



EXECUTIVE SUMMARY REPORT

SERVICING

ACES REPORTING



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- **Custom reports** in any desired format, from any combination of fields in the database, complete with charts, graphics and narrative selections.
- **Collaborate easier** and make decisions faster with reports that filter, sort and publish interactive data in real-time.
- **Get a powerful at-a-glance view** of loans and exceptions in your queue to better manage workload distribution and identify issues with loan assignments.

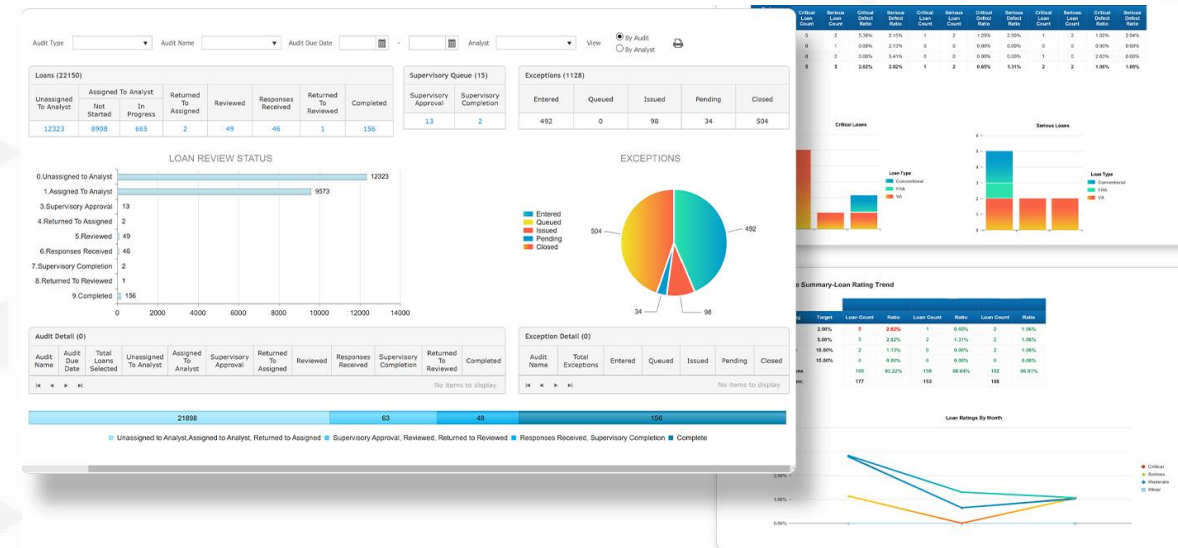


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SELECTION TREND SUMMARY



By Department	Q1			Q2			Q3		
	Population	Sample Selection	Selection Percentage	Population	Sample Selection	Selection Percentage	Population	Sample Selection	Selection Percentage
ARM	443	24	5.42%	472	24	5.08%	431	43	9.98%
Bankruptcy	6	6	100.00%	3	3	100.00%	1	1	100.00%
Delinquent	7	7	100.00%	3	3	100.00%	3	3	100.00%
Flood	36	4	11.11%	261	27	10.34%	278	28	10.07%
SCRA	2	2	100.00%	2	2	100.00%	3	3	100.00%

AUDIT RESULTS TREND SUMMARY



By Department	Q1			Q2			Q3		
	Sample	Defected Loan Count	Defect Ratio	Sample	Defected Loan Count	Defect Ratio	Sample	Defected Loan Count	Defect Ratio
ARM	24	8	33.33%	24	7	29.17%	43	5	11.63%
Bankruptcy	6	3	50.00%	3	3	100.00%	1	0	0.00%
Delinquent	7	2	28.57%	3	1	33.33%	3	3	100.00%
Flood	4	0	0.00%	27	0	0.00%	28	5	17.86%
SCRA	2	0	0.00%	2	0	0.00%	3	0	0.00%
Sum:	43	13	33.33%	59	11	19.30%	78	13	16.88%

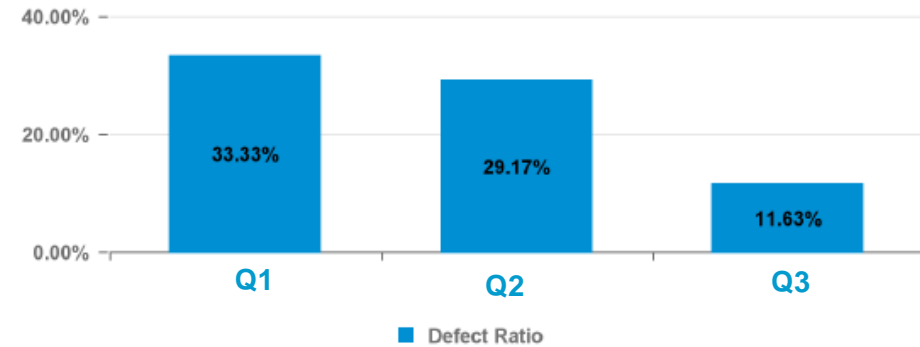
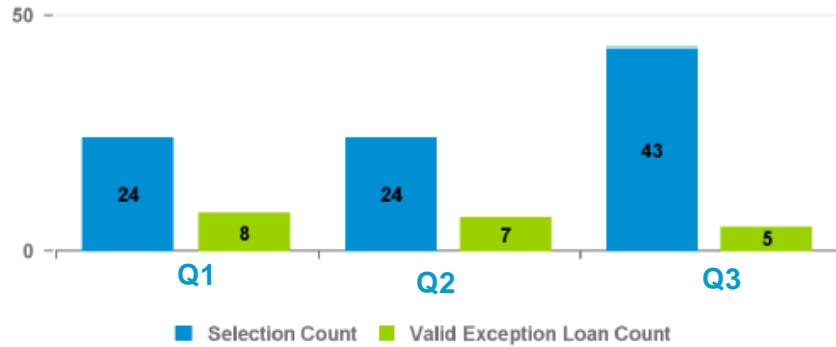
AUDIT RESULTS CURRENT REVIEW CYCLE SUMMARY



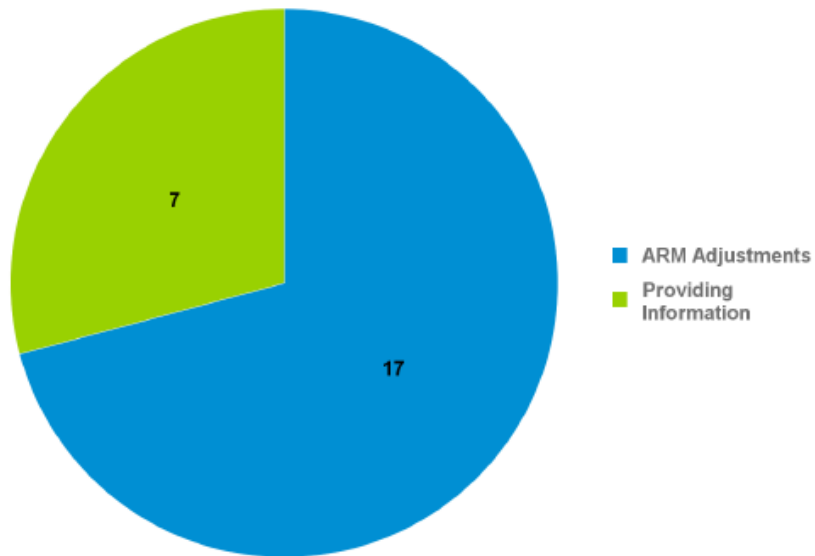
By Department	Population	Sample	Sample %	Defected Loan Count	Total Defects	Defect Ratio
ARM	431	43	9.98%	5	5	11.63%
Bankruptcy	1	1	100.00%	0	0	0.00%
Delinquent	3	3	100.00%	3	6	100.00 %
Flood	278	28	10.07%	5	6	17.86%
SCRA	3	3	100.00%	0	0	0.00%

AUDIT TREND SUMMARY

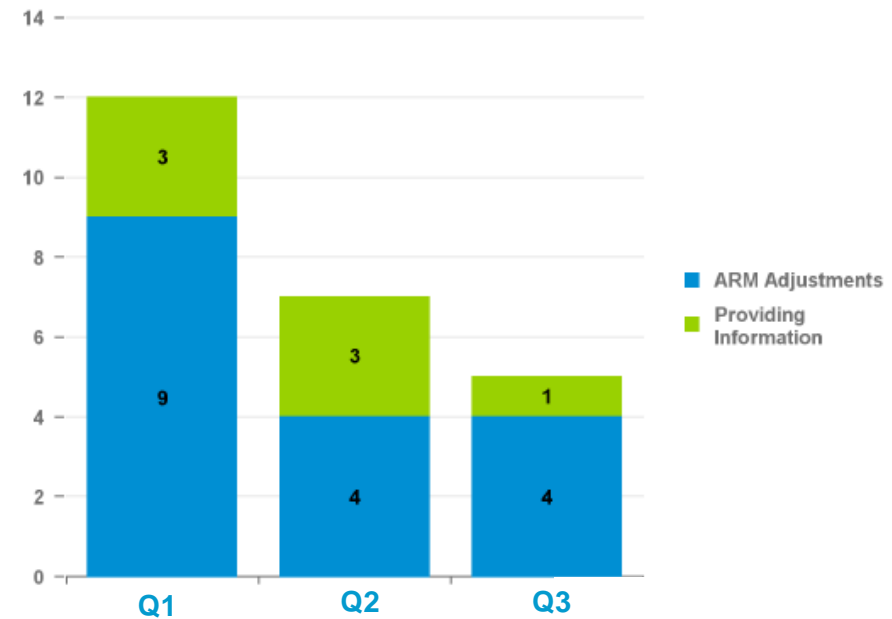
ARM



Exceptions by Category

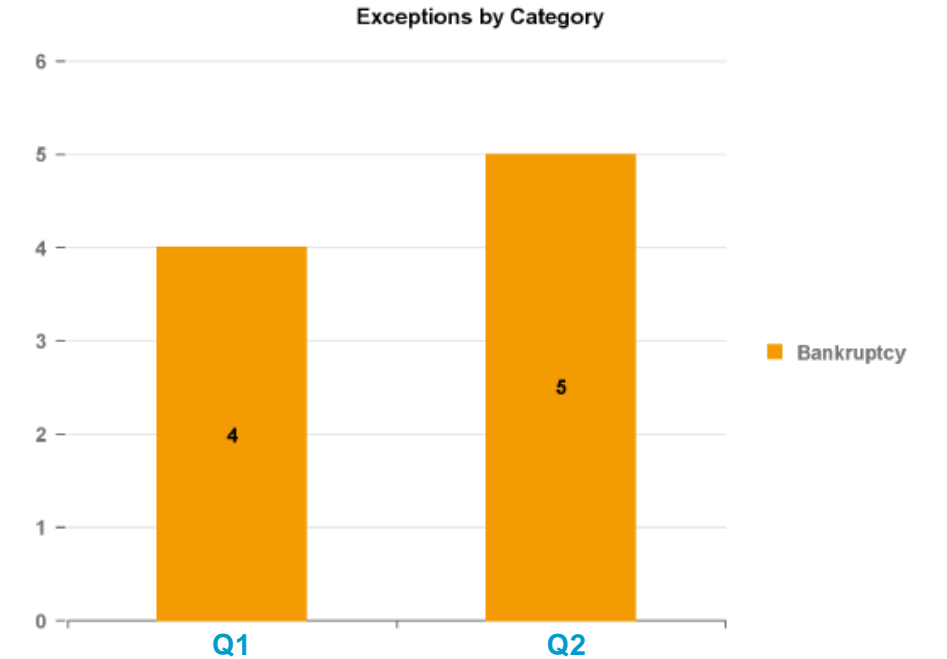
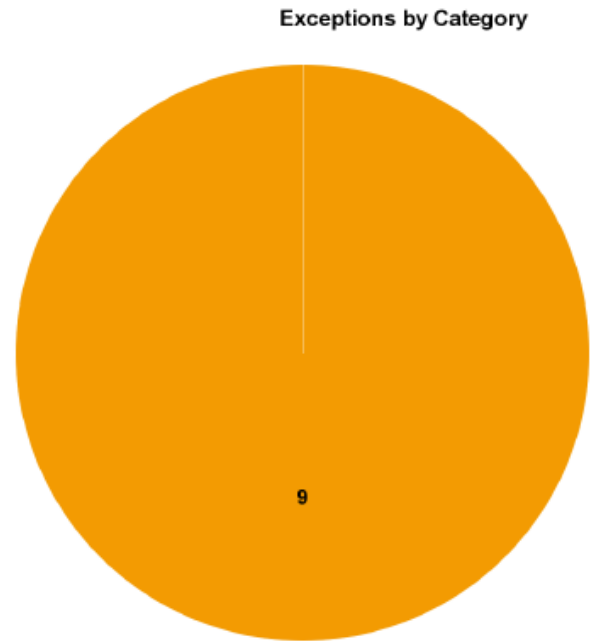
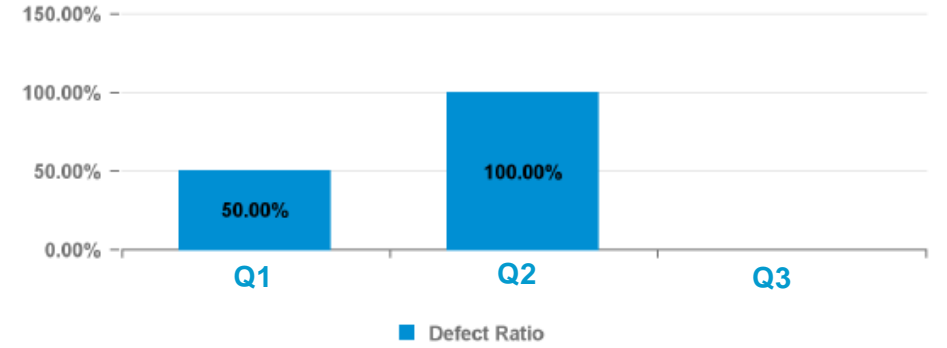
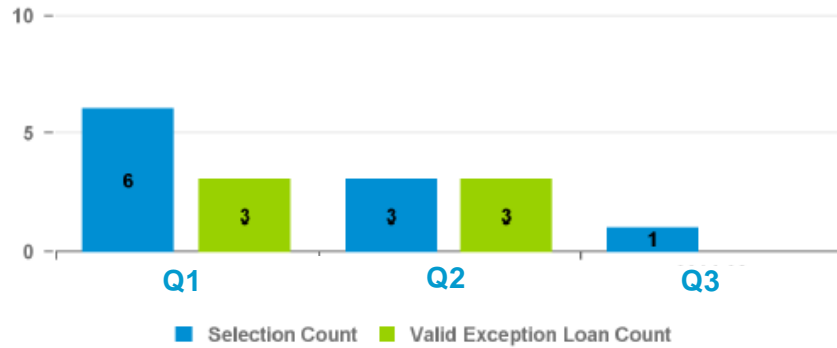


Exceptions by Category



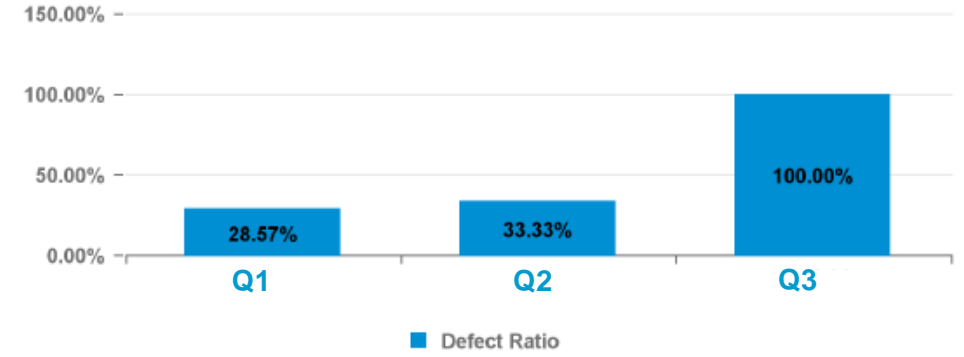
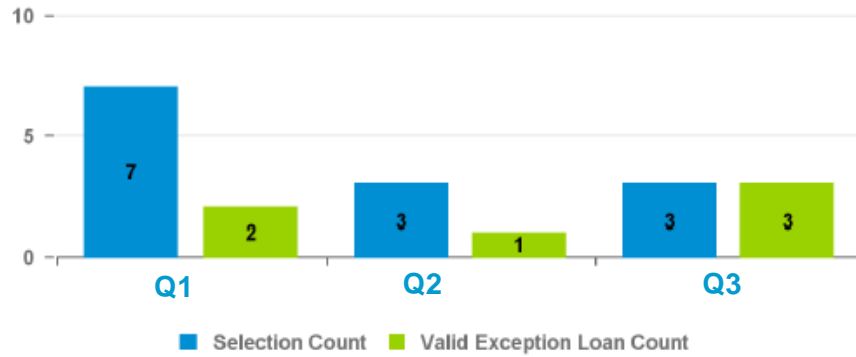
AUDIT TREND SUMMARY

BANKRUPTCY

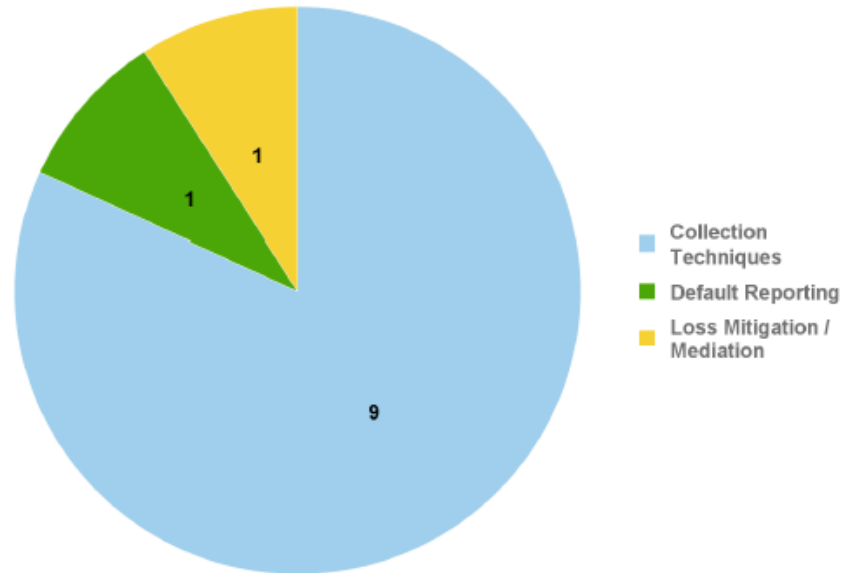


AUDIT TREND SUMMARY

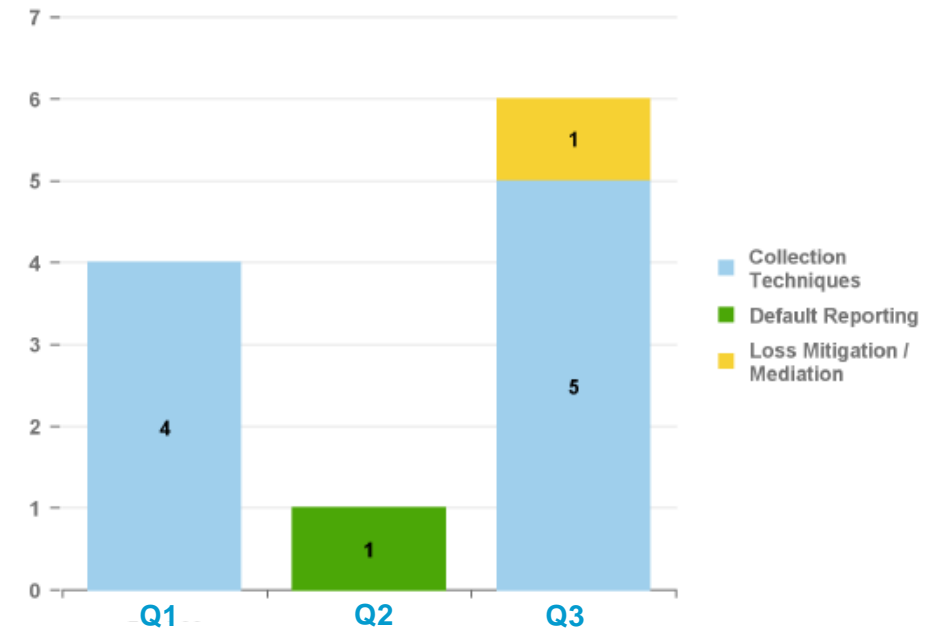
DELINQUENT



Exceptions by Category

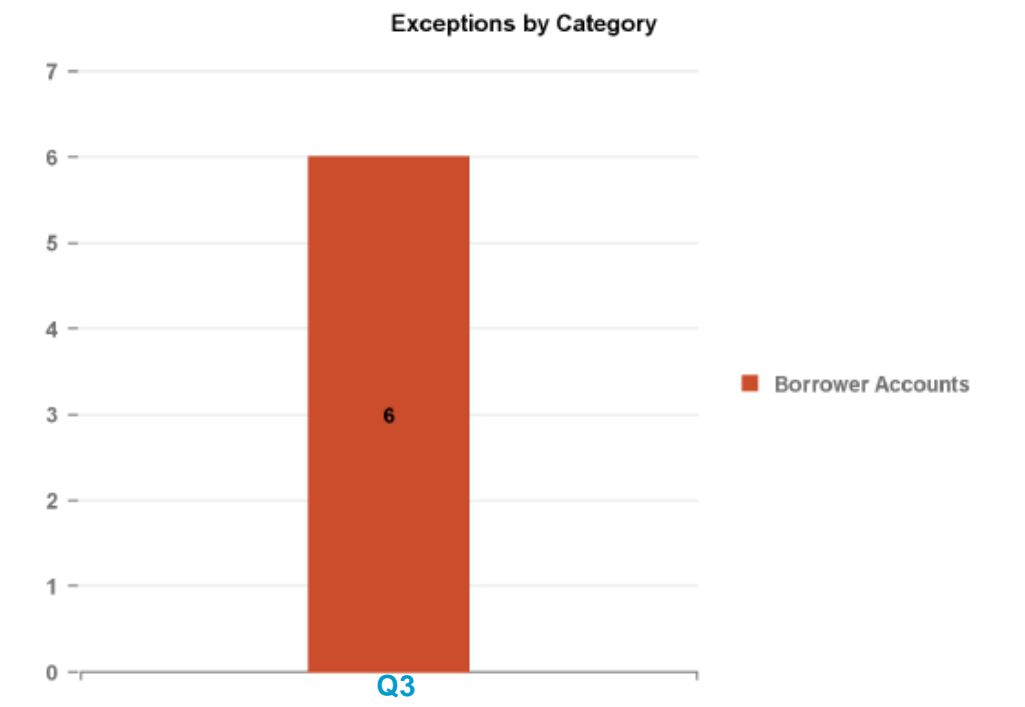
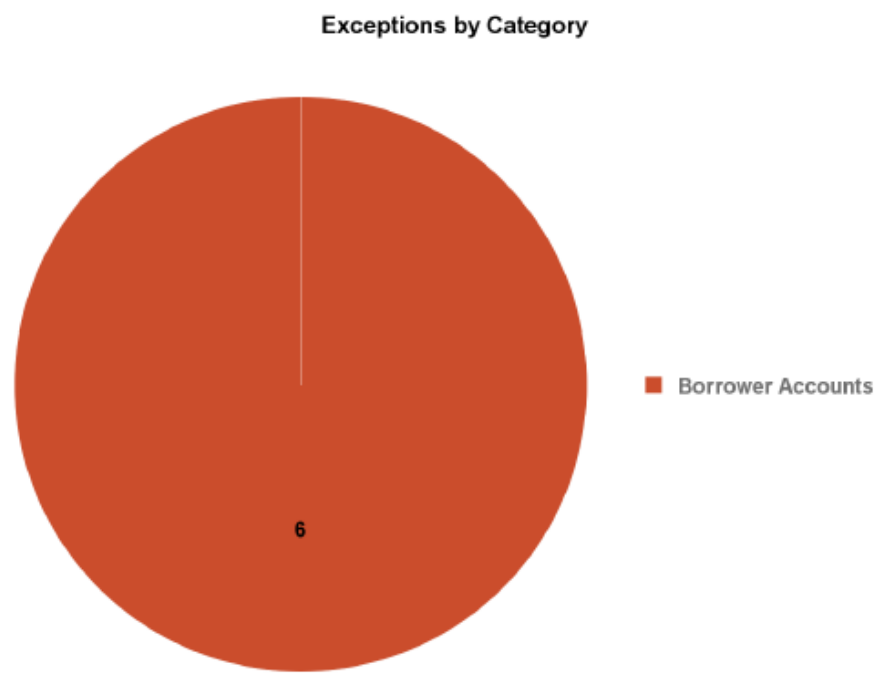
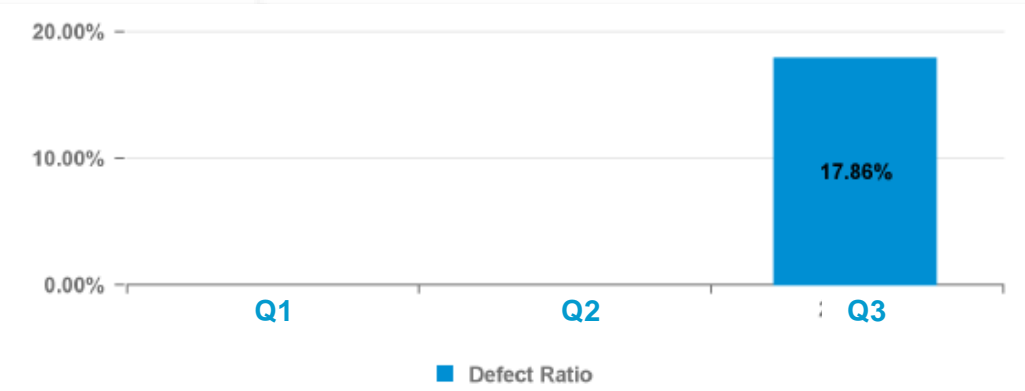
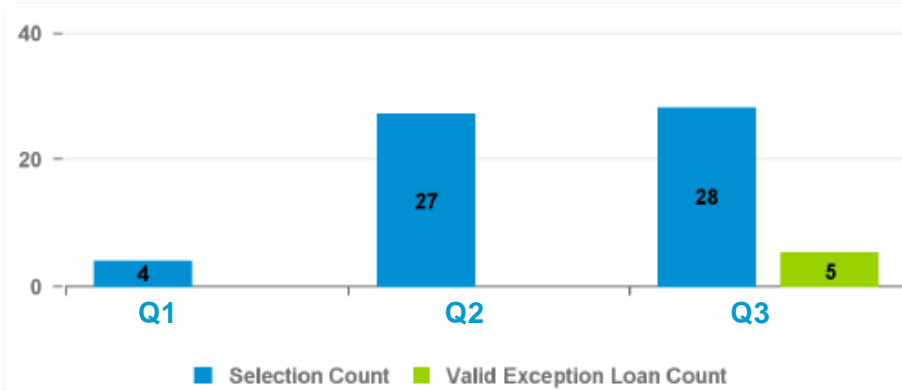


Exceptions by Category



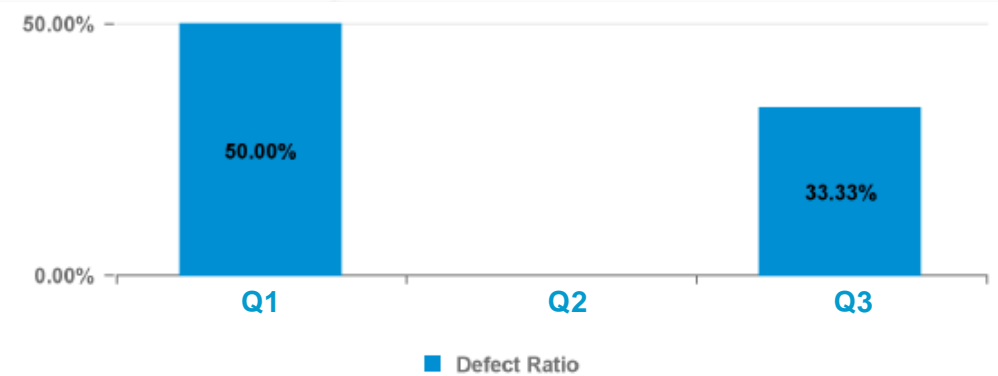
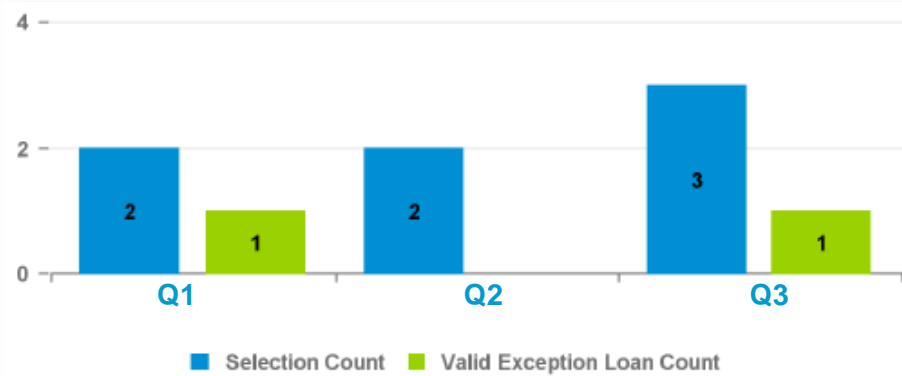
AUDIT TREND SUMMARY

FLOOD

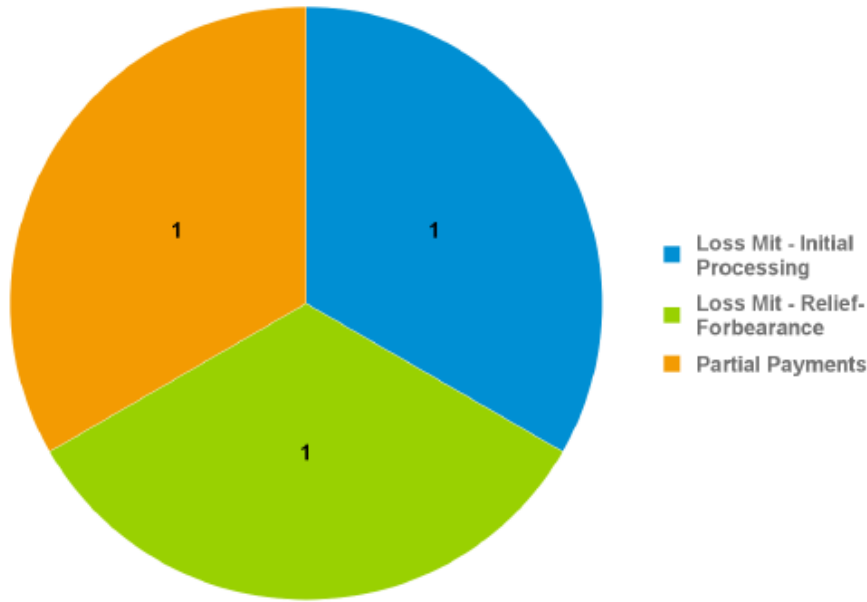


AUDIT TREND SUMMARY

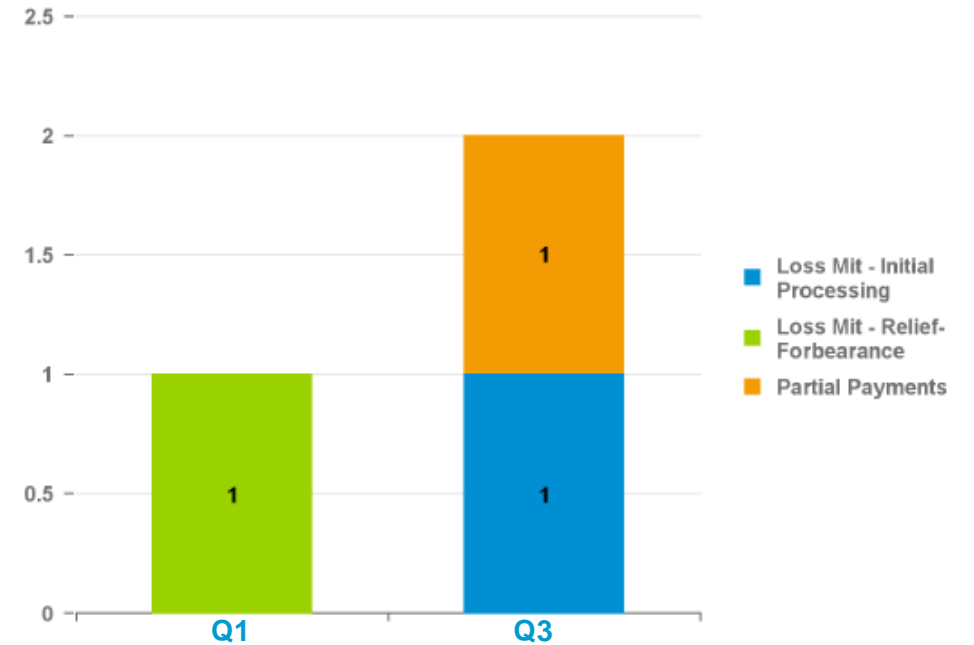
SCRA



Exceptions by Category



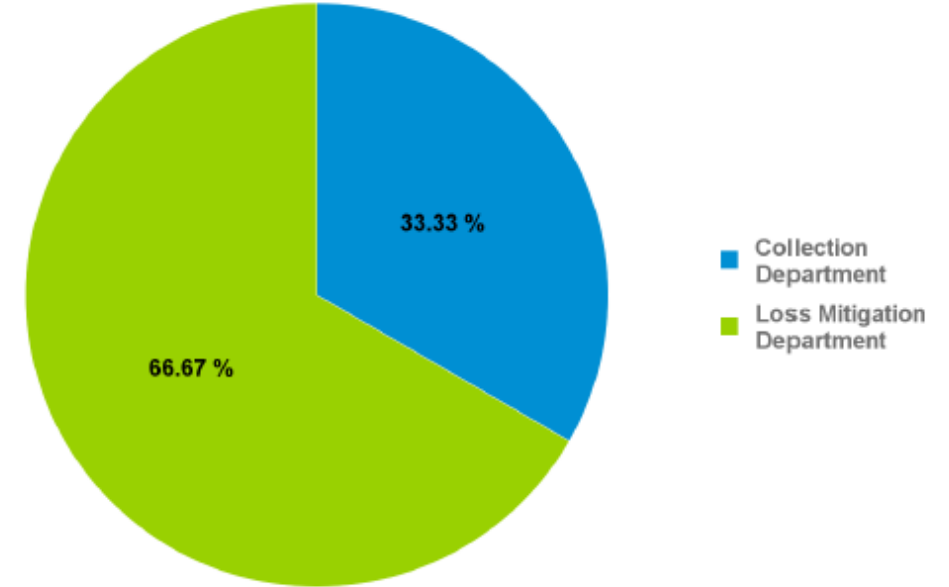
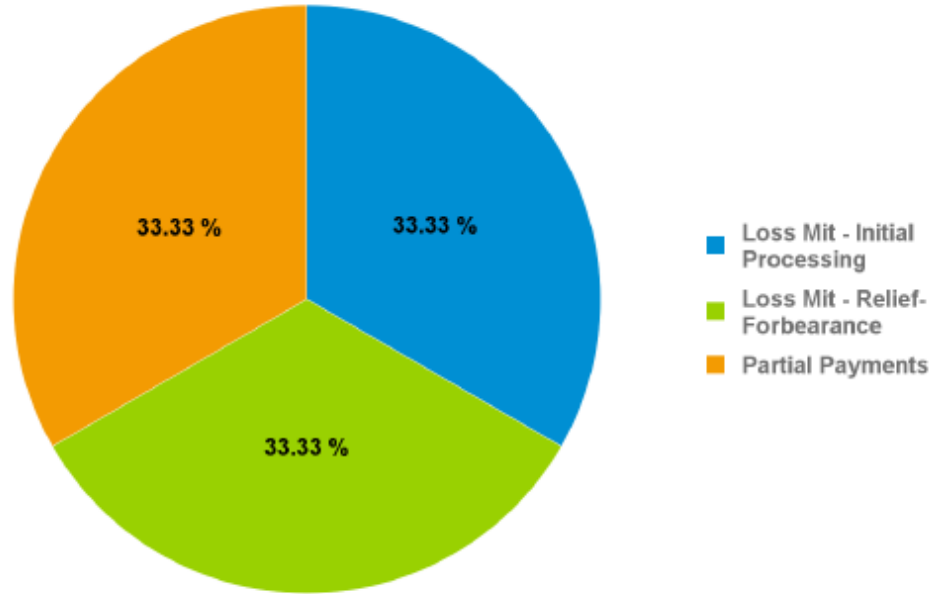
Exceptions by Category



CURRENT AUDIT REVIEW CYCLE SUMMARY



SCRA

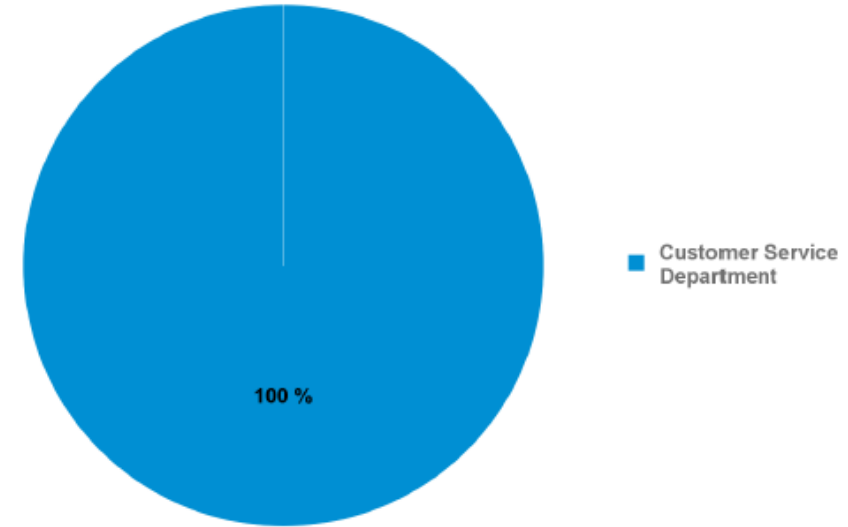
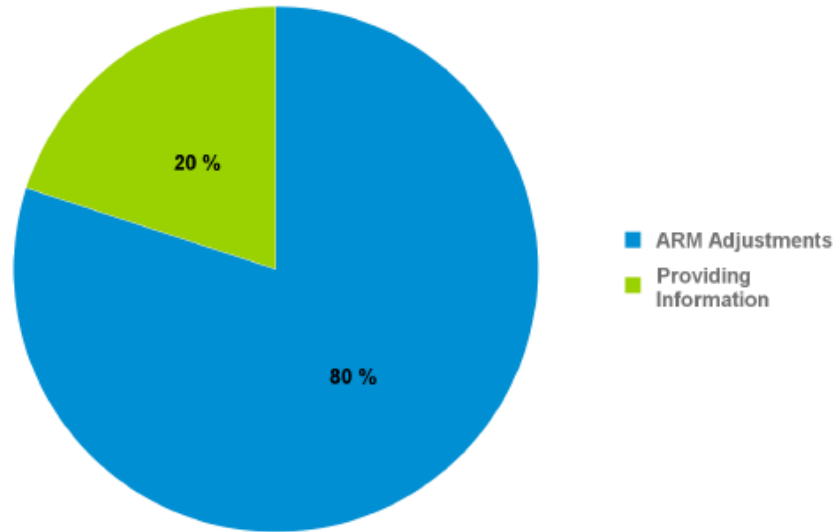


Category	Description of Defect	Defect Count	Significance	Area of Responsibility
Loss Mit - Initial Processing	The Notification of Availability of Homeownership Counseling was not mailed to the borrower by the 45 day of delinquency.	1	Minor	Loss Mitigation Department
Loss Mit - Relief-Forbearance	Where a decision is made to postpone principal payments for a servicemember for the period of military service and three months thereafter, the file does not evidence a written agreement that includes a provision for the resumption of monthly payments after such period, in amounts which will completely amortize the mortgage debt within the maturity, as provided in the original Mortgage.	1	Minor	Loss Mitigation Department
Partial Payments	The collection department did not the review partial payment and contact the borrower to determine whether the borrower was entitled to a lower payment due to the effects of the Servicemembers Civil Relief Act.	1	Moderate	Collection Department

CURRENT AUDIT REVIEW CYCLE SUMMARY



ARM

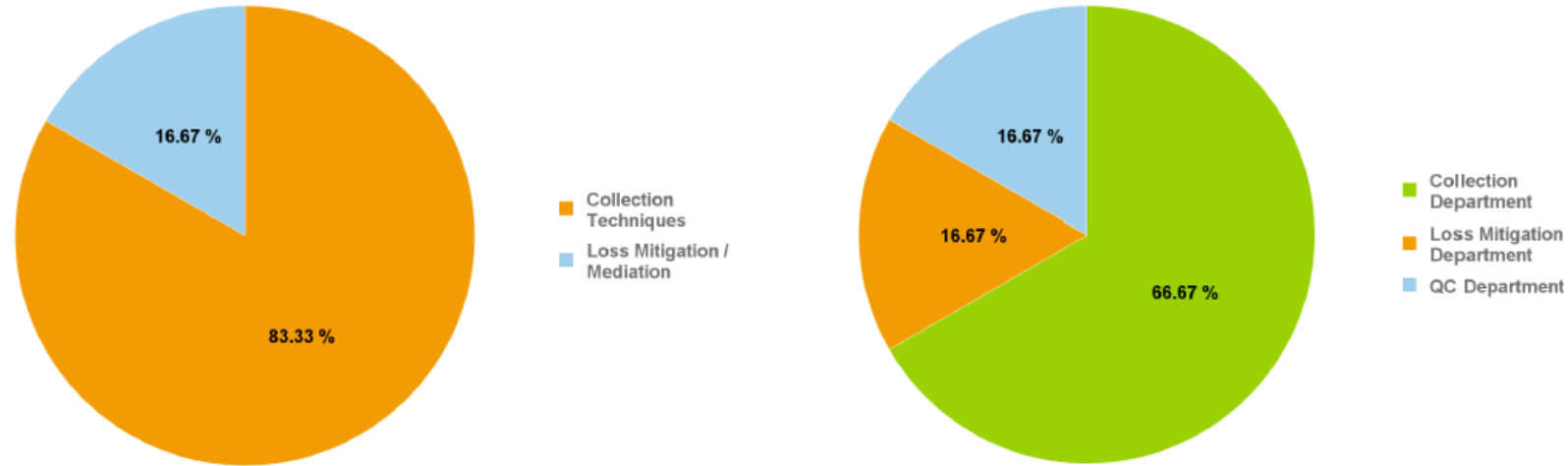


Category	Description of Defect	Defect Count	Significance	Area of Responsibility
ARM Adjustments	The customer service department did not review the ARM accounting net yield notification data from Freddie Mac.	1	Serious	Customer Service Department
ARM Adjustments	The customer service department reviewed the ARM accounting net yield notification data from Freddie Mac but did not notify Freddie Mac in writing of discrepancies.	1	Serious	Customer Service Department
ARM Adjustments	The variable rate adjustment notice did not include the required information.	2	Moderate	Customer Service Department
Providing Information	In an ARM loan, in a year in which an interest rate adjustment was implemented, the customer service department failed to send the borrower a statement showing the change in the interest rate at least 25 days before the change date even though there was no adjustment to the monthly payment.	1	Serious	Customer Service Department

CURRENT AUDIT REVIEW CYCLE SUMMARY



DELINQUENT

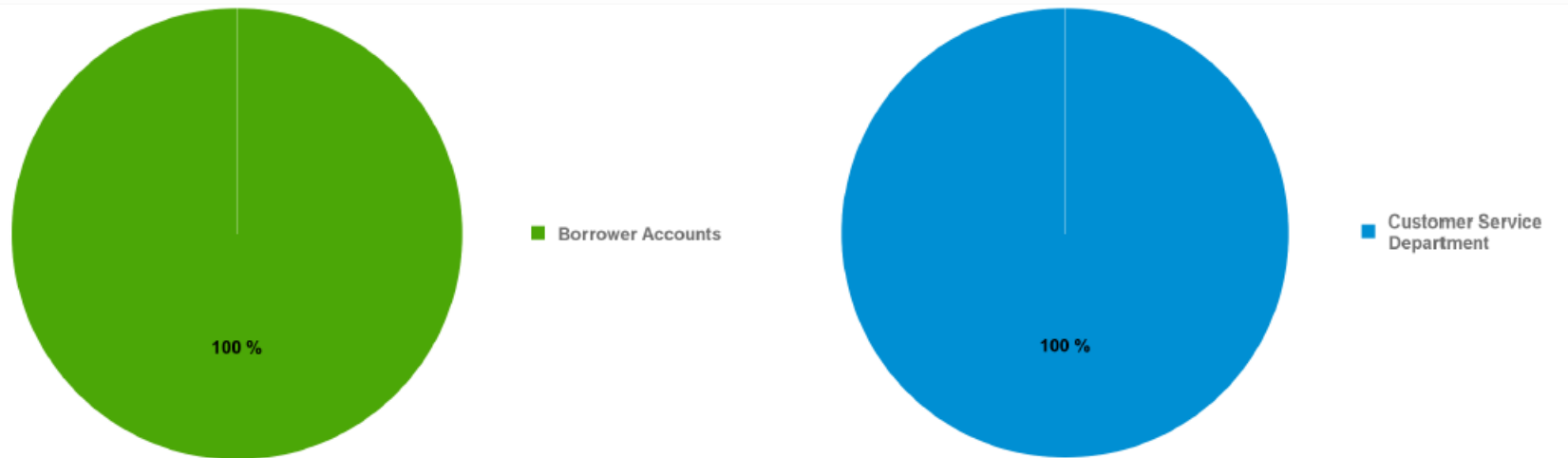


Category	Description of Defect	Defect Count	Significance	Area of Responsibility
Collection Techniques	Continuity of contact	1	Serious	Collection Department
Collection Techniques	The borrower did not have one individual or a dedicated team of individuals to contact to obtain accurate information on the various available foreclosure prevention alternatives.	1	Serious	Collection Department
Collection Techniques	The collection department failed to include the required information about the validation of the debt in the first communication concerning the delinquency.	1	Serious	Collection Department
Collection Techniques	The collection department used a false, deceptive or misleading representation or means in connection with the collection of the mortgage debt.	1	Critical	Collection Department
Collection Techniques	The loss mitigation department failed to send the borrower the Servicemembers Civil Relief Act notice as provided by HUD by the 45th day after the date the missed payment was due,	1	Moderate	Loss Mitigation Department
Loss Mitigation / Mediation	No more than 30 days following receipt of a borrower's notification that the borrower intends to request a mortgage loan modification, the creditor did not provide the borrower with a written assessment of the borrower's ability to make an affordable monthly payment.	1	Serious	QC Department

CURRENT AUDIT REVIEW CYCLE SUMMARY



FLOOD



Category	Description of Defect	Defect Count	Significance	Area of Responsibility
Borrower Accounts	The area in which the property is located was re-classified as in a special flood hazard areas by a FEMA map change, but the customer service department failed to require flood insurance to be in force within 120 days of the effective date of the map change.	1	Serious	Customer Service Department
Borrower Accounts	The dwelling is in a special flood hazard area due to a FEMA remapping, but did the customer service department failed to notify the borrower that he or she must obtain flood insurance within 45 days.	1	Serious	Customer Service Department
Borrower Accounts	The property is in a flood hazard area, but it does not continue to be covered by adequate flood insurance.	1	Serious	Customer Service Department
Borrower Accounts	The property is in a special flood hazard area, but it does not continue to be covered by adequate flood insurance.	2	Serious	Customer Service Department
Borrower Accounts	The property was remapped into a special flood hazard area but the customer service department did not require the borrower to obtain the required flood insurance coverage within 120 days after the effective date of the remapping.	1	Serious	Customer Service Department



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