

## Loan Servicing - The new Paradigm

Loan Servicing is inherently a human resource intensive function that can benefit greatly from the cost savings and flexible capacity augmentation advantage provided by offshore outsourcing. In today's environment intense competition amongst servicers has resulted in hair thin servicing fee margins. Myriad regulatory and compliance requirements have also added an enormous strain to the already stretched resource pool of servicing operations. Inuva's Loan Administration Services has been developed to address this growing need in the marketplace.

Inuva is not an independent servicer or sub-servicer but provides back-office support functions for the full range of loan servicing functions. Servicers or sub-servicers can benefit by outsourcing some or a majority of their back-office functions to Inuva.

We offer a hybrid outsourcing approach to provide you the benefits of:

- a. capacity augmentation and cost savings using offshore resources
  - b. domain knowledge and local presence support from our operations center in the US
- All work that can be coordinated and performed over telephone, fax, and the Internet is done at our India operations center. Work that needs access to physical documents or is location dependant gets performed by our US subsidiary Inuva Info Management, Inc based in Miami, FL. Our US office is staffed with domain experts, with many years of experience in loan servicing, who assist in project transitioning, quality control and client communications.

## Service Offerings



### A. Customer Service

- **New Loan Setup** – New loans from origination or bulk/flow acquisitions are setup in the servicing system using images of loan documents. Escrow setup is done for servicer escrowed loans. Data loaded from the originator or previous servicers system is double checked for accuracy using a checklist.
  - **Payoff Processing** – Our services in this area include generation of estoppel letters, preparation of a lien release with data input from mortgage documents, and recordation and tracking of releases.
  - **Assumptions Processing** – Assumption statements are generated and loan assumptions are coordinated with various other departments.



## Highlights of Our Service

- Errors and Omissions coverage starting at 1 million dollars
- Service Level Agreement for consistent quality standards
- Transition Planning and Offshore Strategy Advisory
- Industry standard quality and security certifications



## Quality Commitment

Inuva Info Management is committed to pursue the goal of acquiring the highest standards of service quality through:

- continuing training, education, and testing by the **Inuva School of Mortgage Banking (ISMB)**
- reduction of defects through quality control and process maturity through **Inuva Quality Assurance Center**
- industry standard quality practices and certifications such as **ISO 9001:2000, SIX SIGMA\*** and **ISO 17799\***

\* Certifications in process



## About Us

- **Inuva Info Management (India)** is an outsourcing company focused on providing Global Outsourcing Solutions to the US Mortgage Banking industry. Inuva provides a range of customized global outsourcing solutions for the full spectrum of mortgage services to its customers in the US. The company is headquartered in Calcutta, India.
- **Inuva Info Management Inc. (USA)** located in Miami, Florida, provides the US presence for Inuva's servicing back-office operations. The company is geared to support Inuva's India team with services that require local presence such as customer support, quality control, scanning, shipping and receiving.



## Contact Information

- **India Corporate Headquarters**  
Inuva Info Management Pvt. Ltd.  
202, SDF Bldg.  
Block EP-GP  
Salt Lake, Sector -V  
Calcutta - 700091, INDIA  
Phone: +91-33-2357-4000  
Fax: +91-33-2358-9762  
Email: info@inuva.com
- **USA Office**  
Inuva Info Management Inc.  
2550 Coral Way, Suite 402  
Miami, FL 33145-3404  
Phone: (786) 348-5595  
Fax: (954) 252-4275

- **Telephone/ Email Customer Service** – Telephone customer queries are answered by our inbound call center in India. Email inquiries are handled by our dedicated email response unit. Priority response processing and escalation can be done by a specialized team of customer service agents. Outbound “welcome” and “goodbye” calls can also be initiated by our customer service center.

- **Research Unit** –The research unit performs various research tasks on an ongoing or as needed basis such as reconciliation of suspense accounts or regulatory compliance research.

- **Year end processing** – 1098,1099 generation and research can be performed.

- **Data Control** – Periodic updating of customer information such as telephone number and email address from customer contact points or white pages search is undertaken.

### B. Escrow Administration

- **Tax Services** –Telephone and Internet research of current taxes is performed. The servicing system is updated with the most current information. Delinquency reports are generated for non-escrow accounts with unpaid taxes.

- **Insurance Services** – Hazard, flood, optional insurance, PMI reporting and research is performed using the telephone and Internet. Force placement warning letters are generated and the purchase of force placed insurance is coordinated with third party vendors.

- **Escrow Analysis** –Quarterly or annual analysis and reporting of escrow accounts is performed in accordance with investor requirements, local regulations, and latest legislative rules.

### C. Accounting

- **Investor Accounting** – Investor accounting reports are generated and timely investor payments coordinated.

- **Cashiering** – Payment processing is done by double entry from images of checks received. Special processing is initiated for checks unaccompanied by statement or coupon stubs.

- **Bank Reconciliation** – Bank reconciliation of ACH, wire, credit card or electronically deposited funds is performed.

### D. Quality Control

- **Due Diligence and Compliance Audits** – Staffing support is provided for research and reporting needed for due diligence and compliance audits.

### E. Default Administration

- **Collection Calls** - Outbound collection calls can be initiated by our call center.

- **Loss Mitigation** – Our default administrators can help negotiate modifications, deed in lieu, foreclosure and other loss mitigation scenarios to minimize default related losses.