

MOMENTUM

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President's Message

[Dan Scheuble](#), President, Mortgage Processing Services Division, and Co-Chief Operating Officer, Lender Processing Services, Inc.

I enjoyed seeing many of you at the Information Exchange a few weeks ago. In keeping with the theme of the conference, I know you are all being asked to "take it to the next level" with your businesses. Changing regulations, helping borrowers stay in their homes, proactively preparing for what comes next, maintaining profitability – the list of demands you are facing goes on and on. Our talented experts are also taking it to the next level as they diligently work to enhance our existing solutions and develop new solutions to support your efforts.

For example, we recently launched a new Director script, [Mod Negotiator](#), to automate the process of determining a borrower's eligibility for a loan modification. In addition, our Applied Analytics group has introduced a new [Home Price Index](#) that enables you to include or exclude REO sales, which can be used to improve your loss mitigation strategies.



Dan Scheuble

We also are offering several HASP seminars to help MSP users further understand the guidelines and requirements for implementation. To date, we have hosted a [Town Hall meeting](#), two Webinars and a super session at IE. We are in the process of scheduling a second town hall meeting and more Webinars to further brief you on HASP, keep you informed on what LPS is doing and get your feedback on what more we can do as your strategic partner.

Our monthly Mortgage Monitor calls are another resource that servicers are finding very helpful. More information on these calls and how to sign up is on [page 15](#), and I highly recommend you listen to these calls each month when our analytics experts explain the new trends we are seeing based on our servicing database of more than 40 million loans. The calls are typically held during the third week of each month, and we present data not yet available from anywhere else in the industry.

If you heard Rod Hatfield's presentation at the IE General Session on Tuesday, you already know another way in which LPS is "taking it to the next level." In addition to his responsibilities over the Information Management group, Rod is now charged with integrating LPS products across the enterprise. Rod is focused on integrating the right solutions with MSP at the right point in the process, so leveraging these value-add products becomes seamless. He spoke of our efforts with the Applied Analytics scores and data and the LPS Desktop products. We have posted his presentation, as well as all other IE presentations, on the [PowerCell®](#) Web site. I encourage you to take a look at his presentation to get more information on what LPS is doing to provide you with better solutions.

Lastly, I would like to remind you that your Account Director and PowerCell representative are ready to talk with you regarding your needs around President Obama's new plans. Please contact them with questions or to discuss these plans, as we are well prepared to help you with these programs.

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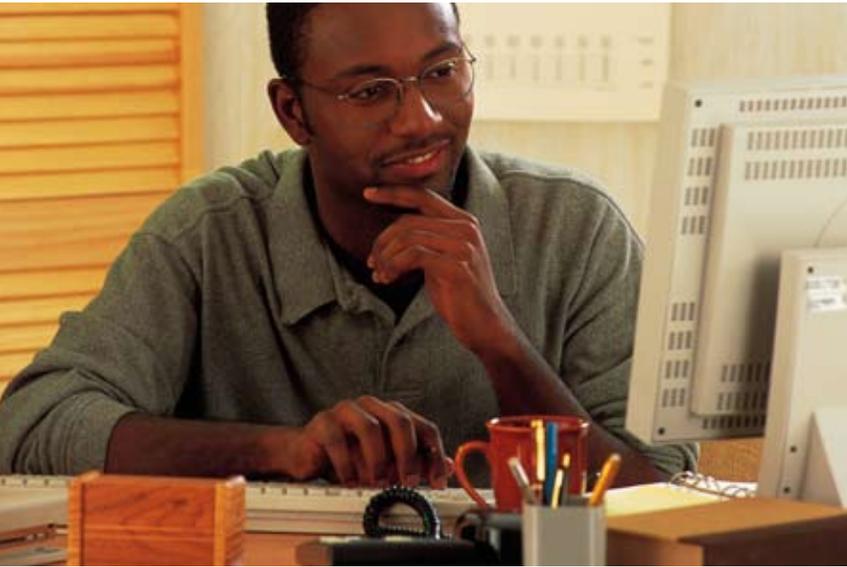


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HASP Webinars Prepare Clients for MSP System AND Process Changes



The considerable client attendance at [LPS' Town Hall client conference call](#) on the government's Home Affordability and Stability Plan (HASP) prompted Senior Vice President Lynn Hatfield to gather a task force comprised of subject matter experts (SMEs) from LPS Professional Services, PowerCell®, Implementations, Strategy and Sales Support. The task force quickly created additional materials for a Webinar to help clients further understand HASP guidelines and how the new program will impact their businesses. To complement the HASP Webinar, the task force also developed a helpful Q&A document for quick and easy client reference.

"When the guidelines came out, it was clear that HASP was more than just a default issue – the program literally impacts every aspect of a mortgage servicing organization," said Hatfield. "The servicing industry has not seen such widespread loan regulation since the passage of RESPA reform almost 15 years ago. Clients clearly need information on what changes need to be implemented to deal with compliance to HASP."

Within two weeks, this core group of LPS Servicing SMEs prepared to present Webinars to clients on April 7 and 9. Sixty-seven different client sites, with numerous employees at each location, participated in the sessions.

The Professional Services team divided the HASP guidelines into recognizable servicing areas, such as Loan Boarding, Escrow, Investor Reporting, Customer Service and more, with the SMEs specifying how the guidelines would impact each area. The SMEs also provided clients with details about the new letters and forms that would need to be utilized and explained the different controls and fields needed in the MSP system to manage HASP's refinance and modification programs.

"Our Webinars were effective in helping clients think through the ramifications of HASP within every area of their business," Hatfield continued. "At this point, no one will have totally comprehensive automation in place to manage these programs. We want clients to know we can offer guidance to identify ways to effectively deal with HASP."

Meet the Demands of HASP with a Partner You Can Trust

For weekly updates on HASP, LPS has also added a section under "In the Spotlight" on the [PowerCell](#) Web site with updated information on both the HASP refinance and modification programs. This helpful information, which includes a Q&A document, can assist organizations when implementing HASP.

LPS is continuing to work closely with Fannie Mae and Freddie Mac to understand the new HASP guidelines, which will enable LPS to better assist servicers in HASP compliance and best practices.

"LPS is committed to ongoing communication with clients as they initiate HASP procedures or progress further with the program," Hatfield said. "We will continue to identify follow-up opportunities to share further information to keep clients up to speed on these complex new government regulations."

[Click here](#) for more information on a second HASP Webinar scheduled for July 15.



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LPS Takes On Leadership Role in National Making Home Affordable Program

All MSP clients were invited to attend a special LPS Town Hall conference call on March 19 to learn about the capabilities LPS can provide to support their participation in the Obama Administration's Making Home Affordable Program.

Moderated by [Jeff Mouhalis](#), LPS' Executive Vice President of Product Delivery, the LPS Town Hall meeting featured informative updates from several of LPS' leading executives: [George FitzGerald](#), Senior Vice President of Product Strategy; [Grace Brasington](#), Executive Vice President of Strategic Consulting Services; and [Cynthia FitzGerald](#), Executive Vice President of Customer Support and Services.

Mouhalis kicked off the meeting by emphasizing LPS' commitment to taking a leadership role in helping clients respond to the Making Home Affordable program. "As soon as we received details of the plan, we assigned people from all levels of LPS' organization to start working on it fast and furiously, so clients could respond and react to the benefit of their businesses," Mouhalis said.

George FitzGerald provided information on how MSP supports current Making Home Affordable solutions, including: general program eligibility, underwriting requirements, the modification process and program incentives. FitzGerald also described potential enhancements to MSP to support the Making Home Affordable program. "Some of the enhancements we're looking at include solutions for transferring escrow balances, lines and basic loan data for internal refinances from one loan to another," FitzGerald said. "We also expect to expand utilization of the MSP loan purpose field to identify Making Home Affordable loans so that we'll have that available for statistical and performance reporting on a go-forward basis."

Grace Brasington then presented details about RediMod and RediRefi, two LPS capabilities that can be structured as end-to-end or à la carte solutions, to help clients with whatever they need for loan modifications or refinances. She also pointed out how LPS clients have the potential for

new portfolio and revenue growth through expanded refinance market share as a result of the incentives offered with the Making Home Affordable program.

For servicers overwhelmed with loan modification requests, LPS has partnered with several organizations that can provide staff augmentation and support for outreach and solicitation with licensed debt collectors. The LPS Strategic Consulting Services team is also providing clients with short- and medium-term process reengineering recommendations for every step of the way to enhance effectiveness in service delivery. Since client needs vary greatly, Strategic Consulting Services can spend time with clients, take a look at existing operations, and make short-term recommendations that can be implemented very quickly to address the current market situation. "We recognize the challenges our clients face and want to be ready to support them however we can," Brasington emphasized. She also noted that Strategic Consulting has provided the expertise to help lenders leverage data and analytics for segmentation analysis to improve collections, loss mitigation and foreclosure avoidance.

Cynthia FitzGerald focused on the capabilities her PowerCell® teams are providing for tactical operational services and operational readiness. "We're working to make sure our PowerCell representatives understand all the MSP changes, so they can best answer clients' questions," said FitzGerald. "We're also working with Bob Caruso, Pete Maselli and other LPS executives who are in contact with the GSEs to make sure our compliance officers understand the programs from that perspective."

A replay and transcript of the call are available on the [PowerCell Web site](#). The PowerCell Web site also features two white papers on the government's refinance and modification programs for troubled borrowers.

LPS will be hosting a second HASP Town Hall meeting on July 9. Watch your e-mail for the invitation with further details.





Are the loans in your portfolio at risk?

Introducing Lien Advisor: LPS' Loan Portfolio Monitor to Reduce Risk, Mitigate Losses

Smoke alarms signal a fire. Tornado alarms warn the approach of a funnel cloud. With the launch of [Lien Advisor](#)[™], LPS instantly alerts servicers to lien-related changes on loans in their portfolios that could potentially have a negative impact.

Today's volatile mortgage market has created a need for servicers to stay informed about changes in the lien status on properties securing your loans – or on loans you may be acquiring.

"Lien Advisor expands a servicer's ability to understand what is going on with the loans in its portfolio, which enables the servicer to protect its assets, address negative loan-related issues before they escalate and enhance lead generation," said Ray Ferrarin, Managing Director, LPS Applied Analytics. "We're excited to offer a customizable, interactive solution to improve a servicers' ability to respond to competitive pressures and help keep homeowners in their homes."

How Lien Advisor Works for You

First lien holders use Lien Advisor to better manage risk on their liens by using the product's various alerts to detect potential default activity and watch for second liens taken out on a property, which may signal a change in equity or lien status. Lien Advisor provides second lien holders the ability to watch a property's first liens for signs of delinquencies, default activity, ARM resets and changes in ownership, to determine secured interest and track asset disposition.

Lien Alert Signals Key Lien Indicators

The first of two solutions featured in the Lien Advisor product suite, Lien Alert provides automatic alerts to the following nine key lien indicators that could impact borrower or loan status:

- Foreclosure/default activity
- Tax delinquency
- Bankruptcy
- ARM reset
- Lien status change
- Value change
- Shotgun mortgage
- MLS listings
- Ownership changes

"The discovery of one or more of these critical lien indicators helps servicers enhance the monitoring of their existing portfolios, propose loan modifications or offer other borrower workouts," Ferrarin explained. "For servicers considering

the acquisition of a loan portfolio, Lien Alert offers increased due diligence by quickly analyzing the portfolio's condition for existing or potential risks."

Lien Alert offers servicers expanded loan visibility from LPS' combination of its U.S. public records database, the largest and most comprehensive in the industry, and sophisticated online management and reporting tools delivered interactively via LPS' proprietary [SiteX](#)[™] Web services platform.

Subordinate Lien Management

Subordinate Lien Management, the second component of the Lien Advisor product suite, has three product offerings:

Lien Analysis and Analytics: Validates senior lien holder information, leverages LPS' extensive analytics and applies customer-supplied business formulas to determine the customer's equity position.

Senior Milestone Management: Traditional monitoring of senior lien foreclosure milestones and bid at sale, assistance with retaining local defense counsel, deed and surplus recovery, etc.

Sale Spot Check: At a tenth of the cost of traditional senior lien monitoring, Sale Spot Check periodically checks senior lien sale results to monitor the collection by client-retained counsel of any available surplus funds.

"The current mortgage environment demands that servicers and lenders use customizable, leading-edge tools to both protect and grow their businesses," said Rick Snoko, Vice President, LPS Default Solutions. "Lien Advisor is a powerful tool to help them mitigate loan losses and take timely action at the first sign of a potential risk."

LPS' Early Warning System for Portfolios

Protecting your portfolio is more critical than ever for clients' success. Lien Advisor's early warning notifications and foreclosure monitoring capabilities offer clients the ability to respond more quickly to competitive pressures, initiate lead opportunities faster and minimize portfolio risk.

For more details about the advantages Lien Advisor can offer, please contact your MSP Account Director.



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LPS Takes the 26th Annual Information Exchange ...

TO THE **NEXT LEVEL**



More than 500 MSP clients, business partners and LPS employees traveled to the Orlando World Center Marriott April 26 – 29, for the 26th Annual Information Exchange (IE). Attendees gained valuable information on topics such as industry trends, loan modification tools and LPS' future strategy.



LPS CEO Jeff Carbiener provides insight on the company's strategy at the Opening Session.

On Sunday and Monday, clients attended functional advisory committees and product advisory groups to help shape LPS' production direction. The Solutions Expo, IE's exhibit hall, was open on Monday and Tuesday showcasing more than 30 LPS solutions, as well as those of 14 LPS business partners.

Opening Session

LPS CEO [Jeff Carbiener](#) officially kicked off the conference with Monday afternoon's Opening Session and talked about LPS' accomplishments since the spinoff from FIS in July 2008. He then introduced Jim "Murph" Murphy and Jim "Boots" Demarest, both former fighter pilots who are now part of the Afterburner speaker series. The two spoke of flawless execution with a strategy of "Plan. Brief. Execute. Debrief."

General Session

[Jeff Mouhalis](#), Executive Vice President of Product Delivery, began Tuesday morning's General Session with an update on MSP, showcasing enhancements completed in the last 18 months that focused on loss mitigation, regulatory and HELOC servicing. He then shared LPS' strategy for the coming year in those same three areas. Mouhalis was followed by [Rod Hatfield](#), Senior Vice President of Enterprise Strategy Services and Information Management, who discussed some of LPS' top product initiatives and how they are (or are being) integrated with MSP.

[Ted Jadlos](#), Senior Managing Director of LPS Applied Analytics, concluded the General Session with a market trends update based off of LPS' servicing database.

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Information Exchange cont.

Breakout Sessions

On Tuesday and Wednesday, LPS offered 30 unique breakout sessions from which attendees could choose. Presentations from these sessions are posted on the [PowerCell®](#) Web site for clients to access.



Breakout session attendees learn more about RediMod.

HASP Super Session

A last-minute addition to the IE schedule was a HASP Super Session on Wednesday afternoon. Nearly 100 clients stayed for this three-hour session, which offered an open discussion for all participants to discuss concerns, offer best practices and ask questions. Some of the topics included how each functional area of servicing is impacted by HASP and the LPS tools and professional services available to assist clients when preparing for and adhering to HASP.



Jeff Mouhalis kicked off IE's General Session with an update on MSP enhancements.



Attendees learn more about LPS' HELOC offerings in the Solutions Expo.

Based on attendee feedback, the 2009 IE was another successful conference. Mark your calendars now to join us for next year's IE!

27th Annual Information Exchange

The 27th Annual Information Exchange is scheduled for April 18 – 21, 2010, at the Orlando World Center Marriott

LPS Applied Analytics Launches Unique Home Price Index

The large number of REO properties on the market and steep variances in rapidly changing home prices from region to region make it difficult to accurately value portfolios, make effective loan decisions and optimize REO strategies. With the launch of [LPS Applied Analytics' Home Price Index \(HPI\)](#), originators, secondary market professionals and servicers now have an inexpensive, quick and accurate method for effectively marking-to-market property values.

The LPS Applied Analytics HPI measures changes in residential property values at various geographic levels, including state, metropolitan area, county and ZIP code. Three powerful features make LPS Applied Analytics' HPI the industry's most accurate solution for determining property values.

Repeat Sales Methodology

By using repeat sales methodology for home price indices, factors such as changes in the types of homes (e.g., larger or smaller) that sell over time and intrinsic variations in the housing market do not inappropriately impact the LPS Applied Analytics HPI. By including only the sale price on the same property at two points in time, the data quality of homes sold remains constant over time. To further ensure HPI's accuracy, the repeat sales model leaves out refinance appraised values that could inappropriately impact the pricing index.

The Best Real Estate Data

The LPS Applied Analytics HPI relies on data from LPS' public records database, which includes property characteristics and ownership transfers on more than 80 million owner-occupied residential parcels, representing 92 percent of the housing in the United States. LPS collects, compiles and verifies data directly from County Recorder and Assessor offices, which can be easily customized to fit the HPI's needs.

Option to Include or Exclude REO Sales

The most powerful feature of the LPS Applied Analytics HPI is the option to include or exclude REO sales to calculate property prices. This feature allows the ability to distinguish between trends in property prices for the general market and trends for foreclosures and REO sales.

"We're excited about the ability of this unique index to support the industry with more accurately priced REOs and to help better establish the direction of the market," said Nima Nattagh Ph.D., LPS Applied Analytics' Senior Vice President of Valuation Analytics.

How the HPI Works

LPS Applied Analytics' HPI is fulfilled in a batch process. Servicers simply submit a portfolio of loans; then LPS Applied Analytics matches each address to its real estate database to determine the price and date of the prior sale of the property. That information is run against the LPS Applied Analytics HPI before market trends are applied to arrive at an accurate property value. Users also have the option of providing LPS with the latest appraised value and date, and LPS will mark-to-market individual loans and the portfolio as a whole.

The LPS Applied Analytics HPI is offered at various geographic levels, property and transaction types, giving the user the option of choosing any combination of geographic, property and transaction categories.

HPI Benefits for Servicers

Understanding trends in home prices is key for decision-making, accurate valuing of servicers' portfolios and optimizing REO strategies. The LPS Applied Analytics HPI offers servicers the ability to:

- Identify areas with significant changes in property values to better determine loss mitigation strategies and focus efforts.
- Mark-to-market aged property valuations to get a current estimate of market value for properties in foreclosure.

Suite of Valuations Solutions

LPS' powerful new HPI is complemented by a complete suite of automated products that can be leveraged in conjunction with its manual valuation products, including desktop and field reviews, as well as models. Contact your MSP Account Director for more details.



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PowerCell® Powers On with New Leadership



Darlene Gaynon
Senior Vice President
PowerCell

PowerCell, the award-winning mortgage customer support department, has a new leader, but the same premier customer service. In March, Darlene Gaynon was named the Senior Vice President of PowerCell, a department with which she has extensive experience.

Gaynon began her career in the mortgage industry in 1985 and joined LPS in 1991. Over the years, she has held management positions in various departments within the company including: PowerCell, Product Strategy and Account Management. As one of the original PowerCell managers, Gaynon participated in and contributed to the original design and rollout of PowerCell. While default is her primary area of expertise, she has also held positions as an account director and in customer service. Gaynon embraces change and innovation, believes in focusing on customers and diligently works to broaden and strengthen customer relationships.

“PowerCell consistently works to maintain high levels of customer satisfaction and create effective measurements for service levels,” said Gaynon. “I am looking forward to picking up where Tom Peterson left off, and bringing PowerCell to the next level through innovation.”

Gaynon replaces Tom Peterson, who was the PowerCell manager for more than five years. Peterson worked to integrate PowerCell into other LPS lines of business, and led PowerCell during both the 3745 and encryption projects. During his time as manager, he received various industry awards and was the recipient of the 2006 American Business Awards’ Best Customer Service Executive. Peterson has accepted a new position in LPS’ Office of the Enterprise.

Each PowerCell team, representing customers by geographical region, is comprised of experienced consultants that provide “one-stop shopping” for customers. These teams support millions of loans and are the first line of contact for customer support. Each team member strives to not just answer a question, but to truly understand customers’ support needs and establish ownership for their issues. PowerCell is an integral part of LPS’ success and future strategy.

“My primary goal is to exceed customer satisfaction,” Gaynon said. “The PowerCell employees are hard-working and goal-oriented, and I am looking forward to this opportunity to work with them side-by-side to exceed our goals.”



MSP Enhancement Reviews

The following enhancements were installed between January and June 2009.

Remove Loan Mod Field Restrictions

(EN3086, IP 2099, MSP 08-30)

This standard enhancement enables you to enter user-defined values in the MSP loan modification fields and a future date for the effective date of the loan modification. It also creates a new work window that enables you to attach user-defined descriptions for each type of modification.

Modify Debtor Suspense Error Message

(EN3090, MSP 09-01)

This standard enhancement enables you to avoid using suspense funds that are allocated to POST-1 or POST-2 suspense when applying post-petition payments.

Segmented ELOC Preconversion Bill Data Retrofit

(EN3059, IP 2061, MSP 09-02)

This standard elective enhancement expands the current functionality of the ELOC Preconversion Bill Data (IP 1878) and ELOC Conversion History Transaction (IP 2001) standard elective enhancements to include segmented ELOC loans.

Create New IP for Analytical Data

(IP 2082, MSP 09-03)

This optional enhancement creates an external output file of loan data to be sent to LPS Applied Analytics for an analytic study of your loan servicing portfolio.

Fannie Mae MI Data Audit

(IP 2096, MSP 09-04)

This optional enhancement creates a mortgage insurance (MI) extract file that identifies all Fannie Mae loans with private mortgage insurance.

ELOC Segment Interest Grace Option

(EN3063, IP 2064, MSP 09-05)

This standard elective enhancement provides the ability to offer an interest grace option at the segment level when determining interest charges on a billing statement.

Freddie Mac DFRM IS399 Addendum

(FP5182, IP 2153, MSP 09-06)

This fast-path enhancement adds functionality to EN3076 (IP 2066) by automatically updating the EDR Information Audit screen (DFRI) and the Collection Data 2 screen (MAS1/COL2) when the system generates a Freddie Mac breach letter from the Default Reporting Matrix Selection screen (DFRM).

Recon 660 Extended Payoff Period

(EN3049, IP 2026, MSP 09-07)

This standard enhancement enables you to service recon 660 loans in private pools with extended payoff periods. The system can automatically adjust the investor remittance when you receive payoffs or repurchases within a specified period of time after investor cutoff.

Fannie Mae Completion Date for Status Codes 09 & 12 and MBS Trust Indicator

(EN3093, IP 2133/2134, MSP 09-08)

This standard enhancement enables you to create up to 100 indicator codes, descriptions, and date ranges for loans that require special servicing.

2009 Regulatory Changes to OTS TFR

(EN3102, IP 2145, MSP 09-09)

This standard enhancement adds fields and subtotal lines to the T-3TS and T-39T reports in order to comply with regulatory reporting changes to the Office of Thrift Supervision's Thrift Financial Report (TFR).

Principal Restructuring

(EN3109, IP 2138, MSP 09-10)

This standard enhancement enables you to use a borrower's debt-to-income ratio (DTI) to determine whether they are eligible for the Streamlined Mortgage Modification Plan (SMP). For eligible borrowers, you can defer a portion of the principal balance by creating an interest-free second piggyback mortgage that is not due until the end of the loan term.

ELOC Credit Card Cross Reference

(EN3057, IP 2034, MSP 09-11)

This standard elective enhancement enables you to identify loans that are eligible for credit cards, store the card status of one current (active) credit card number and up to five old (inactive) credit card numbers online for tracking purposes, view the status

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MSP Enhancement Reviews cont.

of active and inactive credit card numbers, and search for and retrieve a loan number by an active or inactive credit card number.

Reg Z Credit Card Advance Tran Fields

(EN3079, IP 2087, MSP 09-12)

This standard elective enhancement enables you to enter preconversion credit card information on the ELOC Preconversion History screen (ELCC) in the ELOC Workstation. This ensures that credit card information appears on the preconversion billing statement.

Recoverable Corporate Advance and Fee Activity on External Output File #0571

(IP 2131, MSP 09-14)

This optional enhancement adds data fields to the monthly billing external output file #0571 that contain mortgagor recoverable corporate advance reason code and description information, fee transaction activity, and outstanding fee balances. It enables you to provide this information on your customers' monthly billing statements. This enhancement also increases the maximum number of S200 history records included in the file from 15 to 50.

Investor Number Expansion

(EN3023, IP 1947, MSP 09-15)

This standard enhancement enables you to type alphanumeric characters in all three positions of the investor number fields and in the last three positions of the remittance payee fields, with the exception of I, O and ALL. It also

increases the number of allowable individual and range requests on certain 951 request transactions.

Loan Modification Screen

(EN3092, IP 2139, MSP 09-16)

This standard enhancement provides two history screens to capture historical modification projections for specific data on a loan. These screens and accompanying reports enable you to track in one centralized location the ongoing history of all modifications projected for any home loan product.

VA Loan Electronic Reporting Interface – Transfer of Custody Data

(FP5183, IP 2159, MSP 09-17)

This fast-path enhancement provides the ability for servicers to report the transfer of custody (TOC) event and the redemption expiration date via the daily change file that is submitted to the VA Loan Electronic Reporting Interface (VALERI) application.

Loan Search Property Address to Mailing Address

(EN3075, IP 2075, MSP 09-18)

This standard enhancement adds the unlabeled Mailing Address Identifier field to the Loan Search for Client and Multi-clients screens (LSCH).

Enhanced Recon 650 Alternate Loans

(EN3005, IP 1629, MSP 09-19)

This standard enhancement adds functionality to the recon 650 methodology, including equity line of credit and daily simple interest loans.

LPS Applied Analytics Score Tracking Accommodations in MSP

(EN3091, IP 2082, MSP 09-20)

This standard elective enhancement provides access to the LPS Applied Analytics scoring results without the need to use an additional desktop tool or database file.

Fannie Mae Completion Date for Status Code 09 or 12 – Phase 2

(EN3093, IP 2133, MSP 09-21)

This standard enhancement enables you to enter an expected completion date for Fannie Mae loans with forbearance or repayment plans.

Loan Segmentation Unique Paydown

(EN3058, IP 2052, MSP 09-22)

This standard enhancement enables you to process paydown quotes on ELOC loans using the same procedural steps as payoff quotes. This enhancement expands that paydown quote functionality to include segmented ELOC loans. It also expands paydown functionality for both ELOC and segmented ELOC loans to enable the netting of suspense funds in the paydown quote, the display of the ELOC segment number on the HIST display window for paydown reversal research, and correct reversal process logic for unbilled interest on paydowns.

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MSP Enhancement Reviews cont.

Collateral Tracking

(EN3114, IP 2077, MSP 09-23)

This standard enhancement enables you to create collateral codes and descriptions to be stored at the header level. It also enables you to add memo-only collateral codes and brokerage account numbers at the loan level.

FASB – Alternate Maturity Date for Straight Line Amortization ELOC Loans

(EN3085, IP 2068, MSP 09-24)

This standard elective enhancement provides the ability for FASB straight line amortization on ELOC/segmented ELOC loans to occur using a date other than the loan's maturity date (LOAN-MATURES [reference #0640]) from the master file for computing the loan's remaining term used within fee bucket amortization calculations.

Open Up APPR/MARK Windows to SER2

(FP5185, IP 1996, MSP 09-25)

This fast-path enhancement enables you to access and update the Property Appraisal (APPR) and Comparative Market Analysis (MARK) work windows from the SER Setup screen (SER2) in the Customer Service Workstation for loans that are not active in one of the default-related workstations.

Increase the Number of Property Inspections Allowed

(FP5184, IP 2166, MSP 09-26)

This fast-path enhancement enables you to generate 60 mass property inspections in one processing cycle instead of requiring multiple cycles. Also, loans with a mortgagor recoverable corporate advance balance automatically display a message on the DLQ1, SER1 and REIN screens.

LPS Desktop™ Tax/Loan Data File

(IP 2094, MSP 09-27)

This optional enhancement provides a daily update file identifying tax-related changes to LPS Desktop. This enhancement also creates echo-back records identifying the status of all tax-related disbursement transactions submitted during the prior MSP processing cycle.

MOD Negotiator Director Script Supports Loan Modifications

Late last year, LPS began working with clients to develop a program to support loan modifications, and evaluated opportunities to use Director Scripting. After running a successful trial test, the MOD Negotiator Director Script was launched at the Information Exchange. President Obama's Home Affordability Modification Program (HMP), which was launched on March 4, 2009, has a variety of calculation requirements in the modification waterfall process that can be tedious and time consuming. However, with the implementation of the MOD Negotiator, these calculations can be done with the click of the mouse.

The MOD Negotiator Script enables clients to negotiate a new affordable payment for the borrower with minimum manual entry, decreasing data entry error potential and increasing efficiency. By using the quick calculation technology, servicers can tell borrowers on the phone if they qualify for the plan with a few short questions and answers, and can then assist them with all of the information pertaining to their new modification terms (interest rate, term, principal deferment, and step-rate schedule), eliminating the need for long wait times and call backs.

The automated script that is integrated with MSP extracts specific MSP data that is needed to perform calculations, and then displays the results to the user. The user has the flexibility to modify several loan characteristics such as: capitalize arrearages, reduce interest rates, extend loan-terms and apply principal forbearances. Results of the modification are written to Online LetterWriter, the Collection Workstation and an external file.

This easy-to-implement solution provides a great value to servicers at a fraction of the cost of the development of in-house programs. The product is under continuous enhancement to stay current with the new regulations set forth by the Treasury, Fannie Mae, Freddie Mac and other government agencies.

The MOD Negotiator is currently available for purchase by Director 5 clients. For more information or to purchase the MOD Negotiator, please contact your MSP Account Director today.

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Hire Intelligence® Web Site has New Look, Same Quality Offerings

The [Hire Intelligence Web site](https://hireintelligence.lendingsvcs.com), an offering of the LPS Customer Support and Services Department has received a facelift. The site, which is designed to be a "one-stop-shop" for training and consulting needs, has a new look and feel that is consistent with the LPS brand.

"The Hire Intelligence Web site is our primary communication vehicle for keeping clients apprised of the training and consulting opportunities that LPS offers," said [Cynthia FitzGerald](#), Executive Vice President of Customer Support and Services. "We are excited about the recent changes, and continue to update and enhance the site to provide our clients with the most current information available."

From the Hire Intelligence site, clients have the option to research, purchase and access classes and Webinars. There are currently 28 courses available, and they can be purchased at a tier or bulk rate.

From the Multimedia section of the site clients can view demos and audios of each course prior to purchase. LPS is focused on providing classes current with the changing environment. An example of one of these offerings is the new Webinar, "The impact of HASP to Your Servicing Organization," which helps familiarize clients with all of the effects of President Obama's Homeowner Affordability and Stability Plan. All Web classes are offered 24x7 and are accessible from any location that has internet connectivity.

Clients can access the site by going to <https://hireintelligence.lendingsvcs.com>. By using your client user ID you can log in to purchase classes. If you do not already have a user ID you can request one via the "User ID/Password Request" tab from the Home page.

Please send any questions or comments to: HireIntelligence@lpsvcs.com.



Navigator 2.0 Launch to Offer Access through Lending Portal

Soon Navigator clients will no longer have to switch out Navigator CDs from their servers each month. Navigator 2.0, the next iteration of Help file documentation for MSP workstations, reference files and enhancement letters, will bring Navigator in line with the technology direction of other LPS products by making it Web-enabled and accessible through the LPS Lending Portal.

Navigator 2.0, which will continue to be updated on a monthly basis, will offer MSP documentation accessible for viewing and printing from one online location rather than the traditional two separate CDs: Navigator and Print On Demand (POD).

Additional Navigator 2.0 benefits include:

- A more intuitive user interface, which will provide easy access to the library of MSP documentation and contain links to other LPS Web sites, like Hire Intelligence®.
- A browser-based search feature to take advantage of full-text search capabilities, making it easier to narrow searches by relying on one keyword.
- Design and navigation features at the help-file level, similar to the Help documentation delivered for MAGNIFIDE® MSP.

Navigator 2.0 will retain categories such as Workstations and Reference that users are familiar with. However, the new Navigator 2.0 interface will guide users to the documentation they need with textual-based category headings rather than icons for easier navigation.

The current Navigator library consists of approximately 14,000 Microsoft® Word-formatted documents that are generated into 32-bit Help files. For Navigator 2.0, these Word-formatted files will be imported into a new Help authoring tool, which will enable the files to be converted into HTML format. The new HTML format will enhance user navigation to better support current technology and Web site practices.

"Due to the large amount of documents involved in the conversion to Navigator 2.0, the project will be completed in two phases," said Lynn Hatfield, Senior Vice President, Professional Services. Phase One, due for completion by the end of 2009, will focus on converting documentation for all workstations, enhancement letters, optional enhancement information and master file fields. Phase Two, scheduled for completion in 2010, will consist of delivering standard, optional and custom reference documentation.

Further details will be communicated related to Navigator 2.0 as the development process progresses.



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Monthly Mortgage Monitor Conference Calls Share Relevant Industry Data

To keep clients informed about the most current industry data available, LPS has launched a monthly Mortgage Monitor conference call focused on providing clients with an up-to-date report of mortgage performance trends.

During the conference call, LPS Applied Analytics analysts discuss a monthly report that is based on data from the company's market-leading repository of loan-level residential mortgage data and performance information, including more than 40 million active loans across the credit spectrum. This data is analyzed by LPS experts to produce more than 20 charts and graphs reflecting both trend and point-in-time performance observations.

Clients have the opportunity to call in and listen to the presentation given by LPS executives and ask questions, or they can view the presentation at www.marketcenter.appliedanalytics.com. To receive a monthly invitation to the Mortgage Monitor Call, e-mail lpsAAsales@lpsvcs.com.



MOMENTUM



Momentum®: News about Mortgage Servicing in Motion is a quarterly publication designed to inform, educate and communicate with clients, prospects and business partners of Lender Processing Services' (LPS) Mortgage Servicing division.

The goal of the online publication is to provide useful, interactive information about LPS clients, solutions, products, enhancements and business partners, as well as industry issues and developments.

If you are an LPS client and would like to receive *Momentum* or add a co-worker to the distribution list, please e-mail: mortgage.marketing@lpsvcs.com

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

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