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NEWS ABOUT MORTGAGE SERVICING IN MOTION

Magnifide MSP™: Loss Mitigation Phase I Implemented

FIS»
FIDELITY NATIONAL
INFORMATION SERVICES

Magnifide MSP: Loss Mitigation Phase I was seamlessly implemented in late July with the three Magnifide beta clients: Chevy Chase Bank, Navy Federal Credit Union and Virginia Housing Development Authority.

MAGNIFIDE
MSP

"The FIS implementation team partnered with our loss mitigation experts to ensure a smooth and efficient implementation of Loss Mitigation Phase I in July," said Sue Kihl, assistant vice president of Navy Federal's Mortgage and Equity Systems and Support. "Our loss mitigation staff is already benefiting from having a full view of comments and being able to print within the system. In addition, the enhanced queuing capabilities enable our staff to exclude loans that are in repayment plans. We are excited to have been one of the first to try Loss Mitigation Phase I and are very satisfied with the results."

Some of the advanced features of Phase I of Loss Mitigation include:
- Enhanced queuing, financials, repayment and forbearance plans
- Online loss mitigation questionnaires
- Historical retention of questionnaires
- Automated selection of qualified loss-mitigation workout options

Magnifide MSP: Collections/Loss Mitigation Available Soon

Magnifide MSP: Collections and Loss Mitigation Phase I will be generally available to all MSP clients in the fourth quarter. Contact your Account Director to discuss the benefits of implementing the first component of Magnifide MSP, as well as the implementation schedule.

Magnifide MSP: Collections/Loss Mitigation Functionality

Magnifide MSP: Collections/Loss Mitigation offers a virtually unlimited number of queues and a wide variety of selection criteria to target specific loans at predefined periods within a month. In addition, users can automatically schedule start/stop dates to align with monthly collection strategies.

With this component, clients also have the option, at the company level, of determining when loans are brought into Magnifide MSP queues for work effort. Loans can be brought on days before the due date for such activities as subprime collection activity and welcome calls.

Future Deliverables

FIS continues to progress with other Magnifide MSP components, including Escrow Analysis Exception Queuing and Third Party Corporate Advance Tracking and Recovery.

IN THIS ISSUE

PRESIDENT'S MESSAGE

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

Third Quarter Results

The third quarter was full of accomplishments for FIS. In late July, the three beta clients for MAGNIFIDE MSP went into production with MAGNIFIDE MSP: Loss Mitigation Phase I. The feedback I have received on this has been very positive. I would like to extend a special thank-you to Navy Federal Credit Union, Chevy Chase Bank and Virginia Housing Development Authority for partnering with us to beta test MAGNIFIDE MSP. Their feedback has been critical to the success of this project.

MAGNIFIDE MSP: Collections and Loss Mitigation Phase I will be generally available in the fourth quarter. I encourage you to discuss implementing this functionality with your Account Director.

During the third quarter, real-time card access functionality for HELOCs was implemented at PHH Mortgage. Also, Wachovia, a 10-year MSP client, signed a contract to service its HELOCs on MSP and use FIS Card Services to provide transaction processing services for cards tied to the HELOCs.

We will continue enhancing the HELOC functionality in MSP over the next several quarters. As customer service and retention continue to be a focus for mortgage lenders and regulations increase, we see more HELOC lenders moving torward a real estate-backed servicing system.

Sensitive Data Masking

I am pleased to announce that our sensitive data masking enhancements are now standard and available to clients at no charge. Thank you to the many individuals from various clients that provided input and strategic thinking into what data to mask and how to mask it. This partnership enabled us to provide sensitive data masking as a standard offering. More information is available on page 3.

FIS Recognized

The industry continues to recognize FIS for its leading performance. *Business Week* recently released its annual ranking of top technology performers, and FIS is ranked number 58 on the 2007 Information Technology 100. We continue to strive to improve our performance, and your participation on functional advisory committees, comments on the annual Customer Satisfaction Survey and one-on-one feedback help us accomplish that goal.

State of the Industry

The mortgage industry will continue to face challenges for the remainder of this year and, most likely, through 2008. FIS is working proactively to create best practices offerings and solutions to enable MSP clients to quickly respond to these challenges. I encourage you to discuss any challenges you are facing with us, so we can partner with you in creating a solution.

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Masking Data Now Easier

Working in close conjunction with the Mortgage Advisory Board, Security Functional Advisory Committee (FAC) and the Regulatory FAC, FIS has standardized two data blocking enhancements:
- IP 1954 – Sensitive Data Blocking for FM/Batch Reports
- IP 1971 – Sensitive Data Blocking for CICS Screens

These installation procedures (IPs) offer a combination of data masking, data blocking and end-user security, enabling clients to restrict the display of and updates to Social Security numbers and tax identification numbers on MSP screens and reports.

Now, MSP clients have additional tools to use, in conjunction with their security plans, to minimize access to sensitive data, reducing the possibility of a sensitive-data breach.

There is no extra charge for this functionality, but clients must request these IPs from PowerCell. For more information on these enhancements or to request access to this functionality, contact your Account Director.

Migration from SNA Front-End Processors

In 2005, IBM announced it would be discontinuing its support for its SNA front-end processors. Due to client outages caused by the processors, FIS had already recognized that this technology was out of date, unreliable and unstable and that replacement hardware was difficult to find. Since then, FIS has been focused on migrating connections off these processors.

By eliminating these processors, MSP clients gain:
- Newer technology that has better support
- Improved redundancy to prevent an outage in the event of equipment failure
- Higher reliability of the newer equipment

Because several types of connections utilize the SNA front-end processors, the alternatives vary. Your company's technical staff should be able to identify the most appropriate alternative for your organization, and your FIS Technical Consultant is also available to provide guidance.

FIS encourages you to contact your FIS Technical Consultant today to schedule your migration off the SNA front-end processors. Your timely migration will reduce or eliminate your ongoing exposure and risks to outages caused by these processors.

Volume Pricing Available for Web Courses

As a result of feedback received at Information Exchange, tiered and bulk pricing are now available for FIS' Web courses. For more information, contact your FIS Account Director.

A listing of FIS' Web courses and more information about these courses is available at *https://fiscampus.fnfismd.com*.

# In the News: FIS Leads the Mortgage Servicing Industry

FIS is at the top of the industry in thought leadership. The articles mentioned below can be read in full at *http://www.fidelityinfoservices.com/FNFIS/AboutUs/ThoughtLeadership/Articles/#MortgageServicing*.

Jeff Mouhalis, Chief Information Officer and Executive Vice President of Product Delivery, Mortgage Servicing division

In "Selecting Your Offshore BPO Partner" (*Servicing Management*, March 2007), Mouhalis discussed best practices for selecting a partner for offshore business process outsourcing (BPO). He said that, when choosing a BPO partner, it is key to consider the following about the partner: experience level in managing BPOs, staffing, training, quality control, data security and financial stability.

In a four-part series, "Disaster Preparedness/Business Continuity Planning: Readiness in the Face" (*MBA NewsLink*, week of June 11, 2007), Mouhalis discussed the possible threats a business could face, the importance of business continuity planning, IT contingency planning and vendor coordination.
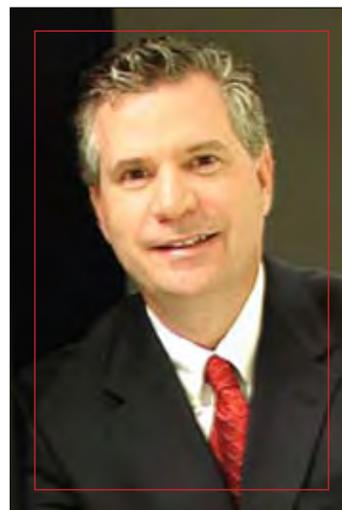
Dan Scheuble, President, Mortgage Processing Services division

In "Data Access and the Web Services Advantage" (*Mortgage Banking*, March 2007), Scheuble discussed how lenders can use Web services to link data among core systems, delivery channels and ancillary applications. Scheuble also reviewed several practical applications of Web services in this article.

Sandy McClesky, Business Strategy Manager, Mortgage Servicing division

McClesky spoke at the Gartner BI Summit on selecting a business intelligence vendor and implementing a business intelligence solution. McClesky also discussed how turning data into information, information into knowledge and knowledge into action can make a large difference in loan servicing operations. If you would like more information on McClesky's presentation, e-mail *mortgage.marketing@fnis.com*.

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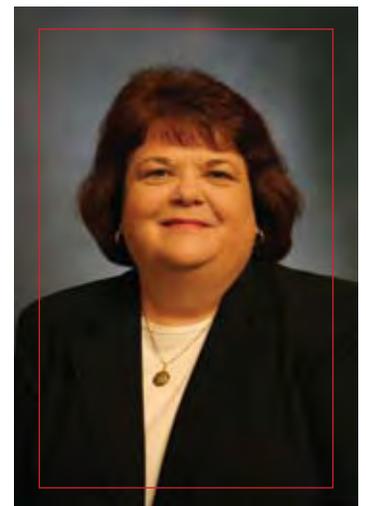
Save the Date: IE 2008

The 25th Annual Information Exchange (IE) will be held April 20 – 23, 2008, at the Rosen Shingle Creek hotel in Orlando, Fla. More information and registration materials will be available in early 2008. Please send any suggestions for sessions and questions regarding IE to *information.exchange@fnis.com*.

FIS Completes Successful Midyear Purge

FIS provides its clients with two opportunities to purge their inactive loans from MSP: at year-end, in conjunction with the December month-end process, or midyear. Fifty-eight customers chose to purge their inactive

loans midyear, which provided them more time to review these loans. The midyear purge took place on June 8 and 9, and nearly 3.8 million loans were purged in the two days.

Alert: FIS E-mail Address Change

FIS' e-mail domain has changed to "@fnis.com." Please update your contacts to reflect this change. The "@fnf.com" e-mail will remain in effect through December 31, 2007. After that date, all e-mails must be sent to the "@fnis.com" address.

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ENHANCEMENT REVIEWS

The following enhancements were installed in May, June and July 2007:

PLS Business Process Reports – Investor Transfer Reports (FP5169, MSP 07-18)

This fast-path enhancement adds the private label servicing (PLS) client ID to the following reports:

- P-120 – Pending Mortgagee Changes
- P-129 – Mortgagee Changes by Old Investor

PLS Business Process Reports – Task Tracking (FP5167, MSP 07-19)

This fast-path enhancement adds the private label servicing (PLS) client ID to the following reports:

- T-36J – Expected Completion Daily Task Report
- T-36N – Open Tasks by Responsible Person
- T-36Q – New Task Report
- T-36R – Follow-up Task Report
- T-36S – Expected Completion Task Report
- T-36T – Completed and Deleted Tasks Report

ELOC Aged Credit Balances – Phase II (EN3018, IP 1941, MSP 07-20)

This standard elective enhancement creates the ELOC Aged Credit Balance List screen (ELCB), which displays loans with a negative HELOC balance. You can use this list as a research tool or to generate refund advance checks to the borrower. Additionally, this enhancement enables you to set the refund dollar amount when generating aged balance refunds.

FNMA Scheduled/Scheduled Payoff Reporting Modifications (EN3043, IP 1999, MSP 07-21)

This standard enhancement enables the system to determine the first and second business day dates, taking into consideration weekends and holidays scheduled in the Investor Report Request Workstation. This accommodates Saturday processing and additional cycles that may be required due to conversion or acquisition activity.

RECON 660 – Alternate Loans (EN2912, IP 1823, MSP 07-22)

This standard enhancement modifies the private scheduled/scheduled investor method (recon 660) to enable reporting for HELOC, HELOC construction and daily simple interest (DSI) loans.

GNMA LIBOR ARMS (First Installation – Limited Functionality) (EN3050, IP 2015, MSP 07-23)

This standard enhancement adds seven program types to identify loans in Ginnie Mae LIBOR ARM pools.

ELOC Loan Segmentation (EN2978, IP 1871, MSP 07-24)

This standard elective enhancement provides the ability to process a single HELOC loan as multiple separate loan segments in the MSP system. A segmented HELOC loan enables you to maintain and track multiple principal balance portions, with specific interest rates and P&I payment calculations applied to each segment. At the same time, the borrower receives a single bill, which indicates the total amount owed for the loan.

Hanover Trade/Busch Extract IP (IP 1994, MSP 07-25)

This optional enhancement enables users to select specific investors to be included on Hanover Trade extract files sent to Busch Analytics.

Now Available: Call Ticket Information
via the PowerCell® Web Site

Researching PowerCell call ticket information just got easier. Functionality is now available on the PowerCell Web site that allows users to review all call tickets for their company or search for a specific ticket.

How to Access
Access to call ticket information is quick and easy. Simply sign on to the PowerCell Web site, and click on "Call Ticket Information" on the left-hand side of the screen. Once on the Call Ticket Information page, click "Call Ticket Information," located on the right-hand side.

The Call Ticket Information page is a secured option. If this option does not appear on your screen, see your company's Portal Administrator for access.

Ticket Information Displayed
Call Ticket Information enables users to view a list of their call tickets, select a ticket from the list for a more detailed view or use the search feature to find a specific ticket number. The Search field is alphanumeric, allowing searches for ticket numbers or ticket verbiage. The application will pull only those tickets associated with your Portal ID. Users may select to view all open tickets, all closed tickets, or all open and closed tickets.

Note: All call tickets that are open as of July 8 will be available via Call Ticket Information. As open tickets become closed, they remain on the Web site for approximately 45 days.

Summary Listing
Once you execute a search, a summary list will appear that includes the following for each ticket:
- Number – call ticket number
- Product – e.g., MSP, LaserCheck, Passport
- Topic – e.g., CUST (customer inquiry), DBAL (daily balancing), WKST (workstation)
- Client Contact – individual who reported the issue
- Status – e.g., Research, Escalate, Fix
- Open Date
- Last Update
- Close Date, if applicable
- Description – first 40 characters of the call ticket description

Within the summary list, you can sort any column with an underlined heading in either ascending or descending order.

Detail Listing
Any ticket shown in the summary list may be selected for more detailed information. The detail page displays all of the data above, plus:
- Owner – PowerCell consultant who opened the call ticket
- Description – complete call ticket description
- Update – brief definition of the status
- Resolution, if applicable – complete explanation of how the issue was resolved

Update Process
The Call Ticket Information page is updated nightly. New open tickets or status changes for existing tickets appear the following day.

Questions
If you have any questions about Call Ticket Information, please contact your PowerCell consultant.

Business Week's Information Technology 100 Ranks FIS

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