

Mortgage Servicing Package

Fidelity National Information Services delivers a comprehensive, functionally integrated solution for loan servicing, resulting in decreased servicing costs and increased productivity.

What Is MSP?

Fidelity National Information Services, Inc. (FIS) offers the Mortgage Servicing Package (MSP), which gives mortgage bankers the ability to automate all areas of loan servicing, including loan setup and maintenance, customer service, cashiering, escrow administration, investor accounting, default management and federal regulatory reporting.

MSP provides automation to service a wide range of loan products including, but not limited to, fixed-rate mortgages, adjustable-rate mortgages, construction loans, home equity lines of credit, biweekly loans and daily simple-interest loans.

MSP is the mortgage banking industry's most widely used servicing system. More than 80 financial institutions use MSP to service more than 28 million loans with a total principal balance exceeding \$4.3 trillion. The loan portfolios for these institutions range from 7 million loans to 700 loans – all are serviced on the same MSP system.

Additionally, MSP provides comprehensive automation for the nonprime market. In fact, FIS provides servicing automation for more than 3.1 million nonprime loans, making it the largest nonprime service provider in the industry.

More than 50 percent of all mortgages in the U.S. are serviced on MSP. It is fully integrated and offers a comprehensive set of mortgage servicing functions within one system. MSP offers unsurpassed cash controls and balancing functionality, as well as comprehensive investor reporting, customer service, escrow and default functionalities.

Functional Areas

MSP supports all mortgage servicing functional areas within one comprehensive system.

Default

- Eliminate end-user decisioning and promote heads-down collection calling
- Automate loss mitigation processing
- Track loans in REO
- Utilize foreclosure functionality to track processes and ensure compliance
- Calculate and create bankruptcy claims
- Automate default reporting to Freddie Mac, Fannie Mae, HUD, VA and credit bureaus
- Track claims online
- Automate individual and mass property-preservation order entry, including interfaces and business partners



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Customer Service

- Place mass or individual letter requests
- View letter text sent to borrower
- Define loan alerts
- Interface with other borrower applications
- Create online workflows
- Create additional cross-selling opportunities
- Customize screens to ensure ease of data access

Escrow

- Analyze loans in bankruptcy (with accurate pre- and postpetition shortage amounts)
- Execute if/then scenarios
- Utilize pool insurance, supplemental tax, lender-paid mortgage insurance and one-time drafting functionality
- Define specific analysis parameters and exceptions
- Automate payment adjustments when shortages are posted to the account

Cash

- Utilize daily cash balancing
- Choose from multiple drafting options
- Utilize suspense management functionality
- Automate funds movement
- Define payment logic specific to loan-level needs

Investor Reporting

- Consistently superior tier ratings
- Close collaboration with Fannie Mae, Freddie Mac and Ginnie Mae committees
- REMIC data file supports private investors

Types of Loans

The comprehensive servicing functionality within MSP supports a variety of mortgages and loans – all on a single system – with the enhanced servicing functionality that MSP provides for traditional mortgages. MSP can service the following types of loans:

- Home equity lines of credit (including card accessing and segmented lines)
- Adjustable rate mortgages
- Nonprime loans
- Private label servicing
- Balloon loans
- Buydowns
- HUD 235
- Step rate
- GPM
- Interest-only loans
- Biweekly loans

Key Components

MSP can meet all the loan servicing needs for any size portfolio. Its key components include:

- Comprehensive default management tools that are an integrated part of MSP
 - Comprehensive default functionality, including collections work queue, foreclosure, bankruptcy and REO management
 - Complete loss mitigation functionality, including workout plans
- Integration with taxing authorities, insurance providers, credit report bureaus, MERS, agency reporting and most other business partners via FIS' Electronic Data InterChange
- Supervisory screens that enable users to enter controls to customize a desktop to meet their unique business requirements
- The Memo Pad facility, an electronic scratch pad, that enables staff to enter messages about a loan and communicate this information to other departments, ensuring all employees have the same information

Complete Servicing System

Integrated with MSP is functionality that further enhances your servicing operations.

- Easy Navigation – MSP's graphical interface and smart keys allow for simple navigation and user-definable workflows to automate and tailor servicing functions; MSP also enables you to customize your views
- Scripting – MSP's scripting tool automates

the functions involved in servicing a loan, reducing the time to complete a process and the risk of missing a step

- Task Tracking – MSP's task tracking functionality enables staff to establish procedures for completing specific multistep tasks and provides the ability to track these procedures at the loan level; this includes task management, triggers, templates, work queues, auto events, system triggers, loan notes and queue summary
- Letter Production – MSP's letter writer tool triggers and mass produces letters and prints, faxes or e-mails the letters on demand; letters can also be tied to tasks to ensure proper borrower notifications are supplied
- Reporting – While MSP has more than 2,000 standard reports, it also allows for ad hoc extracts and inquiries designed by the user
- Loan alerts – Easily defined by the user to alert your staff of specific loan conditions
- Data Access – On-demand view and update access to MSP and third-party data via Web services

Value and Benefits

- Increased productivity
 - Reduced number of resources needed to service mortgage loans
 - Automated functions increase employee productivity



- Reduced costs
 - MSP clients consistently report lower overall servicing costs
- Increased management control
- Increased federal regulatory control
- Single platform for mortgages and HELOCS

MSP Directions

While MSP is the clear choice in the industry for mortgage and HELOC servicing, FIS is committed to continually improving the system. MSP will continue to be the industry-leading mortgage servicing system for many reasons, including:

- Significant financial investments in the future of MSP
 - FIS has made major investments in technology and data centers; this level of investment is expected to continue
 - FIS has begun a migration project to move current MSP functionality to a true browser-rules-based system, using the most state-of-the-art technology – MAGNIFIDE MSP; this dynamic, innovative system enables users to move further ahead of their competition
- Continued customer focus
 - FIS' account managers and dedicated, award-winning customer service teams put the client first

Industry Leadership

FIS is a true leader in the mortgage industry in both continuing education and thought leadership.

- The Mortgage Processing Services' president, Dan Scheuble, is a two-year finalist for *Mortgage Technology's* Visionary award
- FIS is working with the MBA, agencies and other groups in the industry to influence regulations and legislation, as well as best practices
- FIS has partnered with CampusMBA to offer the Certified Mortgage Servicer designation to mortgage industry professionals

FIS' comprehensive, leading-edge technology supports business objectives and provides the foundation for success at many of the top financial services organizations. In fact, more mortgage servicers use MSP than any other servicing system on the market.

The Total Solution

Fidelity National Information Services offers a complete array of products and services to the financial services industry. These technologies support mortgage needs from origination to closing, through title insurance, appraisal, flood, credit and other transaction-based services. MSP offers comprehensive servicing through the life of the loan. Finally, when necessary, FIS offers complete default and foreclosure products and services.



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September 2007
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