

News About LPS Servicing Solutions

# momentum

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## Message from Dan Scheuble



**Dan Scheuble**,  
Executive Vice President &  
Chief Operating Officer,  
Lender Processing Services, Inc.

I'm always re-energized after our annual Information Exchange (IE) conference. The opportunity to hear from and share ideas with hundreds of our clients and business partners is invaluable in helping us better understand how we can further support you to meet current requirements and best help you achieve future success. You'll find important conference highlights in the IE recap found on [page 9](#).

The OCC's and Federal Reserve's new Single-Point-of-Contact requirement was one of the hottest discussion topics at IE. The article on [page 3](#) details how LPS has proactively responded to the consent orders by creating unique fields within MSP. Clients can now assign a single point of contact to each specific loan throughout the life of the loan and then view, track and easily obtain that information on the loan.

We heard from many of you about the need for a robust data and analytics solution, so it was no surprise to see crowds gathered around the LPS Business Intelligence (BI) demo in the IE Solutions Expo. BI offers access to current and historical loan information from one central location, so data can be analyzed in multiple perspectives, then displayed in reports that can be shared online across the enterprise. Find out more about this new solution's exciting capabilities on [page 6](#).

IE also offers the opportunity for us to reconnect with both new and longtime clients. The longest of these relationships is with EverHome Mortgage, which recently marked its 45-plus-year business partnership with LPS by signing a contract extension for MSP. Read about the interesting connections between the two companies on [page 4](#). >> [continued](#)



**➔ Message from Dan Scheuble (cont.)**

In other news,  the LPS Desktop® client newsletter, is now a regular feature of *Momentum* to reflect the consolidation of LPS' servicing solutions under one unified division. This month's *News from the Desktop* article features information about our new training options offered through the Learning and Resource Portals. You can find this article on [page 11](#).

Also, it is important to note that *Momentum* will move from a quarterly to a bi-monthly distribution schedule. Be on the lookout for our September/October issue in early September.

In closing, I know each of you shares our desire to restore public support and trust in the mortgage

industry. By working through these issues together, we can ensure that the housing finance industry gets back on the right track and stays there.

The mortgage industry remains far from normal. The real estate market continues to be unstable, the role of the GSEs is uncertain and private capital stays frozen. Through this continued uncertainty, LPS remains committed to forging deeper relationships with you to ensure you have the right solutions for your business needs. Despite a market in turmoil and unprecedented regulatory demands, LPS remains strong and stable – a business partner you can rely on for innovation, execution and commitment to your continued success.

**➔ A NEW LOOK FOR momentum**

*Momentum* has been redesigned to complement LPS' new corporate website, [lpsvcs.com](http://lpsvcs.com), and reinforce our commitment to be an industry leader within the mortgage, real estate and government markets. The website also delivers a more interactive experience including product highlight areas, scrolling news feeds, videos and other rich media. Check out these newest features by visiting [lpsvcs.com](http://lpsvcs.com).

**New Distribution Schedule**

Starting in September, *Momentum* will be moving to a bi-monthly distribution schedule to provide more timely information on the latest LPS products and services. You can subscribe to our newsletter or provide feedback by sending an email to [mortgage.marketing@lpsvcs.com](mailto:mortgage.marketing@lpsvcs.com).

# New Enhancements to MSP Help Servicers Comply with the Single-Point-of-Contact Requirement

In mid-April, the Office of the Comptroller of the Currency, Office of Thrift Supervision and the Federal Reserve issued consent orders to 14 of the largest residential servicers requiring that they provide a single point of contact (SPOC) for borrowers entering the loss mitigation, loan modification or foreclosure processes.

“These orders were announced to help the industry reach greater uniformity on how loss mitigation practices are executed. We will continue to work closely with our clients to implement SPOC resources, meet future regulation requirements to support compliance and ensure deadlines are met,” said George.

To help our clients prepare for this requirement, LPS created new functionality within the MSP Loss Mitigation workstation allowing servicers to assign, change and track SPOC information easily throughout loss mitigation and foreclosure activities.

**“Once we learned the details of the SPOC requirement as addressed in the consent orders, we immediately began enhancing MSP to offer our clients a solution to track SPOC information at the loan level,” said George FitzGerald.**

“Once we learned the details of the SPOC requirement as addressed in the consent orders, we immediately began enhancing MSP to offer our clients a solution to track SPOC information at the loan level,” said George FitzGerald, Senior Vice President of MSP Product Strategy. “This new functionality will help streamline loss mitigation workflows across the loan servicing process.”

While the current focus on a single point of contact is specific to loss mitigation, LPS is working to broaden the scope of its single-point-of-contact functionality to all areas of mortgage loan servicing, whether that mortgage loan is current or in any stage of default.

**For more information** about our SPOC enhancements to MSP, please contact your Account Director.

LPS added a unique tracking field within MSP to record SPOC information as designated by the servicer. Additional functionality was built to allow servicers the ability to automatically assign, update or delete the SPOC when specific processing steps are completed. LPS also has provided fields in ancillary products such as Online Letter Writer and Web Services to support consistency across all communication channels.

**LPS published a white paper titled *Loss Mitigation for Single Point of Contact* that is now available on the PowerCell website. [Click Here](#) to download the white paper and to review a list of all of LPS’ solutions to support SPOC.**

# EverHome Mortgage Continues Longstanding LPS Relationship with MSP Contract Renewal



Mike Koster, President and COO, EverHome Mortgage

EverHome Mortgage, LPS' longest-tenured MSP client, marked the continuation of its more than 45-year business relationship with LPS by signing a long-term contract extension for the MSP servicing platform. MSP is used to support all areas of EverHome's mortgage servicing operations, including loan setup and maintenance, cashiering, escrow administration, investor accounting, default management, regulatory reporting and tax services.

"Through its technological support of EverHome Mortgage over the years, LPS has developed an intimate understanding of our business from a strategic and operational perspective," said Mike Koster, President and Chief Operating Officer of EverHome Mortgage, a division of EverBank Financial Corp. "We have this long-tenured relationship because LPS goes beyond offering us products and services, and also brings us strong, game-changing ideas to keep EverHome both competitive and compliant."

Currently, EverHome Mortgage uses MSP to process more than 430,000 first and second residential mortgage loans in its portfolio, including home equity loans. The company also utilizes additional LPS solutions to complement MSP, such as LPS Desktop® Process

Management, a central access point for multiple applications to streamline processes; Director, the graphical interface into MSP; and scripting functions in Director, which offer customized workflow automation to help reduce manual processes and repetitive tasks.

>> [continued](#)



LPS and Everhome Mortgage are located within blocks of each other on Riverside Ave., Jacksonville, Fla.

## ➔ EverHome Relationship (cont.)

Beyond their longstanding relationship through MSP, LPS and EverHome Mortgage share several similarities and connections:

- Both original predecessor companies of EverHome Mortgage and LPS were founded in the early 1960s.
- Both companies are headquartered in Jacksonville, Fla., on Riverside Avenue.
- David M. Hicks, Chairman Emeritus, EverBank Financial Corporation, served as Chairman of Alltel Information Services, Inc. (formerly Computer Power, Inc., an LPS predecessor) from 1969 – 1996.
- Mike Koster was a former Chairman of LPS' Mortgage Advisory Board.
- Both EverHome Mortgage and LPS have experienced significant growth and success through innovation, expertise and dedicated client support.

As a result of the companies' close bond, EverHome Mortgage often works with LPS during product development. Most recently, EverHome Mortgage completed testing for MSP's Work Management solution, which enhances workflow speed and efficiency, and for LPS' Funds Processing solution, designed to help resolve suspense balances. Feedback from EverHome's loan administrators helped LPS refine products for maximum functionality.

“Over the years, our valued partnership with EverHome Mortgage has proven mutually beneficial,” said Robert Davis, Executive Vice President, Sales and Account Management for LPS. “We deeply appreciate EverHome Mortgage's unwavering support and will continue to provide the highest quality solutions, expertise and service for the company's ongoing success.”

### Some of the LPS products and services used by EverHome Mortgage are:

- MSP
- Director
- Passport
- Desktop Invoice Management
- Desktop Process Management
- Work Management
- Funds Processing
- TeleVoice
- LaserCheck
- Electronic Loan Interface (ELI)
- Field Services



## LPS' BI Solution Simplifies Reporting for Better Business Decisions

The LPS Business Intelligence (BI) solution is a robust reporting and analytics solution that facilitates the creation of dynamic reports to analyze loan data and measures key loan performance indicators for better decision-making. BI's full reporting and analytics capabilities are complemented by its Servicing Data Warehouse, which provides a single access to both current and historical data from multiple perspectives, and its BI Library, an online report repository, which distributes and stores reports.

### One Central Online Source for Loan Data

"Instead of running multiple queries on different tools, BI provides servicers all the loan report information they need from a single online location," explained Greg Whitworth, Executive Managing Director of LPS Servicing Solutions. "Being able to access current loan data and historical changes to data elements from the BI Servicing Data Warehouse helps servicers to quickly and easily identify trends, perform analyses and report on key performance metrics."

### Data Warehouse

The BI Data Warehouse stores data used to create reports and is fully integrated with LPS' loan servicing platform, MSP.

The Data Warehouse can be populated further with other LPS and lender data sources resulting in a truly comprehensive data set.

### Reports Enhanced with Charts and Graphics

BI's robust, dynamic toolset makes complex data analysis easy to convey and understand with user-friendly query and graphing capabilities that can range from colorful, customized charts and graphics to simple line-by-line details and totals. Users can also choose how to "slice and dice" data from several pre-defined options and select from multiple report drill-down options, including automatic, conditional or cross-contextual.

### BI Library

The BI Library serves as an online report repository. Its framework provides a single user interface that allows reports to be viewed and distributed quickly across an organization. Reports are executed once, but shared with multiple people either on-demand or on a defined schedule.

### Customized Views with the BI Dashboard

Another key advantage is the ability to personalize the BI Dashboard views for quick and easy access to the reports. Specialized views of the most up-to-date loan information can be created for groups of specific users to receive automatically each time they log in. Users can also create re-usable electronic formats, which eliminates report printing costs.

### An Easily Deployed Solution to Boost Enterprise IQ

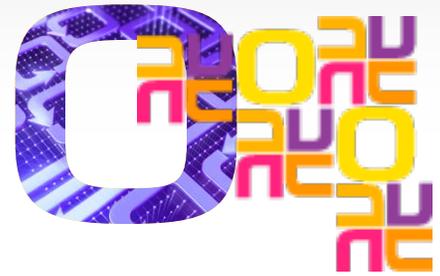
Most BI components require only a Web browser for quick installation, and the solution's intuitive, browser-based interface supports

quick deployment. Implementation is estimated at 30-60 days with minimal training involvement.

"LPS BI has been an excellent management asset for us," said David Henderson, Investor Reporting Manager for Virginia Housing Development Authority. "This powerful, easy-to-learn reporting tool helps us gain more clarity into our portfolio data across the organization so we can quickly identify issues and execute faster on necessary actions."

The need for true enterprisewide intelligence that mortgage servicers can effectively analyze and report is more critical now than ever. **For more information about LPS BI, please contact your Account Director.**





## **MSP Enhancement Reviews**

The following enhancements were installed between April and June 2011:

### **MSP HAMP Principal Reduction Alternative Fields (EN3186, IP 2267, MSP 1113)**

This standard enhancement adds HAMP Principal Reduction Alternative (PRA) fields to MSP in conjunction with the requirements for the Making Home Affordable Program – Modification of Loans with Principal Reduction Alternative, Supplemental Directive 10-05.

### **HUD Claims in Loss Mitigation (FP5192, MSP1114)**

This fast-path enhancement enables users to process HUD claims for loans that are active in the Loss Mitigation Workstation even if they have been completed, suspended, deleted or removed from the Foreclosure Workstation.

### **01C/01D Collection Comments (IP 2271, MSP1117)**

This optional enhancement enables you and/or your vendor(s) to upload collection comments from a system outside of MSP to the Collection Workstation in MSP.

### **Promise-to-Pay (FP5194, IP 2285, MSP1118)**

This fast-path enhancement added a Promise-to-Pay Date field (EDOP field) to the Collection Workstation, which will enable you to record the promise-to-pay date made by the mortgagor for an occurrence in the repayment plan.

### **FFIEC/FDIC Call Report March 2011 (EN3191, IP 2277, MSP1119)**

This standard enhancement modifies MSP to reflect regulatory changes to call report schedules RC-C and RC-N.

### **Regulatory Changes to TFR Report for March 2011 (EN3192, IP 2279, MSP1120)**

This standard enhancement adds Troubled Debt Restructured (TDR) fields to schedule VA on printers 1 and 2 of report T-3TS, Office of Thrift Supervision Report, to accommodate changes to the Thrift Financial Report (TFR).

### **Create Alternate P224 Escrow Header Name Fields for IRS 1099-MISC (EN3176, MSP1121)**

This standard enhancement enables you to use alternate P224 escrow header name and address fields in order to comply with the IRS 1099-MISC format. It also enables you to track return mail and enter up to 40 characters per name for 1099-MISC reporting.

### **MSP HAMP Principal Reduction Alternative Fields – Payoff Quote and Application of Payoff Funds (EN3187, IP 2267, MSP1122)**

This standard enhancement adds HAMP Principal Reduction Alternative (PRA) fields to the payoff quote process and provides a method to exclude the principal reduction amount from the second principal balance.

### **Template Step Automation (EN3188, IP 2273, MSP1123)**

This standard enhancement enables a single point of contact to be assigned to loss mitigation loans and enables the input of all fields within a single step code on the Step Code Setup screen (LMTS) in the Foreclosure Workstation.

### **Cancellation of Mortgage Insurance on Rescinded Policies (EN3194, MSP1124)**

This standard enhancement enables you to notify Fannie Mae when a mortgage insurance company rescinds mortgage insurance on a loan. You can either terminate or retain PMI as an active policy on the loan until the auto-termination process occurs.

### **MERS Foreclosure Default Value (EN3195, MSP1125)**

This standard enhancement modifies two existing MERS-related default fields so that foreclosure processing and foreclosure reinstatement in the name of MERS is no longer the default option. >> [continued](#)



## **(UF)** Consumer Lending Enhancement Reviews

The following Consumer Lending enhancements within MSP were installed between April and June 2011:

### **Consumer Forgiveness (EN3171, IP 2204, MSP1112)**

This standard elective enhancement establishes a process for indicating whether a full or partial charge-off on consumer loans is forgiven debt and whether the borrower is still responsible for that debt.

### **Consumer Loan Setup and Maintenance – Phase II, Cycle I (EN3165, IP 2257, MSP1115)**

This standard elective enhancement provides additional functionality and screens to the Consumer Loan Workstation to enable you to enter more data online when setting up and maintaining a consumer loan.

### **Interest Accrual Adjustments at Payment Processing (EN3183, IP 2211, MSP1116)**

This standard elective enhancement expands consumer payment processing functionality by enabling the system to apply partial payments to fees or other payment elements before applying them to interest, which is applied before principal.

### **Consumer Lending Promotional Pricing (EN3124, IP 2264, MSP1126)**

This elective enhancement provides the ability to manually qualify consumer loan segments as eligible for promotional campaigns, apply promotional advances or reversals to qualifying segments with a promotional ID, and identify the access channel used to process an advance or reversal.

### **Precomputed Loans (EN3184, IP 2270, MSP1127)**

This elective enhancement enables the system to add and service precomputed loans for consumer lending clients.

### **Refund Methods for Precomputed Loans (EN3185, IP 2270, MSP1128)**

This elective enhancement enables you to select a method for calculating rebates/refunds for precomputed loans that are paid off before maturity. A rebate of the unearned finance charge is disbursed based on the refund method. Different refund methods apply based on the state and other aspects of the loan.

## The 28<sup>th</sup> Annual Information Exchange Looks Beyond Today's Challenges to a Successful Tomorrow



With the challenges facing our economy, the theme of the 28<sup>th</sup> Annual Information Exchange (IE), "Look Beyond," reflected LPS' commitment to work with clients and business partners to overcome today's issues as well as prepare for tomorrow's opportunities with confidence. More than 775 LPS clients, business partners and employees attended the event at the Gaylord Palms Resort and Convention Center on April 11–13, 2011.

### Opening Session Welcomes IE Attendees



LPS Chief Operating Officer Dan Scheuble officially opened the conference with a discussion about the outlook for our industry and LPS' direction. Kyle Lundstedt, Managing Director of LPS Applied Analytics, followed Dan with a presentation of the latest mortgage performance data. Mike Mullane, an accomplished

astronaut who has completed three space shuttle missions and has been inducted into the International Space Hall of Fame, gave the conference keynote address.

### General Session Highlights LPS' Core Servicing Platforms

Michelle Kersch, LPS' Senior Vice President of Marketing and Corporate Communications, greeted attendees, reviewed the conference program and introduced Greg Whitworth, Executive Managing Director of LPS Servicing Solutions. Greg spoke about the direction of



LPS' core servicing products, MSP and Desktop, and how the technologies will become more integrated to provide greater efficiency across the servicing spectrum. Cynthia FitzGerald, Executive Vice President of Customer Support and Services, highlighted the key results from LPS' recent Customer Satisfaction Survey.

### Information-Packed Solutions Expo

The Solutions Expo featured 36 LPS products and services and 18 business partners' exhibits. Both evening receptions were held in the Solutions Expo, allowing clients to receive hands-on demonstrations and speak with product experts about the latest industry technologies and enhancements. >> [continued](#)



Solutions Expo

➔ 28<sup>th</sup> Annual Information Exchange ( cont.)

**Breakout Sessions Offered Through Eight Educational Tracks**

The conference also offered 46 unique breakout sessions on Tuesday and Wednesday along eight educational tracks: Empower technology, servicing, default, loss mitigation, business improvement and analytics, compliance, consumer and LPS Experience. Presentations from these sessions are posted on the [PowerCell®](#) website.

The conference concluded with the LPS Super Session. More than 130 clients and LPS employees attended this discussion-focused event that covered the most pressing topics affecting servicers, including single point of contact, the role of Net Present Value (NPV) analysis, late-stage defaults, the Dodd-Frank Act, risk retention and servicing compensation initiatives.



Lab Sessions



Servicing General Session



Super Session

**Mark your Calendars for the 29<sup>th</sup> Annual Information Exchange**

The 29<sup>th</sup> Annual IE will be held at the Gaylord Palms Resort and Convention Center

April 22–25, 2012.



Networking Lunch

# news from the Desktop

## LPS Desktop Training Offers a Full Spectrum of Learning Tools to Servicers, Vendors and Investors

Whether you're new to LPS Desktop® or a seasoned user, you can benefit from a comprehensive set of convenient training options that will help you achieve superior system results. LPS Desktop training is accessed via the Web through the Learning & Resource Portal.

The Learning & Resource Portal is the pathway to access all of the training offerings that LPS Desktop provides. The portal is available to all servicer, attorney, vendor and investor users and offers training, tutorials and courses on all LPS Desktop components, including Tax Management, Invoice Management, Process Management and general LPS Desktop concepts.

A self-service platform, the portal enables users to select the materials and the delivery mechanisms that work best for them. Users can access [training catalogs](#), materials and classes from any location at any time of the day or night. The site is easy to navigate and includes the following features:

### Resources

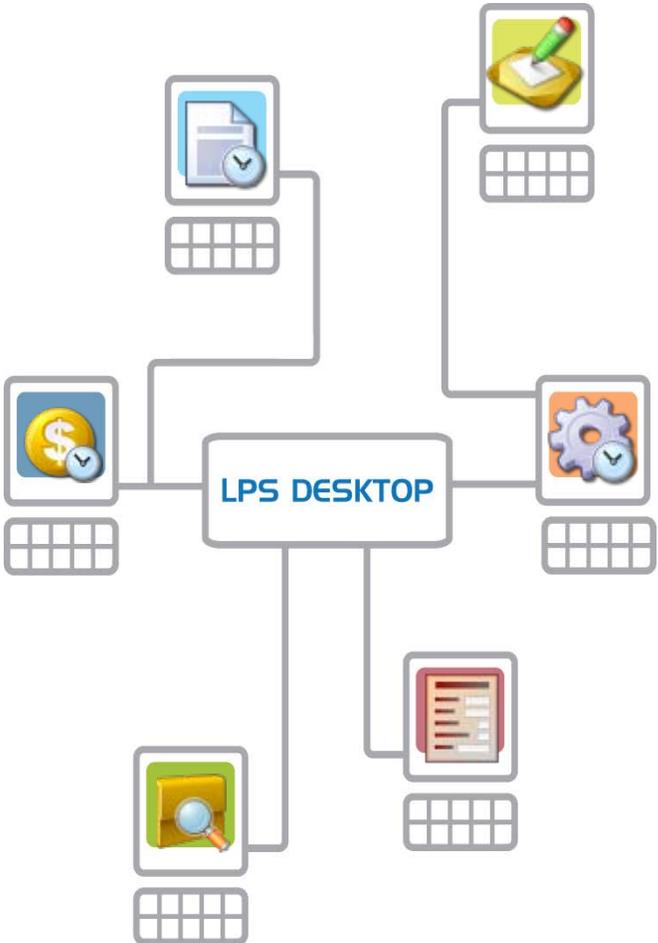
With SEARCH & LEARN™, users can search across a full library of resources and be directed to the specific page, course topic or other source for instant and relevant answers. A powerful search engine supports complex search criteria and results are ranked by relevancy so users can quickly find the answers they need.

### Catalog

Users can browse the Learning & Resource Portal Catalog to see available courses, complete with content descriptions. They also can add courses from the catalog to their learning plan or launch them directly from the catalog, which is organized by subject matter for easy navigation.

### My Plan

Customized learning plans can be created to address specific development goals and keep track of frequently accessed courses. Users can quickly return to them in My Plan with a single click. They also can organize and view courses according to preference: by due date, by course type or in custom folders. >> [continued](#)



## news from the Desktop (cont.)

### My Progress

Users have the ability to review both completed courses and courses in-progress in My Progress. They also can quickly create printer-friendly reports on learning history and certificates of completion.

### Training Options

Users will find two different types of courses on the Learning & Resource Portal. The first type is **eLearning**. These are self-directed online courses that users can take at their convenience. Each course is narrated and runs from 15–20 minutes in length. Courses include hands-on activities to help users experience and familiarize themselves with the applications and functionalities available to them. If users need a refresher, they can go back and repeat a course as many times as necessary. LPS Desktop also offers **instructor-led courses** that incorporate a certified trainer who facilitates group learning sessions.

### Classroom Training for New Users

Although online and Web-based training courses are extremely thorough, LPS Desktop offers classroom training during deployment of the solution and for more complex topics such as Process Management Workgroups, when functionality is more easily demonstrated in a classroom setting. Whether participating in a physical or virtual class, a live instructor gives students a chance to get hands-on experience and ask more complex questions. The opportunity to solve real-world problems in the classroom makes users more effective in their everyday roles.

### Learning Bites for Existing Users

In addition to new user training, LPS Desktop also offers **Learning Bites** – condensed virtual training that addresses a very targeted curriculum to meet immediate and specific needs. Instead of taking a comprehensive full-length course, users who would like to become proficient in specific functions can

take a shorter course that addresses their individual requirements. Learning Bites can also be used for remedial training when users are having difficulty with certain applications or functionality.

All instructor-led courses can be found on the calendar, and are scheduled in multiple timeslots, offering users an opportunity to choose the course time most convenient to their schedule. If users are interested in courses that aren't currently scheduled, they can “watch” topics of interest and be alerted when classes of particular interest are scheduled.



### Registration is Simple

To register for the Learning & Resource Portal, browse the catalog or sign up for classes, go to [training.lpsdesktop.com](http://training.lpsdesktop.com) and register for the site. Click “Take a Tour” to familiarize yourself with the site and discover all of the resources it has to offer. For additional information, you can contact the LPS Desktop Training and Documentation Team at 904.360.4100.

