do not provide any information. In this case the servicing associate may inform the inquiring customer that, while unable to provide the requested information over the telephone, we can mail the requested information to the customer's current mailing address. The servicing

associate may also attempt to return the customer's call through independent methods such as not using any information provided during the call requesting information in order to assist the customer. If contacted through independently verified information, then the service associate may assist the customer with the requested information.

Determining a Customer's Mortgage Loan Number

Exercise special caution if a customer is unable to provide his or her mortgage loan number. However from time to time, customers will forget, misplace, or not have their mortgage account number available.

Address Changes

Because confidential and private information is sent to our customers by mail, it is important that this information not be sent to any one other than the customer. Since customers provide us with their current mailing address at the time of application, it is important not change the mailing address without authorization from the customer.

Policy

Request for address changes need to be made either in writing, by fax, or by e-mail. Company Name will also accept change of address forms that have been signed by the customer.

Procedure for Processing Address Change

If a customer calls and requests that an address change be made, the servicing associate should verify the customer's identification by following the procedures established above. The servicing associate should then ask that the customer submit the request in writing, by fax, or by e-mail. Once the request is received from the customer, a confirmation letter should be mailed to the old address notifying the customer that the address has been changed on our systems. In the event that the address change request has been made for fraudulent purposes, this confirmation letter will notify the actual customer that an address change has been made and that they need to contact our mortgage customer service area in order to correct the problem.

If a request is received from another area of Company Name, such as a branch or Company Name's customer information area, it is assumed that proper identification and authorization has already been made by that area. As with a direct customer request, a confirmation letter will be sent to the old address.

If a change of address notification is received from the U.S. Postal Service or some other unverified third party source, a generic letter will be sent to the new address requesting that the customer send written authorization of the address change. This generic letter should not contain any non-public information. The address on the system should not be changed until written authorization is received from the customer. Other than the generic letter requesting the customer's written authorization to change the address, no mail will be forwarded to a new address until the customer's authorization is received.

If mail is returned with no forwarding address, this mail should be held for 90 days in alpha order except for checks which are held for 30 days. A comment should be added to the mortgage system that a new address is needed. Attempts may also be made to contact customer using information currently on the system. If contact is made with the customer, the servicing associate should request that the address change be put into writing before changing the address on the system and/or forwarding any held mail to the new address.