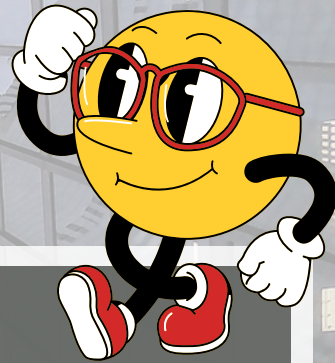


Residential Mortgage Servicing Policies

MQ
MR

Currently perfecting our servicing policy templates
Templates will be available for "off-the-shelf sale" soon!

...but that doesn't mean we can't help now;
Our consultants can still take a look!



- Bankruptcy
- Billing Statements
- BSA / AML
- Claims
- Collections
- Compliance Management System (CMS) Policy
- Consumer Complaints (including RFI and NOE)
- Credit Reporting
- Customer Service
- Disaster Recovery / Business Continuity Plan
- Escrow
- Fair Servicing
- Flood Insurance
- Force-Placed Insurance
- Foreclosure
- Fraud - Red Flags / Identity Theft
- Information Technology (Privacy/Data Security) and Cybersecurity

- Investor Reporting
- Limited English Proficiency (LEP)
- Loan Administration
- Loan Boarding/Set-Up
- Loan Modifications
- Loan Payoff
- Loss Mitigation
- Payment Processing / Application
- PMI and Cancellation
- Property Preservation
- REO
- Servicemembers Civil Relief Act (SCRA)
- Servicing Quality Control (QC) Plan
- Servicing Transfers
- Special Loans (ARMs, HELOC)
- Sub-Servicer Oversight / Management
- Successors in Interest
- Training
- UDAAP