

momentum

NEWS ABOUT MORTGAGE SERVICING IN MOTION

V2
ISSUE THREE

New and Improved PowerCell Web Site



PowerCell, Fidelity's customer contact center, is committed to ensuring high levels of communication with and support for clients. With that goal in mind, the PowerCell Web site was introduced in 2000. It was designed as a one-stop resource for the information clients need about Fidelity and its products and was recently transformed into an even more powerful tool.

You can access the new and improved PowerCell Web site at <https://portal.fnfismd.com>, using your login and user ID, which can be obtained from your company's system/portal administrator. The PowerCell Web site provides clients with all kinds of interesting and helpful information, including enhancement letters, client advisories, MAGNIFIDE™ MSP updates, forms, FAQs, committee information, helpful links, support services and more.

"We wanted clients to have quick access to all the information they needed," said Cynthia FitzGerald, executive vice president of Fidelity's Customer Support and Services division. "With the enhanced PowerCell Web site, they have just that."

What's New?

With the updated PowerCell Web site, the Home page now contains new graphics and buttons for easier navigation. You will also notice a new "In the Spotlight" area that includes special articles and updates on developments and meetings coming your way. Features have been added to each section to make them more user-

friendly. An Overview page provides a brief description of what the section contains to help you quickly evaluate if this is the section you need. Sections also contain a quick spot for the "What's New" topics, making it easier to view the most recently added or updated documents.

Buttons have been added to the top right of each page for the following items that you may want frequent, quick and easy access to:

- **My PowerCell** – This button gives you quick access from anywhere on the PowerCell Web site to see all the information pertaining to your respective PowerCell.
- **Live Support** – This button provides instant access to chat live with PowerCell functional representatives. This feature is especially helpful for your quick questions.
- **Search** – This button enables you to search the PowerCell Web site from any page.
- **My Reports** – Coming soon ... click here to view monthly measurement reports currently mailed to your office.

A new Client Information page contains user information for your company. In the past, you have received a quarterly mailing of all users for any modifications. Now, you will be able to make these modifications online. The changes will be posted within three business days.

PowerCell Web Site continued pg 3

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PRESIDENT'S MESSAGE



The first half of 2005 has been very successful for Fidelity and our clients as we work to enhance our existing functionality and push ahead with MAGNIFIDE™ MSP.

We have made a lot of progress with MAGNIFIDE MSP. I would like to thank the beta clients, Navy Federal Credit Union and EverHome Mortgage, for providing us with valuable feedback. This marks the beginning of a much-anticipated advancement in the mortgage servicing industry. Two clients recently agreed to be early adopters of MAGNIFIDE MSP: Collections. Our development groups continue to make progress on the Inbound Cash, Loss Mitigation and Escrow Analysis functionalities.

As we announced at the Information Exchange, we are very focused on legislative issues and how they are affecting the mortgage industry, and specifically, our clients. We want to work with you to provide a secure environment for your business and customer critical data. To that end, we have been pursuing a comprehensive data encryption strategy and will continue to provide updates as they become available. PowerCell will publish details and milestones as they are achieved. If you have any questions regarding our data encryption strategy, please contact your account executive.

The servicing of home equity lines of credit (HELOCs) continues to be a major focus. We have installed several enhancements in the first six months of the year, and look forward to soon offering credit card access and loan segmentation. Adding these two components to our HELOC servicing capabilities will give clients servicing HELOCs on MSP a significant competitive advantage.

As you know, our Professional Services group has been working closely with CampusMBA on the new Certified Mortgage Servicer (CMS) designation. Fidelity is providing the majority of the content for this designation. To date, 94 mortgage servicing industry professionals have registered for the CMS designation. Fifty-six Fidelity employees have registered for the CMS, which demonstrates that our employees are committed to being leaders in the industry.

Mortgage PhD has evolved and improved significantly this year, and recently was recognized by the Inman Innovator Awards. Mortgage PhD was a winner in the Most Innovative Real Estate Data Site category.

The dates have been set for the 23rd Annual Information Exchange. We will be meeting to share ideas and network with one another April 30 – May 3, 2006. The conference will again take place at the World Center Marriott in Orlando, Fla. as it has the previous two years. This year's theme, Fidelity's Feature Presentation: Solutions for Success, is sure to be fun for all. We look forward to giving you the red-carpet treatment at IE.

momentum

NEWS ABOUT MORTGAGE
SERVICING IN MOTION

Momentum, News about Mortgage Servicing in Motion is a quarterly publication designed to inform, educate and communicate with clients, prospects and business partners of Fidelity Information Services' Mortgage Servicing division. The goal of the publication is to provide useful information about Fidelity clients, solutions, products, enhancements and business partners, as well as industry issues and developments.

We encourage feedback from our readers. Please send comments to:

Rachel Watkins

Fidelity Information Services

601 Riverside Ave.

Jacksonville, FL 32204

e-mail: rachel.watkins@fnf.com

Tel: 904.854.5518

Fax: 904.854.4124

If you are a Fidelity Information Services client and would like to receive *Momentum* or add a co-worker to the distribution list, please contact Rachel Watkins.

PowerCell Web Site continued from pg 1

New portal privileges have been added to accommodate the increased functionality of the PowerCell Web site. Contact your portal administrator for more information or assistance.

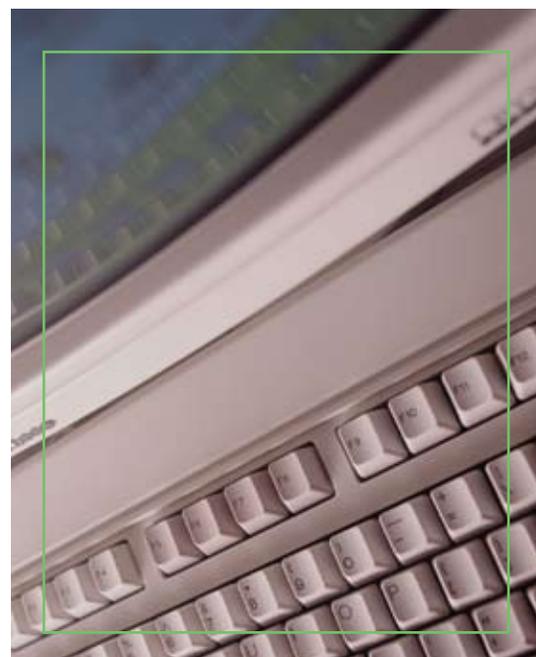
Phone System Enhancements

PowerCell recently enhanced its telephone system for speech recognition. This new functionality enhances ease of use and provides a more efficient level of service to clients. Instead of using the telephone number pad to enter your options, you can speak your company name and the corresponding FastPath Option to reach a specific support function. For example, you can now say the name of your company, wait for the next prompt and say "Escrow." If you prefer using your telephone keypad, you may continue to enter information that way. All speech recognition options are listed in the FastPath Options document on the PowerCell Web site under FAQ/PowerCell Tips.

Tips for using speech recognition

Listed below are some tips for using the speech recognition functionality to its greatest benefit:

- If your company name contains the word "and," pronounce the "d" at the end of the word "and."
- If your company name or FastPath option contains an acronym, say the acronym slowly and clearly.
- If the telephone system does not recognize an abbreviated version of your company name, try speaking your company's full name.
- When using the speech recognition feature, it is best to speak into your telephone handset receiver rather than use your telephone's speaker function.
- As with all speech recognition systems, they work best if you speak clearly and keep background noise to a minimum.
- If you have consistent issues with the telephone system's speech recognition feature, please advise your PowerCell consultant.



Mortgage Bankers Association's 92nd Annual Convention and Expo

Stop by the Fidelity National Financial Family of Companies booth at the MBA's Annual Convention and Expo in Orlando, Fla. Fidelity is Booth #1300. Fidelity will be giving away several iPod Shuffles each day. Visit the booth, and enter to win.

Best Practices Seminars a Hit in the Industry

Fidelity introduced best practices seminars to mortgage industry professionals in 2004 to help them operate more profitably, efficiently and effectively while complying with regulatory requirements. Since then, the seminars have been offered numerous times and participants are giving them rave reviews.

One attendee commented that the seminars provided an excellent review of the most common challenges facing mortgage lenders today. Attendees found the format of the seminars to be very interactive. Since the seminars are focused on the business processes that impact servicing operations, discussions are platform agnostic. All participants, MSP and non-MSP, were able to contribute and share common business industry experiences.

About the Default Seminars

Fidelity has offered the Default Administration best practices seminar to multiple audiences. To begin each seminar, attendees are asked about the following items:

- What pain points they are experiencing in their organizations
- How they define best practices
- What they hope to gain from the seminar

This information is used to formulate much of the content for the particular seminar. Facilitators then address some key points for best practices including the following:

Loss analysis – How soon in the default process should potential losses be analyzed? Should REO marketability be included in this analysis?

Quality control – Should I have a dedicated quality control team? What items should go through quality control and how often? How do you get the quality control changes through?

Vendor management – Should I use the same vendor across all of default? How will this save me money and improve my business?

Attendees engage in interactive discussions on these topics and on how to improve their default management strategies. In addition, they work through case studies and develop best practices for the situations presented.

While these seminars are focused on default administration, the main themes – strategy, risk management and critical timelines – cross boundaries and apply to overall business practices. Fidelity also offers best practices seminars on Loan Administration & Special Loans and Financial Controls & Investor Reporting.

Partnership with CampusMBA

Fidelity has partnered with CampusMBA, the Mortgage Bankers Association's educational arm, to offer these seminars to the mortgage servicing industry. The best practices seminars are also requisites for the Certified Mortgage Servicer designation offered by CampusMBA.

In May, Fidelity and CampusMBA hosted their first joint best practices seminar in Chicago. This seminar focused on default administration. A variety of professions were represented, including attorneys, business analysts, collections, marketing administrators, directors of client services, directors of loss mitigation and financial analysts, as well as compliance, default, servicing and escrow managers. Several different types of companies were represented: property asset protection, title insurance, federal home loan bank, law firm, mortgage banking and property insurance. With this diverse representation, attendees were able to gain several different perspectives on best practices.

Following this seminar, attendees commented that the Fidelity facilitators had a high-level of expertise in the subject matter covered, and they were able to gain valuable insight on best practices.

Upcoming Seminars

The following best practices seminars are now scheduled. To sign up for a seminar or to get more information, go to <https://filis.fnfismd.com/>, or e-mail mortgage.marketing@fnf.com.

| Topic | Date | Location |
|---|-------------------|--------------|
| Default Administration | September 15 – 16 | New York |
| **Loan Administration & Special Loans | October 6 – 7 | San Antonio |
| Financial Controls & Investor Reporting | October 25 | Jacksonville |
| Loan Administration & Special Loans | November 10 – 11 | Las Vegas |
| Default Administration | December 5 – 6 | Jacksonville |

***This seminar is being offered jointly by Fidelity and CampusMBA. To register for this seminar, go to <https://shop.mortgagebankers.org> or call 800.348.8653.*

Weichert Financial Services Signs Contract for Fidelity's Mortgage Servicing Platform

Weichert Financial Services, an affiliate of Weichert Realtors®, recently completed a search for a new mortgage servicing platform. The company is known in the industry for providing superior customer service and benefits from a high level of repeat business. It was looking for a servicing platform that would further enhance this advantage. Weichert Financial Services chose Fidelity's Mortgage Servicing Package (MSP) and recently signed a contract to service its mortgage portfolio of more than 16,000 loans on MSP.



Weichert Financial Services is also installing Fidelity's Customer CareNet, LaserCheck and Electronic Loan Interface (ELI) and converting to Fidelity's mortgage origination system – Empower™.

“The solutions delivered by Fidelity will enhance our customers' experiences,” said Marrero. “As part of our implementation, we will private label Customer CareNet, Fidelity's robust mortgagor Web site. This will enable us to provide more information and online services to better meet the need of our clients.”

“We look forward to the increased process controls and automation that the MSP solution will provide,” said Al Dwojewski, chief financial officer for Weichert Financial Services. “As a result, we are looking at reducing our overall servicing expense while providing enhanced customer service.”

Weichert Financial Services will soon begin converting loans off of its current mortgage processing system onto MSP. “In the past, I converted from another system to MSP,” said Grisel Marrero, servicing manager and assistant vice president for Weichert Financial Services. “I experienced first-hand the care and expertise Fidelity devotes to ensure a smooth implementation and look forward to another on-time, successful implementation.”

“ I experienced first-hand the care and expertise Fidelity devotes to ensure a smooth implementation and look forward to another on-time, successful implementation. ”

Grisel Marrero
*Servicing Manager and Assistant Vice President
 Weichert Financial Services*

Fidelity Completes Successful Mid-Year Purge

In its second year, Fidelity's mid-year purge was a huge success. Fifty-five clients chose to purge their inactive loans mid-year, instead of at year-end as is traditionally done. This allows the clients more time to review their inactive loans following the December month-end process. The mid-year purge process began on Friday, June 3 after all scheduled production cycles were completed. The process finished on Sunday, June 5 with no reported issues. More than 3.9 million loans were purged in two days.



Actively Working on HELOC Functionality

MSP is the industry’s choice for servicing home equity lines of credit (HELOCs), as leveraging one system to service both traditional mortgages and HELOCs delivers a competitive advantage and reduces risk. As promised at the beginning of the year, Fidelity has been working hard to further enhance the Mortgage Servicing Package (MSP) to meet the additional demands of HELOCs. Several enhancements were recently installed and credit card access and loan segmentation are on the horizon.

Recently Installed Enhancements

Fidelity recently completed the billing and overdraft protection enhancements, and these are now available to clients that are processing HELOCs on MSP.

Billing

Additional data was added to the 1480 file allowing clients to augment and/or restrict current messaging on bills based on investor guidelines. Adding additional data, specifically escrow and corporate advance data, provides more detail on billing elements other than principal and interest. This enables clients to bill for advanced funds and assists in overall customer service. This enhancement also adds the Social Security number, which allows lenders to work with print

vendors for target marketing mailers and special promotions. The billing enhancement is available upon request.

Overdraft Protection

HELOCs serviced on MSP can now act as overdraft protection for your customers. If a customer has a checking account (primarily with your company), the line of credit can be used to advance funds necessary to cover checks presented against the account that would otherwise cause the checking account to be overdrawn.

The overdraft protection enhancement supports multi-product customer relationships. It also gives lenders a potential for increased fees and interest income, and allows lenders to use a secured/collateralized loan to support overdrafts, mitigating lender risk. Clients installed on Phase III of the HELOC functionality will automatically receive the overdraft protection enhancement.

Credit Card Access

In October, Fidelity expects to begin beta testing the credit card access enhancement with PHH Mortgage, formerly Cendant Mortgage. Marty Foster, PHH’s servicing manager, said “The credit card option is an extremely valuable feature that we can

Fidelity Partners with First Data Corporation to Deliver Credit Card-Enabled HELOC Solution

Credit card access to HELOCs has become a highly desirable feature that gives borrowers a convenient means to access their lines of credit. Therefore, Fidelity recently formed a strategic alliance with First Data Corp. to provide MSP clients the ability to offer their customers credit card access to HELOCs. First Data’s credit card processing capabilities will be integrated with HELOCs serviced on MSP, for the purpose of setting up, maintaining, enabling transaction flow and posting and reporting on credit card-enabled HELOCs.

“Partnering with First Data will advance Fidelity’s goal of offering best-of-breed HELOC processing capabilities on MSP,” said Bruce Andrews, senior vice president of Fidelity’s Business Partners organization. “The credit card feature will give our clients a distinct competitive advantage in the HELOC market, with the ability to offer borrowers greater convenience and flexibility than ever before.”

About First Data Corp.

First Data is a leader in electronic commerce and payments – serving approximately 4.1 million merchant locations, 1,400 card issuers and millions of consumers – making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment.

“We are delighted to be working with the mortgage industry’s technology leader on the development of a credit card solution for HELOCs,” said Jim Schoedinger, president, First Data Card Issuing Services. “For more than 30 years, First Data has provided its clients with a sophisticated set of technology solutions that drive change and innovation by offering the right technology, at the right time, for the right use. Fidelity and its clients will benefit from our single-source robust, functional and flexible payment solutions and expertise and be able to focus on cultivating its business and brand.”

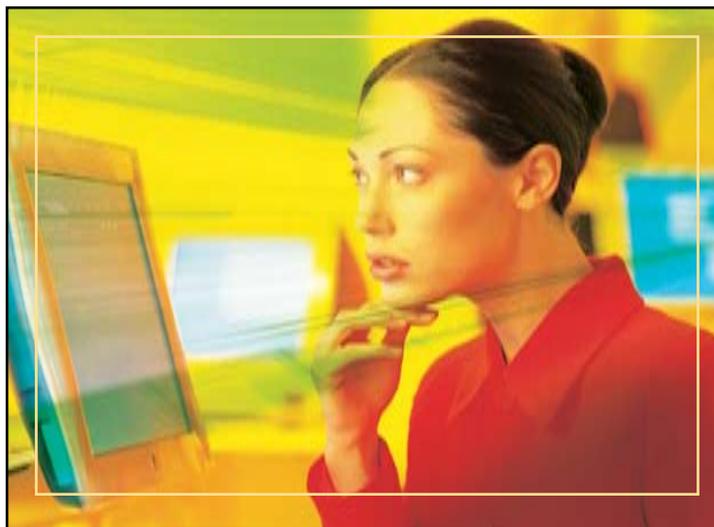
offer our customers in the rapidly expanding HELOC market. This enhancement allows us to reap the benefits of MSP's full-service HELOC capabilities including escrow, default and now credit card processing."

With credit card access, customers have a more convenient way to access their home equity lines of credit. With the associated increase in advance activity, the percentage of outstanding balances will increase, allowing lenders to collect additional interest income. In addition, with appropriate marketing campaigns and incentive programs, credit card access can improve line activation. Credit card access also reduces the usage of convenience checks and associated internal processing costs for convenience check handling and processing.

Loans within a Line

Loans within a line, or loan segmentation, for HELOCs continues to be a priority for Fidelity. Currently, there are numerous loan segmentation enhancements in development, including segmented data in Passport, investor data at the segment level, flexible payment application options and flexible payoff options.

Loan segmentation allows lenders to segment a line to include different interest rates and repayment periods. It also enables lenders to better participate in the growing HELOC ABS market.



Loan Segmentation Sub Committee

Fidelity has formed the HELOC Loan Segmentation sub committee to serve as a clearinghouse for updates on loan segmentation development progress. Clients and employees can also use this committee as a forum for new ideas and new enhancements related to HELOC segmentation.

JOIN FIDELITY ON THE RED CARPET

MARK YOUR CALENDARS FOR THE 23RD ANNUAL INFORMATION EXCHANGE
 APRIL 30 – MAY 3, 2006
 WORLD CENTER MARRIOTT RESORT & CONVENTION CENTER,
 ORLANDO, FLA.

Be our guest at the 2006 Information Exchange for "Fidelity's Feature Presentation: Solutions for Success."
 More information will be available soon, and registration materials will be available in early 2006.

Roadmap to MSP and MAGNIFIDE™ MSP

On September 1, Fidelity unveiled its new Roadmap to MSP and MAGNIFIDE MSP. Now, clients can easily navigate through a repository of information regarding today's MSP and MAGNIFIDE MSP to learn more about Fidelity's products. In the last customer satisfaction survey, clients asked for enhanced communication, not only about MAGNIFIDE MSP, but also for today's MSP offerings. The Roadmap is designed to meet this request and will serve as one of the primary communication channels for Fidelity products – clients can consider this their one-stop shop for information.

Since the Roadmap is playing a key role in Fidelity's product communication, Fidelity would like your feedback. Your comments and questions are important to ensuring the success of this tool. Please e-mail them to Business.Strategy.Mortgage@fnf.com or go to the "About This Site" page of the Roadmap and click the blue box that reads "E-mail Questions, Recommendations and Suggestions."

Navigation

The Roadmap is organized in two ways – a visual roadmap and a site map – enabling you to click through the roadmap on the main screen or use the site map to navigate. Regardless of how you choose to view the Roadmap, you now have the advantage of going to one location for current updates and information on MAGNIFIDE MSP, current MSP and complementary solutions.

MAGNIFIDE MSP Roadmap

Follow the MAGNIFIDE MSP roadmap to understand what value MAGNIFIDE MSP will provide and review the development process. Once on the MAGNIFIDE MSP road, you will see four road signs across the top of the page: Cash/Investor, Default, Enterprise and Loan Administration. For each of these functional areas, you can view Fidelity's vision, use cases and progress. Other MAGNIFIDE MSP highlights include the Implementation Checklist, Timeline and Phasing, and Client TouchPoint Calendars. As additional

components, functionalities and use cases are developed for MAGNIFIDE MSP, this information will be added to the Roadmap.

MSP Roadmap

Follow the MSP roadmap to learn more about upcoming enhancements to today's MSP, as well as details on specific products, including Director, home equity lines of credit, Customer CareNet and Passport.

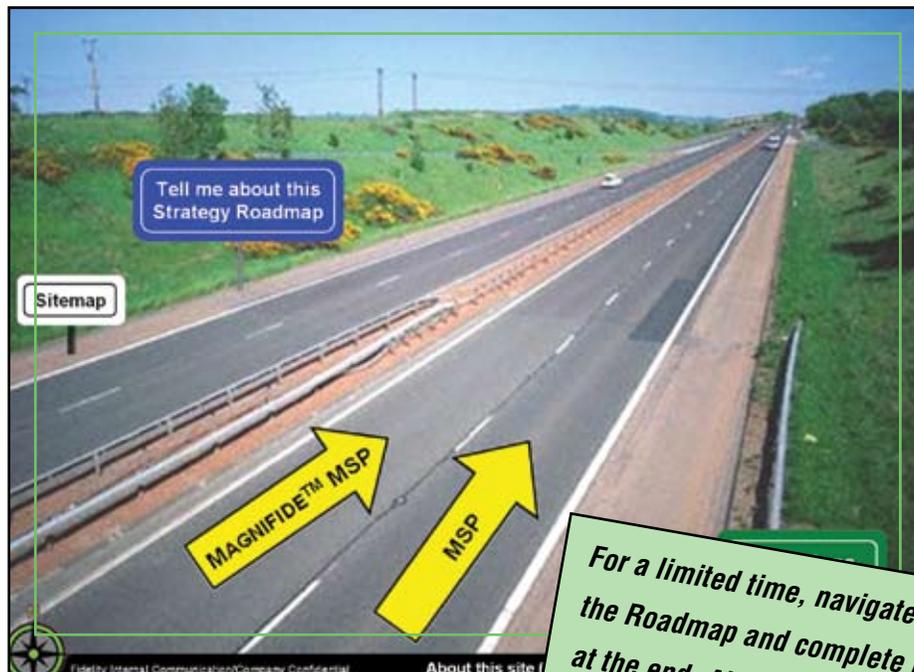
Location

This new tool is available on the PowerCell Web site at <https://portal.fnfismd.com>. You will need a user ID and password, which can be obtained from your company's system/Fidelity portal administrator. On the PowerCell Web site home page, click on the banner advertisement or "Roadmap" on the content links on the right side.

Feedback

The Roadmap is a work in progress and will be updated regularly to improve usability and provide clients with additional information. To stay informed, sign up for alerts for each functional area that applies

to you. Then, when the area is updated, you will receive an e-mail notification. You can also send Fidelity your questions and feedback, so the Roadmap can be adapted to best meet your needs. Finally, we encourage you to review the Roadmap and complete a survey. For a limited time, by submitting this completed survey, you will be entered into a drawing for an American Express gift certificate.



For a limited time, navigate through the Roadmap and complete the survey at the end. All submitted surveys will be entered in drawings for American Express gift certificates.

Business Continuity – An Ongoing Process

Fidelity's headquarters, located in Jacksonville, Fla., benefits from a short drive to sandy beaches and the Atlantic Ocean. With this advantage, though, also comes the challenge of dealing with the annual hurricane season, which starts June 1 and ends November 30.

Understanding this challenge, Fidelity is fully prepared and has business continuity plans in place to minimize any business interruptions should Jacksonville find itself in a hurricane's forecasted path (or any other "disaster").

Lessons Learned

In 2004, there was a higher-than-average number of hurricanes. While the state of Florida was impacted by multiple storms, there were only two that caused Fidelity to activate its recovery teams. Though the teams were in place, Fidelity never had to go into complete recovery mode. These "trial runs" provided Fidelity the opportunity to see firsthand what worked well, what could have worked better, and to use this information to enhance recovery processes.

Mortgage Crisis Management Team

Fidelity's Mortgage Crisis Management team is composed of executives and leaders within the company. This team provides leadership during the recovery process, giving direction to the recovery teams. Once a possible threat has been identified, the Crisis Management team goes into action, meeting around-the-clock and keeping the Home and Away teams informed of what needs to be done. The Crisis Management team meets continuously until the potential threat has passed.

Uninterrupted Support

Fidelity has a well-tested strategy for maintaining uninterrupted support, in the event Jacksonville should be in a hurricane's projected path. Home and Away recovery teams are in place, each with their own set of defined procedures. The teams are ready for action whenever needed.

The Away teams relocate to the Fidelity recovery site, in part to create a support environment, while the Home team stays behind, maintaining support and ensuring the equipment is packed and safe. Once the Home team completes its preparations, support is "switched over" to the recovery site.

The switch is seamless to customers – there is no interruption of service!

Once given the "all clear" by the Crisis Management team, the Home team returns to Fidelity to re-establish customer support. When support has been switched back to the Jacksonville facility, the Away team returns home.

Fidelity enacts scenarios and performs testing annually to ensure we are ready to meet any potential recovery situation and that our customers and their data will be protected.

Client Communications

Fidelity is committed to keeping customers informed during any potential recovery situation. PowerCell sends client advisories, providing valuable information as Fidelity continuously monitors the situation. Frequent, updated advisories are sent to clients until the risk has passed. If, for some reason, e-mail becomes unavailable, advisories will be sent via facsimile.

Fidelity also has a client hotline that provides the most up-to-date business information. Customers can call this number at any time for a status. Contact your PowerCell representative to obtain this phone number.

Rapid Response

While Fidelity is focused on business continuity plans throughout the year, it becomes much more visible during hurricane season. No matter the season or the situation at hand, Fidelity is prepared. Our commitment is to respond rapidly to any issue and ensure all service levels are maintained.

Mortgage PhD[®] Receives Inman Innovator Award



Fidelity's robust technology platform, Mortgage PhD, was recently awarded the Inman Innovator Award for Most Innovative Real Estate Data Site. Since 1997, Inman News has recognized companies that use technology and innovation to enhance real estate transactions for consumers and real estate professionals. Past winners include

LendingTree, Coldwell Banker Real Estate Corporation, E-LOAN, eBay, John L. Scott Real Estate, E*TRADE Financial and many others.

Mortgage PhD is Fidelity's middleware linking mortgage lenders and service providers with flexible and secure data access and integration capabilities. The platform utilizes a service-oriented architecture and Web services standards to provide access to lender data housed on Fidelity's flagship Mortgage Servicing Package (MSP) and third-party data and services.

The adoption of a service-oriented architecture enables Mortgage PhD to expose logically grouped MSP loan data and the data and services of third-party providers as Web services. The Web services are conveyed as Extensible Markup Language (XML) data streams

to facilitate application request and response integration. This real-time exposure using Web services standards effectively replaces the common, yet cumbersome practice of screen scraping to feed data to proprietary applications.

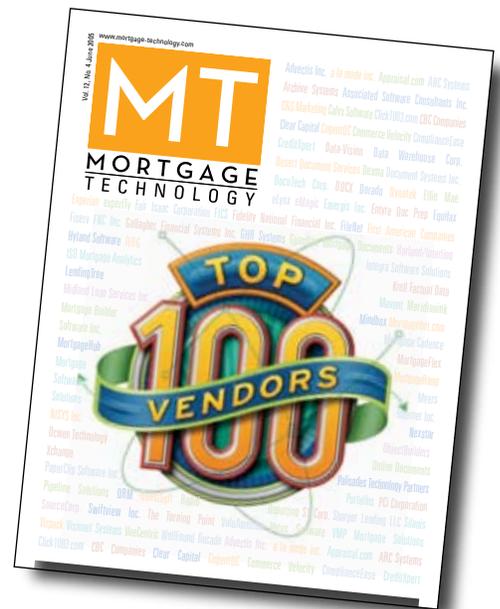
Mortgage PhD features a growing library of MSP Web Services and Third Party Web Services, each with Web Services Description Language (WSDLs) and XML schemas published on its award-winning Web site (<http://mspservices.mortgagephd.com>). The Web site is rich in business and technical content, enabling lenders and their business partners with a reliance on loan-level data to retrieve it in a consistent, reliable and timely manner.

Numerous Fidelity clients regard Web services technology as the key to solving their real-time data access needs. In practical terms, mortgage processors with ready access to MSP's read-and-update functionality and to third-party data and services will experience greater ease responding to borrowers' inquiries, applying payments, managing collections, handling exceptions and much more. The benefits of this plug-and-play technology solution extend to the entire mortgage industry, offering mortgage operations the promise of unprecedented flexibility and processing speed. For more information, log on to the Mortgage PhD Web site at <http://mspservices.mortgagephd.com>.

Fidelity Named to Top 100 Technology Vendors List

Each year, *Mortgage Technology* magazine names the top 100 technology vendors serving the mortgage industry. Fidelity was recently named to the 2004 Mortgage Technology Top 100 list. The vendors selected demonstrate market share, proven business benefits and excellent technology; they also have market traction and domain expertise and have received praise from mortgage lenders regarding the business benefits of their technology products.

The four major criteria for inclusion on the Top 100 list are customer satisfaction, functionality, market share and viable revenue model. According to *Mortgage Technology*, the vendors they select have "satisfied users and show the ability to hold them by keeping those customers abreast of the technology deployed by competing lenders."



Quality Customer Service

Fidelity's award-winning customer service and technical teams are committed to working with their customers to ensure system availability. If a customer encounters a problem, Fidelity has a team of experts coupled with a thorough and proven process to quickly address and resolve it.

Preventing Issues

Fidelity has several committees set up to address system availability. Formal problem management and change management teams meet regularly to ensure adherence to policies that are written ensuring risk management and immediate problem resolution. As a part of this process, daily production review meetings and weekly performance review committee meetings are held.

The production review committee is made up of a broad representation of the company. It meets to discuss all the previous day's activities. This group focuses on any situations that have adversely affected operational service levels and/or required unplanned or unscheduled intervention. The production review committee discusses actions taken or planned in response to those incidents, including steps to fix problems and mitigate their impact.

Systems Assurance

The Systems Assurance group is responsible for the overall stability and safeguarding of the production environment to ensure that acceptable levels of service are provided. The primary function of the Systems Assurance group is to oversee the development, implementation and adherence to a formal change and problem management process, ensuring that the process supports business objectives. This process enhances productivity and efficiency by focusing on communication, coordination, standardization and automation, while remaining flexible and responsive.

To support this function, proactive monitoring is implemented where possible to ensure that Fidelity is able to – in near real time – identify any stability concerns. The process and tools in place promote automation, increase productivity, and have the potential to decrease reactionary

activities. Examples of proactive monitoring include hardware failures, hardware resource utilization, Web site, Web server services and application availability.

When an Issue Arises

Each customer is assigned to a PowerCell – a staff of experts dedicated to providing support for a group of customers. If a customer representative has the need to report a problem or issue, PowerCell performs an analysis to assess the severity of the issue, taking the business and service impact of the customer into consideration.

When an issue is assigned the highest level of severity, the customer's service executive is immediately notified and an immediate resource response is required. Then, representatives from across the company come together to quickly address the issue. The problem escalation process immediately goes into effect.

Fidelity has sound and proven systems in place to best serve the customer at all times. Teams of expert employees are brought together to resolve issues and identify ways to enhance the service Fidelity provides to its customers. For more information about these processes, please contact your PowerCell representative.



msp

ENHANCEMENT REVIEWS

FNAMS REO Extract (IP 1866, MSP 05-08)

This optional enhancement enables you to enter criteria on a new REO Workstation screen, Real Estate Owned Loan Selection Criteria (RELS). The MSP system uses the criteria to select REO loans for two new extract files. Fidelity National Asset Management Solutions and BuyBankHomes use the extract files to populate their REO applications.

PMI Cancellation Date (IP 1894, EN2998, MSP 05-10)

This standard enhancement modifies the system logic so that, when appropriate, the PMI termination date is the same date the borrower requested the PMI be cancelled. When borrowers request that their PMI be cancelled, the system automatically passes the date of the request to the mortgage insurance company. This ensures that the system uses the correct effective date when the refund is issued to the borrower.

Ginnie Mae Form 11708 - Request for Release of Documents (IP 1906, FP5144, MSP 05-11)

This fast-path enhancement provides the most recent revisions as set forth by Ginnie Mae in compliance with Ginnie Mae HUD form 11708. The system produces report S-58W as a facsimile HUD form 11708 which has been updated to include the new revisions.

Automate 1099-MISC Reporting - Cash for Keys Phase II (FP5145, MSP 05-12)

This fast-path enhancement enables you to automate 1099-MISC reporting. Under federal HUD guidelines, lenders are authorized to offer seriously delinquent borrowers a cash incentive as an alternative to legal eviction following foreclosure. The “Cash for Keys” incentive encourages property occupants to simply turn over the keys and peacefully vacate the property. This enhancement automates the reporting of that occupant’s income to the IRS.

S200 Batch Expansion (IP 1883, EN2993, MSP 05-13)

This standard enhancement expands the storage capacity of the S-200 records in the FM HISTORY to more than 23 times the current capacity.

Multicultural Language Indicator (IP 1896, EN2992, MSP 05-15)

This standard enhancement enables you to add a loan-level indicator that identifies the preferred language of the mortgagor. It also enables you to send letters to mortgagors in their preferred language through the Online LetterWriter system.