

Servicing QC

Turn-Key Solutions for Servicing Audits

With investors and regulators demanding increased clarity on how loans are serviced, we understand that servicers are under intense scrutiny.

First American Mortgage Solutions Servicing QC provides loan-level testing on servicing functions through a powerful combination of industry-leading technology and comprehensive scripting. Our Servicing QC audits are extensive, easily deployed, and performed by a seasoned servicing review team with a focus on addressing nuanced servicer, investor, and regulatory needs while creating transparency for servicing operations.

Built with Clients in Mind

Anyone servicing residential mortgage loans looking to perform quality control testing at the loan level including servicing managers, internal audits managers, chief risk officers, QA/QC managers, and heads of servicing.

Key Benefits

- **Third-party independent reviews**
Offers objectivity and transparency to your processes and procedures
- **Easily identify risk**
High-risk and borrower impact situations clearly identified on summary reports, enabling opportunities for resolutions
- **Industry best practices**
Tips and resources provided for investor-specific industry best practices, offering insight for process improvements
- **Satisfy audit requirements**
Comprehensive reports satisfy internal audit & agency requirements for loan-level testing results as a part of your overall quality assurance plan
- **Configurable testing and scripts**
Meet the demands of new investor regulations, an upcoming audit, or review audit findings with the ability to adjust the scripts applied, sample size, or review frequency of your order

Learn More

866.733.9269 | www.firstam.com/mortgagesolutions



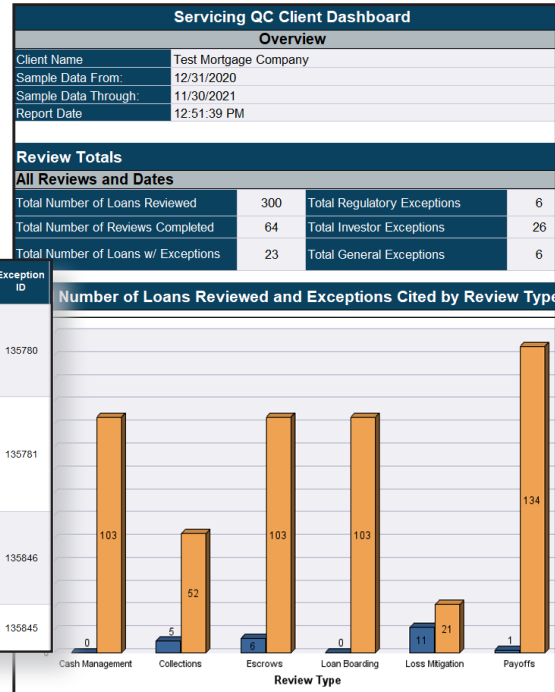
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Loan-Level and Summary Reports

Our loan-level & summary reports help to satisfy internal audit and/or agency requirements. Loan-level reports can be delivered monthly or quarterly.

Servicer/Sub-Servicer Name	Loan Type	Question Code	Question Text	Exception Category	Exception ID
Test Mortgage Company	FHLMC	LM_FHLMC_00055	Did the Servicer notify FHLMC of the forbearance agreement by reporting EDR code 09 by the third business day of the month following the month in which the forbearance was approved, and continue reporting until either the borrower has fully reinstated the mortgage, the borrower breaches the plan, or the plan ends? If no, select all applicable errors.	Investor	135780
Test Mortgage Company	FHLMC	LM_GSE_COV01	Did the Servicer report the correct reason for default code for a borrower who has experienced a hardship directly or indirectly related to the COVID19 pandemic?	Investor	135781
Test Mortgage Company	FNMA	LM_FNMA_00058	Did the Servicer report delinquency status code 09 to FNMA via HSNB by the second business day of the month following the month in which forbearance was approved, and continue reporting until either the borrower has fully reinstated the mortgage, the borrower breaches the plan, or the plan ends? If no, select all applicable errors.	Investor	135846
Test Mortgage Company	FNMA	LM_GSE_COV01	Did the Servicer report the correct reason for default code for a borrower who has experienced a hardship directly or indirectly related to the COVID19 pandemic?	Investor	135845



How We Help Servicers

We provide outsourced services with unprecedented scale and experience performing complex forensic file reviews. Our team is dedicated to helping servicers:

- Maintain quality and integrity in servicing processes
- Prepare for a regulatory examination
- Verify borrower treatment standards
- Verify sub-servicers adherence to standards
- Verify compliance during the foreclosure process
- Verify FNMA, FHLMC, FHA, USDA and VA requirements
- Quickly augment staff using our experts and technology
- Bring an independent review to the QC process
- Uphold robust risk management controls
- Retain data and documents to establish an audit trail
- Increased transparency into operations

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