



FIS Introduces Offshore Business Process Outsourcing Solution for MSP Clients



FIDELITY NATIONAL
INFORMATION SERVICES

The offshore business process outsourcing (BPO) marketplace is entering a new phase of development. As savvy corporations discover how to best utilize a global delivery model, they are transforming their businesses to take advantage of worldwide intellectual resources. BPO is moving to a new level.

To stay competitive, mortgage servicers must consider creative ideas to improve efficiencies and reduce costs in all areas of their business operations. They must also remain flexible in the face of a rapidly changing interest rate environment and the resulting fluctuations in volume. BPO can help servicers achieve those objectives.

FIS now offers BPO solutions that support clients' business strategies and help them achieve increased productivity and profitability throughout the business cycle. By combining deep mortgage industry expertise, intimate knowledge of FIS' industry-leading Mortgage Servicing Package (MSP) and best practices with FIS' state-of-the-art offshore transaction processing centers, clients enjoy all the benefits of a global delivery outsourcing solution without the risks inherent in traditional third-party offshore BPO engagements.

Offshore Delivery Facilities

FIS' offshore delivery facilities are located in Bangalore and Baroda, India. Equipped with the latest technologies and systems, a highly skilled workforce and a proven process methodology, these two locations provide high-quality services for FIS' clients.

The Bangalore facility is 90,000 square feet, with approximately 525 workstations. The Baroda facility is currently 40,000 square feet, with a capacity of up to 390 workstations. Together, these facilities can support more than 2,300 associates in multiple shifts.

Both locations have dedicated T-1 lines for high-speed Internet connectivity and are linked to the U.S. through two leased, private circuits with two-Mbps bandwidths.

Data Security and Business Continuity

FIS has designed its processes and facilities in India to ensure a high level of security and confidentiality of client data through a stringent privacy policy, including authentication, continuous monitoring and independent auditing.

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PRESIDENT'S MESSAGE

Dan Scheuble, President, Fidelity National Information Services, Mortgage Servicing division



I would like to thank everyone for your support as I transition to president of the Mortgage Servicing division. I am excited about this new role and will continue the commitment to

you that Hugh Harris showed during the last three years.

Leadership Team

My leadership team will remain much the same. Robert Davis continues as executive vice president of Account Management, and Cynthia FitzGerald remains executive vice president of Customer Support and Services. I'm confident you will continue to receive the same great attention and service from them.

I have promoted Jeff Mouhalis to executive vice president of Product Delivery. Jeff previously led the Strategy group and will now lead the Strategy and Development teams as they enhance MSP and continue to develop MAGNIFIDE MSP.

Technology Commitment

We continue to work on our encryption strategy. All CD print media is now encrypted, and we have an aggressive strategy for encrypting all CD data media. More details on our encryption plans can be found on page 7.

Fred Parvey has assumed the role of FIS' CIO. Fred has been with FIS for many years and brings a great deal of experience to this position. He will provide great leadership as we continue to improve our technologies and work on major initiatives, including encryption, enhancements to our data center and self disaster recovery.

Business Process Outsourcing

We are committed to providing more than just superior technology. As a leader in the mortgage servicing industry, we strive to create additional offerings that increase your profitability. With this in mind, we are excited to offer you a business process outsourcing solution. Our offshore facilities are in Bangalore and Baroda, India, and support more than 2,300 employees. More information on this new service can be found in the cover story.

New Client

I would like to welcome Rhode Island Housing to the MSP system and FIS partnership. With its flexibility, MSP is a great servicing solution for housing agencies. Read more about Rhode Island Housing and the MSP solution on page 6.

Stevie Awards

FIS' award-winning customer support center, PowerCell, was recently honored by the Stevie Awards. Congratulations to Tom Peterson for receiving the Best Customer Service Executive award for his outstanding consultative support and personal service to clients' inquiries every day. FIS was also a finalist in the Best Product Developer, Best Support Team and Best Support Organization categories.

MBA Annual Convention

We are looking forward to the MBA annual convention in Chicago in October. If you are attending, please take an opportunity to stop by our booth – #819 – and learn more about our products and services. Also, mark your calendar for an FIS panel presentation on "Business Strategy and Technology Planning" on October 24.



In the News: FIS Leads the Mortgage Servicing Industry

FIS executives are at the top of the industry in thought leadership. Read these articles in full at <http://www.fidelityinfoservices.com/FNFIS/AboutUs/ThoughtLeadership/Articles/#MortgageServicing>.

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 National Information Services' (FIS) Mortgage Servicing division. The goal of the publication is to provide useful information about FIS clients, solutions, products, enhancements and business partners, as well as industry issues and developments.

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

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

Dan Scheuble, President

In "The Market Drivers for Consolidated Servicing," (*Mortgage Banking*, March 2006), Scheuble discusses the momentum behind consolidation in the mortgage servicing industry and the forces behind it, including market entry by nontraditional institutions, the demand for flexible securitization and the customer satisfaction imperative. Scheuble concludes that institutions will likely consolidate down to two or three platforms and develop strategies for integrating the multiple platforms.



Cynthia FitzGerald, Executive Vice President

FitzGerald discusses the importance of customer relationships in "Valuing Customer Relationships at an Uncommon Level," in *Mortgage Servicing News'* supplement, *Women in Mortgage*.

Joe Nackashi, Chief Technology Officer

Nackashi was quoted in "Hard to Decipher" (*SC Magazine*, June 2006) on his thoughts regarding data security and FIS' encryption strategies.



Jack Pearce, Chief Lending Officer

In "The Ultimate Customer Retention Product" (*Origination News*, June 2006), Pearce discusses lifelong customer retention via a single source of credit that can meet all a borrower's needs. Pearce suggests that, with the right technology, home equity lines of credit could be that source.

Servicing By Dan Scheuble

The Market Drivers for Consolidated Servicing

While in a world of consolidation, shareholders and investors are looking for the best of all worlds: strong returns, low volatility, and high liquidity. All these needs are met by mortgage servicing. The mortgage industry has an absolute competitive advantage over other industries in the servicing space. This column focuses on the market drivers for consolidation in the mortgage servicing industry.

Market entry by non-traditional institutions

Over the past few years, there has been a significant increase in market entry by non-traditional institutions. Companies such as New York-based Mortgage Services, St. Louis-based A.C. Edwards & Sons Inc. and San Francisco-based Charles Schwab & Co. have brought new value to the mortgage servicing industry by offering innovative solutions and a more customer-centric approach.

There is also a strong competitive pressure being put on mortgage servicers by other financial institutions. These institutions have the advantage of a customer base that is not tied to mortgage servicing. Through the changes they make with their customer base, these institutions are able to offer a more customer-centric approach.

Using a consolidated servicing platform, at least for mortgage and HELOC products, allows customers to seamlessly access their real estate-related bank information and helps servicing employees respond quickly and more accurately to customer inquiries and requests. This is a benefit that mortgage servicers and HELOC lenders can take advantage of. Through the changes they make with their customer base, these institutions are able to offer a more customer-centric approach.

Universal servicing is today's reality

In the United States, mortgage servicers are now offering a single platform to serve all types of mortgage products. This is a benefit that mortgage servicers and HELOC lenders can take advantage of. Through the changes they make with their customer base, these institutions are able to offer a more customer-centric approach.

SC MAGAZINE
FOR SECURITY PROFESSIONALS

Hard to decipher
Encryption can be difficult to implement, but can help protect data.

Back to school
How to protect your business from phishing attacks.

Remote control worms
How to protect your business from remote control worms.

AV protection
How to protect your business from malware.

Endpoint security
How to protect your business from endpoint security threats.

Offshore BPO Solution for MSP Clients continued from page 1

Critical elements of the security measures include:

- A documented information systems security policy
- Network infrastructure audited for security compliance by PricewaterhouseCoopers
- BS 7799 certification for Information Security Management System by KPMG
- Compliance with all applicable U.S. regulations (such as HIPAA)
- Strictly controlled user-access rights at workstations
- Physical and logical network separation between public and production environments
- A public network protected by firewalls and intrusion-detection systems
- Antivirus software installed and maintained on each server and workstation
- Closed-circuit TV monitoring
- Third-party professional security services



FIS' Offshore Facility in Bangalore, India.

FIS' risk management policies require process migration, disaster recovery and business continuity to ensure reliability and timely delivery of client work. The disaster recovery plan includes:

- Offsite data backups
- Preventive and predictive maintenance
- Redundant network links and hardware
- Fire detection systems and regular testing/drills
- Remote alternative processing facilities located approximately 700 miles apart

Long-term Savings

Reports show that up to half of servicing costs are personnel-related. By taking advantage of the FIS global delivery model, clients can achieve comparable process savings of 45 to 55 percent. Business transformation to a global delivery model can result in long-term cost savings up to 70 percent or more with task efficiency improvements and process re-engineering.

Quality Assurance

From the inception of a client outsourcing engagement, FIS builds quality into each process and stage of operations to ensure a high level of accuracy. Quality starts with a highly dedicated and trained workforce, monitored by an integral quality control team that performs quality checks and manages continuous quality improvement processes. Proprietary in-house tools monitor quality and display error statistics daily.

Some examples of high quality levels include:

- Process flow designed to eliminate errors
- Systems to identify, analyze and classify errors
- Online error feedback to each associate
- A dedicated quality assurance department

FIS' BPO facilities have ISO 9001:2000 Certification for Quality.

Services Available

FIS' BPO solutions provide a wide range of back office processes in all areas of mortgage servicing. Examples include:

- New Loans – Setup and boarding, ARM audits, quality control and data verification
- Escrow & Tax – Setup and verification, research, mass analysis and tax line setup
- Cash & Investor – Exception items, reversals, payment research, suspense clearing and account reconciliation
- Default – FHA/VA/MI claims processing, skip tracing, 1099A/1099C forms and repayment plans
- Other – Lien release, bulk audits, special loans, service transfers, acquisition and deconversions

BPO Engagement Model

FIS' engagement model ensures that clients' performance expectations are met and financial goals realized with a smooth and seamless process migration.



FIS employees provide support to clients who have outsourced to India.

The BPO delivery model is a well-honed process, starting with assessment and analysis of the organization to determine which functional areas and processes to target for outsourcing. The transition phase includes detailed documentation of the processes and mapping the migration steps. Service-level agreement (SLA) parameters are developed, and pilot processes are set up. They are run in parallel until the SLAs are validated and acceptable quality metrics achieved. Then the transitioned processes are ramped up to targeted steady-state operations while maintaining all key performance indicators.

The Value of FIS' BPO Solution

FIS can provide clients with a competitive advantage in the BPO realm because of its superior level of industry knowledge and process management. FIS specializes in mortgage servicing and understands the business and process challenges clients face. The flexible outsourcing solutions will be customized to fit the specific needs and objectives of any servicing organization.

Combining FIS' expertise with the experience of its India-based team creates a successful BPO engagement. FIS' associates in India have significant prior experience in mortgage BPO utilizing MSP across the spectrum of back office processes. Ninety-seven percent of the associates in India are college graduates, and the staff turnover is less than 30 percent in the two facilities. The local management team is highly experienced in process re-engineering and workflow design.

FIS offers unparalleled resources to ensure clients' BPO success. FIS does more than simply help clients achieve the cost savings possible from BPO; FIS seeks to further the business process transformation and realize the maximum productivity gains and cost reduction goals through global resource utilization.

Rhode Island Housing Selects MSP

Rhode Island Housing, the state's principal housing agency, has selected FIS' Mortgage Servicing Package (MSP) to service its residential and commercial mortgage portfolios. Rhode Island Housing finances the purchase, rehabilitation and construction of homes and apartments for low- and moderate-income Rhode Islanders. Since 1973, Rhode Island Housing has helped 175,000 Rhode Islanders find and keep homes they can afford.

With MSP, Rhode Island Housing will broaden its servicing capabilities, streamline operations and increase efficiency through the automation and integration of its residential and commercial lending areas. Rhode Island Housing currently uses two lending platforms to service its mortgages. With the conversion to MSP, it will consolidate its commercial and residential mortgages onto one system. MSP's robust functionality also enables Rhode Island Housing to handle the unique products common in the housing agency marketplace.

"We are always looking for ways to improve service to our customers. The new system's potential for broader product support and increased capacity for growth should serve our residential and commercial borrowers well," said Chris Barnett, spokesman for Rhode Island Housing.

MSP and Housing Agencies

MSP offers many benefits to housing agencies and has several housing agency clients, including Virginia Housing Development Authority, Colorado Housing and California Housing Finance Agency.

"The MSP system is so flexible," said Bob Bastien, housing finance specialist and MSP systems administrator for California Housing Finance Agency. "We are able to adapt MSP to meet our current needs, and we know it will meet our future needs – even those we aren't aware of yet. FIS also backs up its superior system with an excellent customer support staff."

Virginia Housing Development Authority has enjoyed a great partnership with FIS and is currently a beta partner for MAGNIFIDE MSP. "MSP's loss mitigation functionality is a great asset to us," said Tom Dolce, managing director of Servicing and Compliance for Virginia Housing Development Authority. "We specialize in low-income loans, and this functionality enables us to record financial data and effectively track loss mitigation efforts."

Additional Lenders Implementing MAGNIFIDE MSP™

Two MSP users, Virginia Housing Development Authority (VHDA) and Chevy Chase Bank, F.S.B, are currently in line to implement MAGNIFIDE MSP™: Collections, the first functionality of MAGNIFIDE MSP.

Virginia Housing Development Authority

Based in Richmond, Virginia, VHDA is the state's mortgage finance agency. Created in 1972 by the Virginia General Assembly, VHDA's mission is to help low- and moderate-income Virginians attain quality, affordable housing.

VHDA began the initial planning for the MAGNIFIDE MSP: Collections implementation with a session held in early May. Core team training followed a few weeks later, with user acceptance testing beginning on June 1 and continuing through August 9. End-user training took place on August 8 and 9. VHDA went live with MAGNIFIDE MSP: Collections on August 14.

VHDA has been in communication with Navy Federal Credit Union, which implemented MAGNIFIDE MSP: Collections in early February. "Navy Federal is providing us with insight on how to handle exception

items, and it has been a valuable relationship," said Tom Dolce, managing director of Servicing and Compliance for VHDA. "We are very excited about moving forward with MAGNIFIDE MSP: Collections. The implementation went so well, I didn't feel like we did anything at all."



Chevy Chase Bank

Like VHDA, Chevy Chase Bank is eager to implement MAGNIFIDE MSP: Collections. As the largest bank headquartered in the Washington metropolitan area, Chevy Chase Bank offers its customers the convenience of more than 250 branches and 1,000 ATMs. Additionally, it is opening new full-service branches throughout the region. The initial planning session was held on May 16 – 17, and Chevy Chase is progressing toward an implementation date of October 16.

FIS' Alison Shoemaker Receives Certified Mortgage Banker Designation

Alison Shoemaker, vice president of Implementation Services, recently received her Certified Mortgage Banker (CMB) designation. The CMB designation has been developed for high-caliber professionals who strive to distinguish themselves as leaders within the industry. The program examines each segment of the industry and tests an individual's level of proficiency as a mortgage banking professional.

Shoemaker has worked for FIS for 10 years and is a 33-year veteran of the mortgage banking industry. She is also currently working toward her Certified Mortgage Servicer designation.

"Earning the CMB designation has been a personal goal of mine for more than 20 years because it stands for personal and professional success within our industry," said Shoemaker. "I am honored to have received the most prestigious designation in mortgage banking."



Alison Shoemaker

Protecting Data

Security breaches are rapidly increasing, and there regularly are new stories about lost or stolen data. As information and data become increasingly at risk, FIS is adopting an aggressive data security and encryption plan to ensure client data is not compromised.

E-mail Security

In its ongoing effort to ensure FIS reduces the risk of exposure of sensitive information, the company has deployed an e-mail solution called Transport Layer Security (TLS). TLS enables encryption between TLS-enabled e-mail servers. Because it is an e-mail application feature common in most e-mail solutions, including Microsoft Exchange and Lotus Notes, TLS does not require desktop software to be installed or specific user action. Once enabled, all e-mail traffic, including attachments, will be encrypted.

If you are interested in enabling a TLS connection between your company and FIS, please contact your PowerCell representative.

Data-in-Flight Security

One of FIS' first objectives was to protect "data in flight" – data that physically leaves the secure FIS campus. As of the beginning of June, all CD print media has been encrypted. The next phase is to protect all CD data media in transit from the FIS campus.

All CD data media will be encrypted using the SecureZip software, and each CD will contain a self-decrypting archive feature. A pass phrase will be required to decrypt the CD and can be obtained from the PowerCell Web site.

Questions

If you have any questions regarding FIS' data encryption policies, contact your PowerCell representative.

FIS Completes Successful Midyear Purge

FIS' third midyear purge was a huge success. Fifty-eight clients chose to purge their inactive loans midyear, instead of at year-end as is traditionally done. This allows clients more time to review their inactive loans following the December month-end process. The midyear purge process began on Friday, June 2, after all scheduled production cycles were completed. The process finished on Sunday, June 4, with no reported issues. More than 3.6 million loans were purged in the two days.

Momentum Building for Mortgage Web Services

Adoption of FIS' Mortgage Web Services is rapidly increasing among MSP clients and their business partners as they discover the benefits of "data on demand" using Web services standards.



The Mortgage PhD platform supporting the delivery of Mortgage Web Services has been fully developed with robust data access and integration capabilities. The emphasis is now on Mortgage Web Services – readily consumable data that allows user companies to work faster and more cost effectively.

Mortgage Web Services is not a software application. It is simply data. MSP and third-party data is presented in such a way that clients' applications can access and integrate it for the benefit of application users.

Successes with MSP Web Services

Early adopters are enabling their Integrated Voice Response (IVR) systems, consumer Web sites and teller applications to "call" one or more MSP Web services in response to borrower inquiries and servicing requests. For example, the read-only "Flexible Account: View" is being used by these service delivery channels to view up to 100 MSP data elements in a single request in real time.

Numerous interactive services are also being used to add, update and delete data fields in MSP. IVRs are now using MSP Web services to open tasks for customer follow-up (Task Tracking), set up and change one-time ACH payment data (One-Time Drafting) and inform the customer service area of the nature of borrowers' IVR inquiries (Notes Memo & Life of Loan).

In addition to these services, clients' consumer Web sites are using MSP Web services to update name and address records (Borrower Contact), update collection comments when payments are processed (Collection Comment) and enable borrowers to request and set up just-in-time one-time payments (Just In Time Payment). Via the teller platform, bank branch personnel are now reviewing advances online when home equity line of credit checks are presented and when

credit cards linked to a line of credit are used to make a draw (HELOC Advance, Reversal & History).

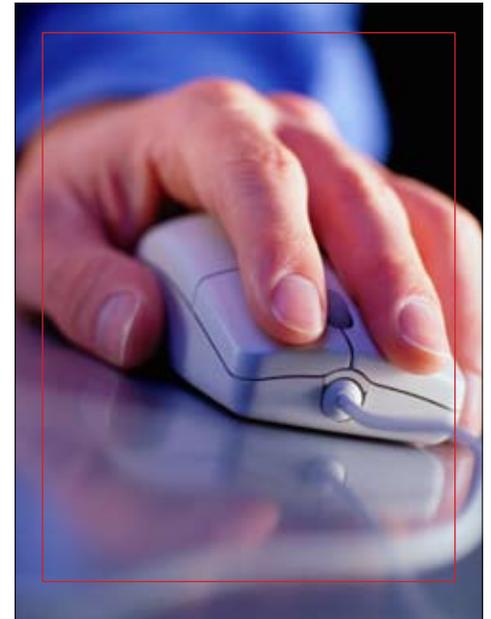
Payoff Express

Among FIS' Mortgage Web Services, Payoff Express has garnered the most interest. FIS has wrapped business process automation around payoff data to satisfy the requirements of lenders responding to inquiries from title companies and other loan closing agents.

Payoff Express is a powerful service that uses the "Loan Search" service to validate loan numbers on incoming requests. The self-contained utility uses client-configured loan eligibility to qualify payoff presentation to third parties, utilizing settings from the Payoff Workstation. In the course of producing the payoff quote, Payoff Express updates MSP's Payoff Workstation and Online Letter Writer (OLLW) history in real time. Enhancements, including automatic generation of updated quotes and title agent e-mail notifications, are in development and will allow lenders and title agents to derive even greater value from Payoff Express in the near future.

Third-party Web Services

Any variety of software can make use of FIS' broad suite of Mortgage Web Services, not just for MSP data views and updates (MSP Web services) but for third-party data (third-party Web services) as well. Third-party Web services are currently focused on the default supply chain to include automated valuation models, broker price opinions, default title, alternative title and document services.



More Information

To access detailed business and technical documentation about Mortgage Web Services, register at <http://fismortgageweb services.com>, or contact your account director for more information.

MSP Integrates with eRelease to Ease Payoff Process

Do you pay late-filing penalties for your lien release documents? Do you have a high rejection rate for those documents? FIS' eRelease can eliminate those challenges and provide a proven, consistent 99.7 percent on-time compliance rate.



To add further value to eRelease, FIS also has launched eRelease Payload, designed exclusively for Mortgage Servicing Package (MSP) clients. eRelease Payload automates the order placement process into eRelease when a loan payoff transaction occurs (via transaction 081 in MSP).

Typically, MSP users perform daily payoff uploads that require multiple report queries. This often causes delays and errors, which sometimes lead to lawsuits and penalties. With the enhanced functionality of eRelease Payload, MSP users can engage the product, and it will automatically populate loans that are paid off in full. Once in eRelease, MSP users can prepare their own lien release documents or outsource the process to DOCX, a division of FIS Default Solutions that provides lien release and assignment outsourcing services.

eRelease

eRelease is a pay-per-use, business rules-driven, Web-based application for creation and recording of lien release documents, making it user-friendly and cost-effective. This end-to-end lien

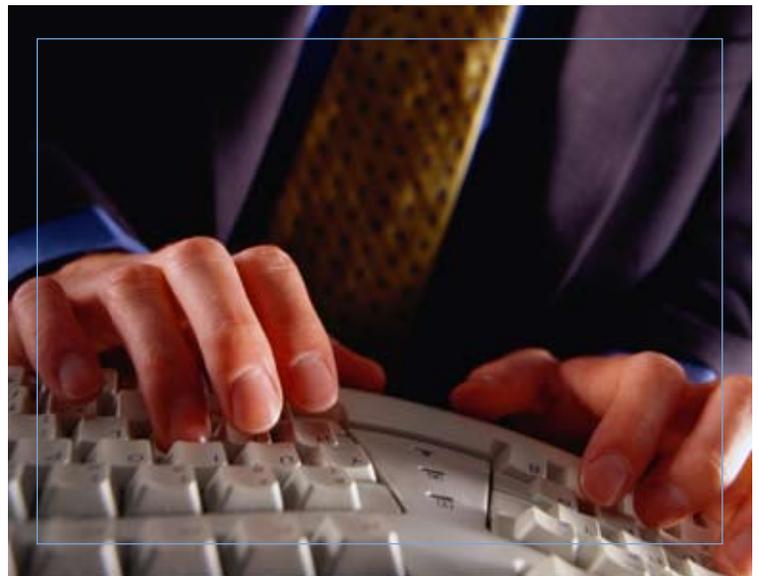
release processing solution supports mortgage servicers who outsource lien release processing and who perform this process in-house using a technology solution.

Using eRelease Payload to place orders in the eRelease system eliminates the inconvenience, time delays and risk of using multiple queries to aggregate order placement data. The eRelease dashboard also enables servicers to view their open order pipeline at a glance and, with a high level of confidence and control, identify units with a potential for loss exposure.

“Prior to Payload, our eRelease clients created their own upload files to place orders using multiple reports or manual entry of MSP data. The process was cumbersome and increased our clients’ exposure to potential penalties and litigation due to misplaced orders and incomplete files,” said Clay Cornett, president of Fidelity National Default Solutions. “We are excited about our ability to provide a solution that creates efficiencies and better controls for our clients, enabling them to quickly identify risks and focus on the exposure to loss rather than on order placement.”

More Information

Clients using both eRelease and MSP may initiate the installation of eRelease Payload by requesting IP 1958 through their MSP account director. More information regarding eRelease Payload is available at www.docx.com.



Servicing Source Provides Valuation and Risk Analysis Services to MSP Users

Servicing Source, a unit of Hanover Capital, and FIS formed an alliance five years ago to offer MSP users valuation and risk analysis services. The automated feed of relevant data between MSP and Servicing Source's valuation system greatly facilitates the ease, economy and accuracy of this process. Accordingly, this alliance continues to benefit a growing number of FIS clients today.

"FIS and Servicing Source have a strong relationship that provides great benefits to MSP clients," said Bruce Andrews, senior vice president of FIS Business Partners. "The alliance just makes sense – we provide the operational support, and Servicing Source provides value-added financial asset support."



Valuations

The need for market valuations of mortgage servicing rights has never been greater. Accountants, auditors, the FDIC, Sarbanes-Oxley, the Securities and Exchange Commission, and other government agencies have all increased focus on these complex assets.

The value of a mortgage-servicing rights (MSR) portfolio goes beyond simple extrapolations of service fees, costs and escrow values. These complex assets are driven by a host of consumer and mortgage company behaviors that can have a tremendous impact on value. Additionally, the regulators require certain levels of due diligence in ascribing values to these assets, including:

- Stratification of MSRs, based on the predominant risks of impairment
- Consistency of base assumptions from period to period
- Comparability of projected cash flows to actual cash flow performance
- Documentation and annotation of assumptions used and exceptions made

Servicing Source's valuation reports include a valuation summary along with the documentation required to support the reported values. They can also include the data required for amortizing assets basis, calculating impairment, and reporting remaining basis and value. The process is both accurate and defensible.

"Over the years, Servicing Source has provided us with the timely, consistent and supportable MSR valuations that our management and examiners require," said Ira Yourman, senior vice president and director of Loan Administration for Astoria Federal. "Servicing Source's alliance with FIS has certainly enhanced its value."

Risk Analyses

Servicing Source also provides risk/reward identification and analysis, as well as strategic solutions, to financial managers of servicing portfolios. Servicing Source areas of expertise include:

- Prepay analyses
- Customer retention opportunities
- Stress testing under adverse economic scenarios
- Management of ROE volatility
- Early buyout opportunities
- Cross-selling opportunities

"Servicing Source has helped us to better understand the key metrics driving our overall mortgage business," said Debbie Johnson, chief financial officer of HomeStreet Bank. "Our comprehensive understanding of our customers' prepay behavior through interest rate cycles now enables us to better manage our overall profitability."

Using Servicing Source with MSP

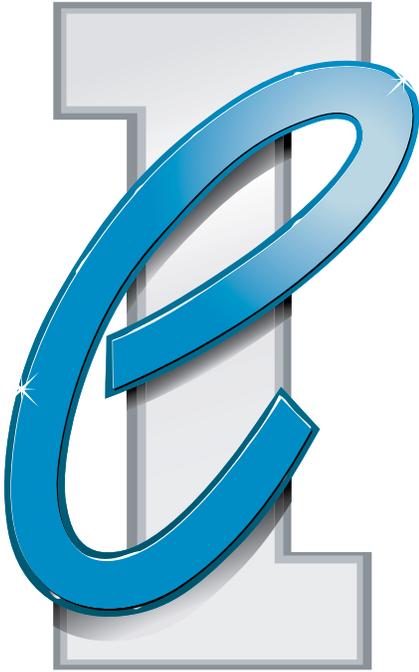
The automated data feed of relevant information between MSP's numerous files and Servicing Source's Busch Analytics financial management system allows for unparalleled ease, speed and economy of data acquisition. This automated process helps to ensure accuracy and consistency.

"We no longer have to expend the energy and cost of cutting a tape to get our valuations done," said Kathleen Hanrahan, first vice president of Financial Reporting for Independence Community Bank. "The process is quick and easy and maintains the integrity and confidentiality of our data."

More Information

For more information on Servicing Source, visit the Web site at www.ServicingSource.com or contact Tom Healy at tom.healy@servicingsource.com or 954.441.0971.

24th Annual Information Exchange



mSP

ENHANCEMENT REVIEWS

Enhance IP 1521 (IP 1849, MSP 06-09)

This optional enhancement changes external output file #1390 into an internal file used to create external output file #2262.

HUD SFDMS Reporting Code Revision (FP5158, MSP 06-10)

This fast-path enhancement adds a new delinquency status code, 34 (natural disaster), and a new default reason code, 019 (casualty loss).

MBA Standard Hazard Deductible Fields (FP5153, IPs 1924/1948, MSP 06-11)

This fast-path enhancement adds fields to the Hazard Insurance Workstation that enable you to track, confirm and maintain hazard insurance policy deductible amounts and percentages.

ELOC Credit Card Access (EN2963, IP 1857, MSP 06-13)

This standard elective enhancement enables credit cards to be issued for home equity line of credit loans.

FIS Executive Receives National Recognition

The American Business Awards, more commonly known as the Stevie Awards, named Tom Peterson, FIS' senior vice president of PowerCell®, as the Best Customer Service Executive, at the 2006 American Business Awards held in June. Peterson was recognized for his outstanding consultative support and personal service to clients' inquires every day.



Tom Peterson (l) accepts the Stevie Award for Best Customer Service Executive.

PowerCell, FIS' contact center, views customers as partners, and every contact is a chance to grow that relationship. Peterson's goal is to build on that principle and continuously explore new opportunities for enhancing customer satisfaction.

Each year, PowerCell conducts a Customer Satisfaction Survey to measure the clients' satisfaction with FIS. Since Peterson joined

PowerCell, the response rate has climbed from 48 percent in 2002 to 99 percent in 2005. Furthermore, FIS' 2005 satisfaction rating climbed to an all-time high of 5.3 (on a six-point scale).

Stevie Awards

The Stevie Awards are the only national, all-encompassing business awards program honoring great performances in the workplace. The Stevie has become one of the world's most coveted awards, and the *New York Post* called the Stevies "the business world's own Oscar Awards."

"This award demonstrates the importance FIS places on the customer and customer service," said Peterson. "We provide a well-rounded focus on the customer and partner with customers to improve our support. Using follow-up calls, customer satisfaction surveys and face-to-face meetings, we gain a better understanding of each customer's individual support needs."

PowerCell

PowerCell supports nearly 45 percent of all U.S. residential mortgage-lending customers, which includes seven of the top 10 mortgage lenders and 150 business partners. PowerCell consultants are able to resolve more than 75 percent of all contacts during the initial interaction. FIS is a large corporation, yet PowerCell provides the personalized service of a small organization. Customers grow to know and trust the FIS employees with whom they deal on a daily basis. Clients depend on PowerCell to serve as an extended partner and advocate for their companies.

Darlene Ortiz, system administrator of AMC Mortgage Services, Inc., said, "As usual, PowerCell has been terrific. The staff is pleasant and professional, even when the situation is stressful. More importantly, they provide us a response ASAP. As I've said in the past, they make me feel like we are their only customer."

FIS also had other finalists at this year's Stevie awards: David Smith, applications developer/Internal Operations PowerCell, for the Best Product Developer; the Mid-Atlantic PowerCell for Best Support Team; and PowerCell for Best Support Organization.

Contact PowerCell

FIS understands the importance of providing quick, easy and efficient access to subject matter experts and will continue to deliver exceptional service. PowerCell can be reached using the following contact information:

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