

A new chapter begins for two industry-leading non-bank mortgage servicers.



PHH Mortgage, a subsidiary of Ocwen Financial Corporation (NYSE: OCN)

1 Mortgage Way
Mount Laurel, NJ 08054

- A top 5 mortgage servicer¹ with a diverse portfolio of clients
- On a combined basis, Ocwen services approximately 1.7 million loans with over \$296 billion in UPB²
- Dedicated portfolio retention platform to extend and enhance customer relationships

Built on an award-winning servicing platform, Ocwen and PHH Mortgage have united to become a stronger, more diversified servicer.

PHH Mortgage is ready and able to fulfill your specific subservicing needs. We are a true extension of your team, and we care for your customers as our own. We strive to provide “white glove” service to you and your customers and exceed the standard level of service offered in the industry today.

Discover the many benefits of loan subservicing with PHH Mortgage:

- **Savings of up to 30%** on your monthly servicing costs when making the shift from servicing in-house or from another servicer.
- Gain large-scale servicer capabilities immediately without the expense of upgrading your systems or adding personnel.
- A staff of seasoned professionals trained extensively in your business model to provide your customers exceptional service. Our customer service team consistently maintains an **overall satisfaction rate of 95%**.³
- Easy onboarding requiring minimal effort from your team. Loan transfers can be **completed in 90 days or less** – with no disruption in service to your customers.
- Our risk and compliance structure has been tested by some of the most stringent financial institutions in the U.S.
- Innovative loss mitigation and consumer advocacy programs to keep customers in their homes – **more than 787,000 sustainable loan modifications** granted and over **\$18 billion forgiven** for homeowners to date.



Leverage our dedicated portfolio retention originations platform to defend against runoff:

- An experienced sales, management and senior leadership team focused on both outbound and inbound activity to protect against your customers going to a competitor.
- Continual monitoring of your loans to quickly target high refinance potential and high payoff risk borrowers.
- Regular, data-driven communications to your borrowers to build engagement and brand loyalty.
- Regularly distributed analytics to monitor conversion performance, including lead-to-registration and registration-to-close rates.
- Increase the return multiples on your MSR investments by extending the life of the loan.



COST

Whether you're servicing in-house or with an existing servicer, we can reduce your monthly servicing costs by up to 30%.



CAPACITY

We have the systems, employees and expertise to manage your portfolio - from 1,000 to 100,000+ loans.



CUSTOMER SERVICE

We understand that making your customers happy - by providing consistent, exceptional service - benefits everyone.



ONBOARDING

The onboarding process is quick and easy. We do all the heavy lifting and can transfer your portfolio in 90 days or less.



CARING

We care for homeowners and communities by finding real solutions through loan modifications to preserve homeownership and build stronger neighborhoods.



RETENTION

Maximize the performance of your MSR-held loans, minimize your losses and add duration to your MSRs through our portfolio retention capabilities.

¹ Based on 2Q2018 rankings from *Inside Mortgage Finance*

² Pro forma as of June 30, 2018. Reference October 4, 2018 Ocwen Financial Corporation press release.

³ Based on internal PHH customer satisfaction surveys 9M2018

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Contact Chris Sabbe, VP of Business Development, to schedule a meeting time.

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