

# Protecting Your Debt Investments



**Boarding Your  
Assets with  
Franklin Credit**



**FRANKLIN CREDIT**  
MANAGEMENT CORPORATION®

## THANK YOU FOR CHOOSING FRANKLIN CREDIT

Thank you for choosing Franklin Credit Management Corporation to service your mortgage or other debt investments.

This brochure is meant to queue-up the highly collaborative loan boarding process by reviewing the activities and documents required for the proper integration of your loans with our account information system.

While most of the cooperation will occur between our professionals and those of the loans' current servicer, you will see there are several points where the cooperation of your own professionals will be appreciated as well.

Regulatory deadlines notwithstanding, please note that our ultimate goal is to transfer your loans as thoroughly as possible in order to ensure service continuity and maximum protection of your assets. As such, any and all documentation supporting your portfolio should be provided to our professionals as promptly as possible.

Should your team members or the loans' current servicer have any questions, please refer them directly to me. We look forward to working with your team. And thank you again for selecting Franklin Credit Management Corporation to service your debt portfolio.



**Kathy Haak**  
Director, Client Relations  
Franklin Credit Management Corporation  
201-604-1800;ext. 4799

### **About Franklin Credit Management Corporation**

Franklin Credit Management Corporation is a national loan management company that currently services more than 37,000 borrower accounts representing an aggregate principal balance of more than \$1.6 billion.

Founded in 1989 and a pioneer in subprime origination and servicing since 1992, Franklin Credit Management provides unmatched range and depth in servicing performing and distressed assets, with proven proficiency in many loan types (simple interest, interest only and conventional, performing and nonperforming, firsts and seconds, ARMS, balloons) and most portfolio types (bankruptcy- or foreclosure-only, multiple-strata) as well.

Franklin Credit also provides a full complement of portfolio investment management capabilities, including portfolio- and loan-level valuation, pricing and cash flow models, appraisal and forensic due diligence, and closing-to-service expertise.

Now a leader in mortgage portfolio analysis and servicing, Franklin nonetheless remains true to its subprime origins, prizing flexibility and borrower focus as keystones to maximizing client return on loan investment. Franklin Credit Management Corporation's unparalleled success with even the hardest to service loans and portfolios makes it the perfect partner for today's tumultuous mortgage investment environment.

*Franklin Credit Management Corporation  
101 Hudson Street, 25th fl.  
Jersey City, NJ07302  
201.604.1800*

©2010, Franklin Credit Management Corporation



# BOARDING YOUR ASSETS WITH FRANKLIN CREDIT

## CONTENTS

Overview of the Boarding Process at Franklin Credit .....	4
Loan Boarding Components Matrix .....	5
The Client’s Role .....	5
Client Services Matrix.....	6
Client Work Rules Matrix.....	7
Collections Matrix .....	8
Power of Attorney .....	9
Loan Boarding—Primary Data .....	10
A Final Reconciliation .....	11
Loan Boarding—Supporting Data .....	12
Interim Payments .....	12
Escrow .....	12
Do Not Call/Cease & Desist .....	13
Bankruptcy Loans.....	13
Document Management Services.....	13
Newly Acquired Loans .....	13
What’s Required from the Prior Servicer .....	14
Account Data Fields Mapping.....	14
Insurance Escrow Data Mapping.....	15
Tax Escrow Data Mapping .....	15
Supplementary Reports .....	16
Loan File Documents.....	17
Service Release Information and Schedule of Remittances.....	17
What We Will Provide to Your Borrowers .....	18
Hello Letter for Secured Accounts.....	18
Hello Letter for Recovery Accounts.....	19
Truth in Lending Notice, a.k.a. The “Owner Letter” .....	20
Escrow Statements.....	21
Annual Privacy Notice .....	22
Client Reporting.....	23
Why More and More Portfolio Owners Choose Franklin Credit.....	24

## FRANKLIN CREDIT BOARDING CONTACTS

### Service Release Data Transfer

Michael Begley  
(201) 604-4514  
mbegley@franklincredit.com

### Document Management

*Servicing Files*  
Collateral@FranklinCredit.com

### MERS Transfers

Nigel Harding  
boarding@FranklinCredit.com  
(201) 604-1800, x-4811

### Interim Payments

Michael Begley  
(201) 604-4514  
mbegley@FranklinCredit.com  
*(please cc: application of funds)*

### Other Boarding/Portfolio Issues

ClientRelations@FranklinCredit.com

## PROPER BOARDING REQUIRES ADVANCE WORK

### FRANKLIN CAN HANDLE MOST LOAN TYPES...

- Principal & Interest
- Simple Interest
- Interest Only
- Residential Firsts, ARMs, and Balloons
- Seconds, HELOCS
- Prime and Subprime
- Performing and Nonperforming
- Charge-off/Recovery

### AND A VARIETY OF SERVICING SCENARIOS...

- Securitized portfolios
- Catch-all portfolios
- Sole Servicer
- Multiple servicer
- Interim Servicer

We handle many types of loan portfolio missions, including ARMs, balloons, modifications, fixed-rate conversion options. So boarding should be automated and easy, right?

Yes. And no.

It's true that once your prior servicer's data fields are mapped correctly to our system, a push of the button will transfer a tremendous amount of data.

But depending upon the nature of the servicing to be done, there may be many other moving parts to consider.

For instance, for recovery work—loans that have been written off yet whose unsecured debt represents great latent potential—we don't require a lot in the way of loan file documents. But we likely will need to also board data from a co-maker (a.k.a., co-borrower) file that contains charge-off data for each loan, as well as a file that contains data on legal actions such as judgments.

And if you have retained us to provide all aspects of loan servicing—issuing monthly statements, providing escrow for first liens, tracking payments and defaults, offering loan mods (particularly while borrowers are in bankruptcy or foreclosure)—well, then, there's a whole lot more information required.

On the opposite page, you'll find a quick guide outlining what needs to be provided by who in order to expedite the boarding of your loans. Of course, your portfolio needs will ultimately determine the final listing, but this should serve as a reasonable starting point.

One of the most important things we seek from our clients is their input into the *Client Approval Matrix* and *Work Rules Matrix* that our professionals will develop to expedite portfolio servicing on both an everyday and an exceptional basis. Samples of those matrixes are on the pages which follow, as is a sample of the *Limited Power of Attorney* that the client must sign if we are to efficiently execute on their behalf.

## Loan Boarding Components

✓ = required, unless otherwise indicated

Component	Source	Recovery Only	Escrow Only	Servicing
Account Data	Prior Servicer	✓	✓	✓
Goodbye Letter 15 days prior to boarding	Prior Servicer	✓	✓	✓
Collateral documents	Custodian/Prior Servicer*	✓	✓	✓
Servicing File documents (credit reports, collateral doc cc., PMI policy)	Prior Servicer	✓	✓	✓
Report on accounts' last BPO/Appraisal	Prior Servicer			✓
Report on former/current Bankruptcy accounts	Prior Servicer	✓	✓	✓
Report of accounts with borrower e-OSCAR and other complaints	Prior Servicer	✓	✓	✓
Report on accounts in Active Litigation (Do Not Call, Cease & Desist)	Prior Servicer	✓	✓	✓
Reports on Judgment accounts	Prior Servicer	✓	✓	✓
Reports on Loan Mods (e.g., HAMP)	Prior Servicer	✓	✓	✓
Report on Foreclosure accounts	Prior Servicer		✓	✓
Reports REO accounts	Prior Servicer			✓
Reports on accounts with insurance escrow, incl. insurance type/vendor	Prior Servicer		✓	✓
Reports on accounts with tax escrow, incl. tax type and authority	Prior Servicer		✓	✓
Hello Letter within 15 days of boarding	FCMC	✓ Not req.	✓	✓
Escrow Analysis within 60 days	FCMC		✓	✓
Client Approval Matrix	Client	✓	✓	✓
Client Work Rules Matrix	Client	✓	✓	✓
Power of Attorney	Client	✓	✓	✓
Interim payments accounting	Prior Servicer	✓	✓	✓
Borrower Payment Conduits	FCMC	✓	✓	✓
Truth in Lending Mailing (one-time)	Client†	✓		✓ (If recent acq.)
Privacy Notice (annual)	Client†	✓	✓	✓

\* Franklin Credit can provide collateral document management services upon request.

† Franklin Credit can perform this task upon request.

# THE CLIENT'S ROLE

You don't have to get knee-deep in the details of loan transference, but we do ask you and your assigns roll up your sleeves and actively work with your Franklin Credit Management Corporation Client Liaison to develop a set of guidelines that will govern everyday portfolio activities and exceptions.

We'll need you to indicate your disposition on many issues, including what services we should provide, whether your loans should participate in HAMP, whether to accept credit card payments, how to handle loan modifications and partial payments, what constitute acceptable legal and appraisal costs, how to handle foreclosure approvals, and predetermining REO marketing strategies.

To the right are a *Services Matrix* and a *Work Rules Matrix*. Your Client Liaison will work with you to determine your organization's disposition on the items in the left column of each.

COLLECTION MATRIX for DELBY MORTGAGE INVESTORS		
ITEM	COMMENTS	OTHER DATA
<b>DOCS TO CLIENT</b>		
Contact Sheet		
Data File Format		
<b>REQUIRED FROM CLIENT</b>		
Action in the Name of	Delby Mortgage Investors	
Custodial Information	SeineBank	<a href="mailto:john.smith@seinebank.com">john.smith@seinebank.com</a>
Limited Power of Attorney	n/a	
Work Rules Matrix	See attached	
Executed Contract/Service Agreement	See file	
Loan Level Data	See file	
Who Processing AOWAllonge	(Processor name)	
<b>INVOICING &amp; REMITTANCE</b>		
Cutoff Date		Calendar month
Invoice Date		Last day of month
Remittance Due	Bank Wire, net of Servicing Fees/Expenses	10th business day
Servicer Fee Payment Terms	Bank Wire	10th business day
Reports Due	Standard ILS Reports	10th business day of month
Lockbox Information	FCMC, P.O. Box 620777, Indianapolis, IN 46262-0777	
<b>STANDARD SERVICES</b>		
<b>ESTIMATED COST</b>		
Bankruptcy Scrub	\$1 per debtor	Run
Collection Letters – Initial	\$1 per account	Send
Credit Bureau Reporting	Cost	Report
Deceased Scrub	\$1 per debtor	Run
End of Year – 1098/1099	\$1 per account	Do not send
File Storage	N.A.	Will provide imaged files
HAMP Qualification		Participate
Hello Letter/Servicing Transfer	\$1 per account	Send
LPS FC/BK Monitoring	Cost	Monitor
MoneyGram Payments		3529; Accept
Primary Mortgage Insurance		Do Not Monitor
RE Tax Monitoring	\$25 per collateral address	Monitor
Skip Tracing		Run
Statements	\$1 per account	Do not send
Statute of Limitations Scrub	\$1 per account	Run
Western Union Pay by Phone	\$0	Accept
Western Union Quick Collect®	\$0	Accept
<b>OPTIONAL SERVICES</b>		
<b>ESTIMATED COST</b>		
Annual Privacy Notice	\$1.00 per debtor letter; every debtor receives a letter	Send
Assignments – Recording/Correction	\$35 per recording	N/A
Bankruptcy	POC \$325; MFR \$800; Objection \$400; Affidavit \$50; Transfer of Claim \$50; Notice of Rate Change \$35+	Monitor and file
Collection Letters – 30-day No Contact	\$1.00 per account letter	Do not send
Complaint Resolution	?? plus related costs	Determined by response effort
Compliance Letter (Owner TIL)	\$1.00 per account letter	Send
Credit Bureau	\$1.50 per debtor	As required
Credit Card Payments	2.30% of payment	Authorized
Door Knock/Inspections	\$20 per account visit	See work rules
Face to Face Home Solutions	\$100 to \$150 per account	See work rules
FASLO Model	\$22 per account per year	
Flood Insurance	TBD based on policy	N/A
Force Placed Insurance	TBD based on policy	N/A
Foreclosure Scrub	\$5 per request; \$20 for addtl info	Run after boarding complete
Pre Judgment Letter	\$1.00 per account letter	Send
Rate Change Notice	\$1.00 per account letter	Send



## WORK RULES MATRIX for DELBY MORTGAGE INVESTORS

ITEM	COMMENTS	OTHER DATA	MGR APPROVAL	AGENT APPROVAL
Allocation of Funds		BK – as directed per POC arrears filed/non-BK principal, fees, interest		
Assumptions		Not authorized		
AVM	\$11	As required for Loss Mitigation consideration		
BPO	\$95 - \$150	As required for Loss Mitigation consideration		
Cash For Keys		Not authorized		
Deceased Debtor		If all parties deceased and unsecured – close file		
Deed in Lieu		Not authorized		
Deferment		Verify household income	2x year	1x year
Discharged Bankruptcy		If all parties discharged and debt unsecured – close file		
Escrow Advance – RE Taxes	Monthly premium varies			
Escrow Advance – Hazard	Monthly premium varies			
Eviction				
Force Placed Insurance (FPI)	Monthly premium varies	Cover UPB only		
Foreclosure Bid		Bid FMV		
Judgment	Max \$650 (uncontested)	UPB > \$20K; employment verified; age < 65 Years old		
Lien Release		Settled, paid in full		
Litigation	Max \$250 per hour / max 10 hours			
Loss Draft				
Messages		Agent name and call back number; hours of operation		
Modification		Verify all household income; financials must indicate monthly surplus; floor rate 0.00%; capitalize arrearage	3%	6%
Pay and Accrue		Verify all household income		
PMI	Monthly premium			
Property Preservation	5000	1 <sup>st</sup> lien only		
One-Year Rate Reduction		Requires client approval		
REO – Force Placed Insurance				
REO – Listing Price		FMV		
REO – Property Preservation	5000			
Repayment Plans		Verify all household income; financials must indicate monthly surplus; term not to exceed current maturity date		
Repo Policy		Not authorized		
Settlement		2% UPB		
Short Sales – Senior Lien		80% FMV		
Short Sales – Junior Lien				
Subordination		10% UPB		
Write-Off/Close Account		Requires client approval Unsecured Discharged BK7; Settlement; Short Sale		
<b>CUSTOM OPTIONS</b>				
Dialer Campaigns	TBD based on campaign	TBD based on campaign		
Letters	TBD based on campaign	TBD based on campaign		
Messages	TBD based on campaign	TBD based on campaign		
Mini Miranda	TBD based on campaign	TBD based on campaign		

# The Client's Role

(continued)

Your comments in the *Work Rules Matrix* will help determine the scripts we give to our collections agents at varying points in the loan servicing process. In the example below, collectors are to first offer a refinance option to borrowers with performing loans, but need not pursue refinancing for sub-performing loans. For sub-performing first liens, the collector is to first suggest a settlement, followed by homeowner relief (a program that incents the borrower to let us market their property and head-off likely foreclosure), permanent relief and temporary relief. For sub-performing second liens, however, the collector advances his dialogue with the borrower from settlement directly to temporary relief.

Offering Order of Financing Solutions		
Loan Type	First Lien	Second Lien
Account Status		
Performing (Current to 30 days delinquent)	<ol style="list-style-type: none"> <li>1. Settlement</li> <li>2. Homeowner Relief</li> <li>3. Refinance via client*</li> <li>4. Permanent Relief</li> <li>5. Temporary Relief</li> </ol>	<ol style="list-style-type: none"> <li>1. Refinance via client*</li> <li>2. Settlement</li> <li>3. Temporary Relief</li> <li>4. Permanent Relief                             <ul style="list-style-type: none"> <li>o If borrower does not qualify for minimum 3% interest rate, approval to go to 0% interest rate.</li> <li>o Must be current on 1<sup>st</sup> mortgage</li> <li>o Expenses cannot exceed Income</li> </ul> </li> </ol>
Sub-performing (30-119 days delinquent)	<ol style="list-style-type: none"> <li>1. Settlement</li> <li>2. Homeowner Relief</li> <li>3. Permanent Relief</li> <li>4. Temporary Relief</li> <li>5. Deed-in-Lieu</li> </ol> <p><i>Else initiate foreclosure at 120 days; but if net proceeds are less than \$15,000, client approval is required</i></p>	<ol style="list-style-type: none"> <li>1. Settlement</li> <li>2. Temporary Relief</li> <li>3. Expanded Temporary Relief</li> </ol>
Non-performing (120+ days delinquent)	<ol style="list-style-type: none"> <li>1. Settlement</li> <li>2. Homeowner Relief</li> <li>3. Deed-in-Lieu</li> <li>4. Permanent Relief                             <ul style="list-style-type: none"> <li>o If borrower does not qualify for minimum 3% interest rate, approval to go to 0% interest rate.</li> <li>o Requires client approval</li> </ul> </li> </ol> <p><i>Else foreclosure but if net proceeds are less than \$15,000, client approval is required</i></p>	<ol style="list-style-type: none"> <li>1. Settlement                             <ul style="list-style-type: none"> <li>o Requires client approval</li> </ul> </li> <li>2. Temporary Relief</li> <li>3. Expanded Temporary Relief</li> </ol>
<p>* Refinance-ability is determined via a program on Franklinet. If the borrower has a FICO score higher than 580 and the account has not been offered the refinancing option within the past 30 days, the agent will inform the borrower that he or she is prequalified. If the borrower indicates interest, the agent clicks on the Refer to (client's bank) button. The borrower will hear from the client's bank soon thereafter. If the borrower indicates they were approached about refinancing within the past 30 days, <b>REFINANCING SHOULD NOT BE OFFERED ON THIS CALL.</b></p>		



STATE OF \_\_\_\_\_  
COUNTY OF \_\_\_\_\_

Third parties without actual notice may rely upon the exercise of the power granted under this Limited Power of Attorney; and may be satisfied that this Limited Power of Attorney shall continue in full force and effect and has not been revoked unless an instrument of revocation has been made in writing by the undersigned.

IN WITNESS WHEREOF, \_\_\_\_\_, as Company pursuant to that Collection Services Agreement between the Company and the Service Provider, dated as of \_\_\_\_\_, has caused its corporate seal to be hereto affixed and these presents to be signed and acknowledged in its name and behalf by \_\_\_\_\_, its duly elected and authorized \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_.

\_\_\_\_\_, before me, the undersigned, a Notary Public in and for said \_\_\_\_\_, personally appeared \_\_\_\_\_ of \_\_\_\_\_, personally known to me to be the person whose name is subscribed to the within instrument and signed to me that [she/he] executed that same in [her/his] authorized capacity, and that [his] signature on the instrument the entity upon behalf of which the person acted and executed the instrument.

I have witnessed my hand and official seal.

(SEAL)

\_\_\_\_\_  
Notary Public

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

The undersigned gives said Attorney-in-Fact full power and authority to execute such instruments and to do and perform all and every act and thing necessary and proper to carry into effect the power or powers granted by or under this Limited Power of Attorney, each subject to the terms and conditions set forth in the Agreement and in accordance with the standard of care set forth in the Agreement as fully as the undersigned might or could do, and hereby does ratify and confirm to all that said Attorney-in-Fact shall lawfully do or cause to be done by authority of this Limited Power of Attorney shall be effective as of \_\_\_\_\_.

RECORDING REQUESTED BY  
AND WHEN RECORDED MAIL TO:  
Franklin Credit Management Corporation  
101 Hudson Street  
Jersey City, New Jersey 07302  
Attn: COO, Servicing

**LIMITED POWER OF ATTORNEY**

KNOW ALL MEN BY THESE PRESENTS, that \_\_\_\_\_, a \_\_\_\_\_ limited liability company organized and existing under the laws of the State of \_\_\_\_\_ and having its principal place of business at \_\_\_\_\_ as Company (the "Company") pursuant to that Collection Services Agreement, between Franklin Credit Management Corporation (the "Service Provider") and the Company, dated as of \_\_\_\_\_ (the "Agreement"), hereby constitutes and appoints the Service Provider, in the Company's name, place and stead and for the Company's true and lawful Attorney-in-Fact, in the Company's name, place and stead and for the Company's benefit, in connection with all the Accounts subject to the terms of the Agreement for the purpose of performing all acts and executing all documents in the name of the Company as may be customarily and reasonably necessary and appropriate to effectuate the following enumerated transactions in respect of any of the mortgages or deeds of trust (the "Mortgages" and the "Deeds of Trust" respectively) and promissory notes secured thereby (the "Mortgage Notes") for which the undersigned is the owner (whether the undersigned is named therein as mortgagee or beneficiary or has become mortgagee by virtue of endorsement of the Mortgage Note secured by any such Mortgage or Deed of Trust) and for which the Service Provider is performing servicing/collection activities all subject to the terms of the Agreement.

- This appointment shall apply to the following enumerated transactions only:
1. The modification or re-recording of a Mortgage or Deed of Trust.
  2. The subordination of the lien of a Mortgage or Deed of Trust; this section shall include, without limitation, the execution of partial satisfactions/releases, partial reconveyances or the execution or requests to trustees to accomplish same.
  3. The conveyance of the properties to the mortgage insurer, or the closing of the title to the property to be acquired as real estate owned, or conveyance of title to real estate owned.
  4. The completion of loan assumption agreements.
  5. The full satisfaction/release of a Mortgage or Deed of Trust or full conveyance upon payment and discharge of all sums secured thereby, including, without limitation, cancellation of the related Mortgage Note.
  6. The assignment of any Mortgage or Deed of Trust and the related Mortgage Note, in connection with the repurchase of the mortgage loan secured and evidenced thereby.

or Deed of Trust upon payment and discharge in conjunction with the refinancing thereof, including, without limitation, the execution of the related Mortgage Note.

Deed of Trust, the foreclosure, the taking of a deed in lieu of foreclosure, or the completion of judicial or non-judicial foreclosure or execution of any such foreclosure, including, without limitation, the following acts:

1. The execution of deed(s) serving under a Deed of Trust, in accordance with the terms of the Deed of Trust;

2. The issuance of statements of breach or non-performance;

3. The filing of notices of default and/or notices of sale;

4. The issuance of notices of default and/or notices of sale;

5. The deed in lieu of foreclosure; and

6. The recording and execution of such other documents and performance of such acts as may be necessary under the terms of the Mortgage, Deed of Trust, or state law to expeditiously complete said transactions in accordance with Section 8(c), above.

7. The recording of property acquired through a foreclosure or deed-in lieu of foreclosure, without limitation, the execution of the following documents:

a. Deeds;

b. Purchase and sale agreements;

c. Quitclaim deeds or any other deed causing the transfer of property to a party contracted to purchase the same;

d. Instructions; and

e. All documents necessary to effect the transfer of property.

f. The recording or amendment of escrow agreements established for repairs to property or reserves for replacement of personal property.

g. The recording of any checks or other instruments received by Service Provider with respect to the Accounts.

h. Any other act or complete any other document that arises in the normal course of servicing or collecting of all Accounts.

We will need your organization's executed *Limited Power of Attorney*, the scope of which will vary depending upon the work you ask us to do. In the example above, client sign-off enables Franklin Credit Management Corporation to act as the client's Attorney-in-Fact when it comes to executing such customary loan servicing transactions as loan modifications, re-recordings of mortgage or Deed of Trust, providing escrow, subordinations of lien, negotiating partial satisfactions, releases, deeds-in-lieu, and foreclosure listing and purchase and sale agreements.

## Loan Boarding—Primary Account Data

### A WORD ABOUT DATA SECURITY

**Our Information Technology (IT) Division is tuned into the growing universe of consumer confidentiality and data integrity laws and regulations.**

**In fact, they play a significant role whenever we consider retaining a new vendor, vetting the vendor's confidentiality and security controls to ensure the vendor's data security methods will be as thorough as ours.**

**This attention to data security isn't limited to our IT people, either. All employees are trained and annually tested in the confidentiality requirements of RESPA, FDCPA, the Gramm-Leach-Bliley Act, and other federal and state requirements as well.**

Data transference underpins every successful loan boarding. The more information that can be transferred through automation, the less rekeying of data will be required and the more time that can be devoted to proofing and reconciling.

Following are the steps we follow in processing the transference of primary account data. Please note that we do not board unapplied funds—the loan will be boarded, but the unapplied balance field will be left empty until the funds arrive:

- The loans' current servicer provides us with a copy of your data, either by physical media (e.g., file on CD, tape) or automated feed.
- Our Senior Database Administrator confirms receipt and, assuming the system report agrees with the expected number of loans and aggregate unpaid principal balance, notifies our Loan Boarding, Client Relations and Servicing Division managers of the data's arrival.
- Loan Boarding provides the current servicing agent with a copy of our *Transfer of Servicing Information* sheet, data from which may be used to populate the servicer's *Goodbye Letter*, and a sample Goodbye Letter.
- Franklin Credit Management Corporation's Database Administrator will map the preliminary loan data to the company's Test Database via the *Loan Setup Module* in our Interlinq Loan Servicing system (a.k.a., ILS).
- Loan Boarding then sends the loans' current servicer a data file template so the servicer can prep the loan data for migration.
- When the loans' current servicer returns with data mapped to our database, Loan Boarding and IT load the data and examine every data field in a randomly sampled one in 10 loans.
- Any issues are resolved with the loans' current servicer.
- The loans' current servicer provides our Loan Boarding Team with a copy of its *Goodbye Letter* draft. Once approved by us, the letter may be released.
- We receive the current servicer's final data at Service Release.
- We conduct another sampling of 10 percent of all accounts, to ensure data has boarded correctly.

## A FINAL RECONCILIATION

Assuming the number of loans in the data file submitted by the client matches the number of loans which were imported successfully, and that the aggregate unpaid principal balances of the two loan groups match, the Boarding Manager completes an *Investor Approval Form*, checks off the “Final Review of Trial Balance” box, indicates whether the Trial Balance Report is attached, and forwards the material on to your project executives for their final approval sign-off.

After we receive your executed approval:

- The loans are made active on our borrower account information system, ILS.
- During end-of-day processing, ILS instructs our financial printing vendor Harland Systems to generate *Hello Letters* and, where applicable, monthly *Billing Statements*, and print and mail them to your borrowers.
- A Trial Balance is generated and circulated to Servicing and Accounting.

**FRANKLIN CREDIT**  
MANAGEMENT CORPORATION

**Investor Approval Form**

Investor Name: \_\_\_\_\_  
Investor Number: \_\_\_\_\_  
Loan Number Sequence: \_\_\_\_\_ Pool Number: \_\_\_\_\_  
Date File Received: \_\_\_\_\_

**Data Review**

Total Loans Total UPB # in Sample Review	Data File	Test Region	Manager Initial	Test Region	Live	Manager Initial
_____	_____	_____	_____	_____	_____	_____

Final Review of Trial Balance:  \_\_\_\_\_ (initial)  
Trial Balance Attached  \_\_\_\_\_ (initial)

**Manager Approval**

Print Name \_\_\_\_\_  
Title \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

Print Name \_\_\_\_\_  
Title \_\_\_\_\_  
Signature \_\_\_\_\_  
Date \_\_\_\_\_

## Loan Boarding—Supporting Data

### IN ANY ENVIRONMENT...

- **Stress tests, which can help you estimate defaults, extensions, and losses—and ultimately, provision loan loss reserves—are advised.**
- **The same goes for aging reports, which can profile where delinquent loan build-ups are occurring in your portfolio (e.g., concentration in second mortgages that are 60+ days past due).**
- **Vintage reports can help predict what percentage of loans from a certain vintage will become “losses” (120 days past due), and also predict what percentage of their underlying properties’ value will likely be recoverable at sale.**
- **Franklin Credit’s Servicing Division *does not* conduct these sophisticated investment management analyses, but the company’s Portfolio Analytics Unit *can*. When you’re ready, ask your Client Servicing Liaison for more details.**

As noted, to fully service most portfolios, the supporting data for loans that are in loss mitigation programs, bankruptcy, foreclosure, REO, or litigation will need to be boarded into ILS. Our Loan Boarding Team either imports or manually inputs the data from the supplementary reports provided by the loans’ prior servicer and registers the loans’ legal status.

### INTERIM PAYMENTS

Once loans are boarded, Accounting monitors and reconciles the prior servicer’s remittance reports for any interim payments that the prior servicer may be receiving.

The *Funding Schedule* drives the reconciliation process. Accounting compares the trial balance generated upon activation of the loans against the *Funding Schedule*, and the difference between each loan’s principal balance acquired and principal balance transferred is recorded. Once Loan Boarding identifies the loans with variances, it estimates the interim collections by calculating the time between each loan’s due date and its activation date in the ILS system. The number of payments are determined and multiplied by the monthly payment to estimate the collection amount for each loan.

By summing up all of the variances, Loan Boarding arrives at the total interim payment that is expected. If the prior servicer does not initiate a remittance within seven days of the transfer, Loan Boarding contacts the servicer’s release coordinator to request the remittance be wired to Franklin Credit forthwith.

### ESCROW

Borrower accounts that lack property hazard insurance and/or lag in paying property taxes can pose considerable risk to your investments.

For first liens, we retain a specialist to monitor policy lapses in each of the 50 states and alert us to the need to force-place hazard insurance. Escrow then pro-rates that cost across the borrower’s future monthly payments. We also retain a tax tracking specialist to monitor property tax delinquencies; unless client guidelines dictate otherwise, we advance payments for those accounts that are failing to meet county and other taxing authority obligations

## **DO NOT CALL/CEASE & DESIST**

We do not want to compromise the client's rights to pursue debt obligations. So if your loans' prior servicer maintained fields and documents for borrowers who do not want to be called or are otherwise best left alone, that information should be passed along to us as well.

## **BANKRUPTCY LOANS**

Similarly, we do not want to comprise client rights by improperly approaching a borrower in active bankruptcy. So while we will accept any data the prior servicer has regarding a bankruptcy-involved loan, we perform a precautionary scrub of all incoming loans against the Banko national database.

## **DOCUMENT MANAGEMENT**

It is anticipated that your prior servicer will provide us with electronic copies of all loan file documents.

We also presume that your current custodian will remain responsible for all "collateral documents" (e.g., original mortgage note, Deed of Trust, title) and that you will authorize us to work directly with your custodian should we ever need to access those original documents.

However, should you require a new home for collateral and original loan file content, our Document Management unit can secure your documents with an appropriate custodian or archiver and assume responsibility for managing same.

## **FOR NEWLY ACQUIRED LOANS**

If we will be servicing loans you have recently acquired with the assistance of our Loan Acquisitions professionals, the Loan Boarding Team will ask our Due Diligence unit to provide us with bar-coded, hard-copy credit files and their *Due Diligence Report*. If the loans were acquired without Franklin Credit's closing acquisition and closing assistance, we will ask you or the loans' current servicer to provide copies of the credit files, etc.

## **DOCUMENTS WE CAN SAFEKEEP INCLUDE...**

### **Servicing**

---

- Correspondence
- Credit Report
- Property Valuations
- Application
- Income Documentation
- Assignments

### **Modifications**

---

- Credit Report
- Property Valuations
- Application
- Income Documentation
- Agreement

### **Legal**

---

- Bankruptcy Documents
- Bankruptcy Correspondence
- Foreclosure Documents
- Foreclosure Correspondence
- Property Valuations
- Application
- Income Documentation

### **Bankruptcy**

---

- Misc. Docs
- Order/Notice
- Petitions
- Reliefs from Stay

### **REO Properties**

---

- Property Valuations
- Title
- Deed
- Closing Documents

### **Escrow**

---

- Tax Receipts
- Dec Pages



# What's Required from the Prior Servicer

## MOST IMPORTANT OF ALL: CLEAN DATA

At a minimum, we expect to receive a spreadsheet populated with sufficient loan data to pursue our assignment. Key data fields include:

- Prior Account Number
- Name
- Phone Number
- Address
- Social Security
- Collateral Type
- Principal Balance
- Interest Rate
- Interest Method
- Next Due Date
- Last Payment Date (crucial for calculating an account's Statute of Limitations)
- Escrow Balances
- Unapplied Balance
- Accumulated Fees

But as you can see from our Data Mapping Assignment sheets to the right, we'll be happy to take as many as 148 fields of primary loan data. And 19 fields of insurance escrow data. And 23 fields of tax escrow data.

	FIELD NAME	FIELD TYPE	TABLE	COMMENT
1	LoanID	varchar(10)		FCMC, Investor's LoanID should be in L_PreviousLoanNum field
2	A_OriginalIndex	float	A	The original index rate used in calculating the Original Rate
3	A_Index	varchar(3)	A	Index used ex. Prime Rate, 1-yr T-bill, 2-yr T-bill, 6-month LIBOR 1st / 15th etc
4	A_PeriodRateInc	float	A	(Period Rate Increase) This is the cap for the remaining Period Increase
5	A_PeriodRateDec	float	A	(Period Rate Decrease) This is the cap for the remaining Period Decreases
6	A_FirstRateInc	float	A	First Time Rate Increase
7	A_FirstRateDec	float	A	First Time Rate Decrease
8	A_LifeRateInc	float	A	This amount added to the Original Interest Rate represents the highest allowable interest
9	A_LifeRateDec	float	A	This amount subtracted from the Original Interest Rate represents the lowest allowable interest rate on the loan. Not using, use FloorRate instead
10	A_FloorRate	float	A	This is the lowest allowable interest rate, same as liferatedec, which don't use
11	A_PIChaFrequency	smallint	A	The frequency of P&I payment changes, specified in # of pmts
12	A_RateChaFrequency	smallint	A	The frequency of interest rate changes, specified in # of pmts
13	A_OriginalPIPmt	money	A	Original Principal and Interest Payment
14	A_OriginalRate	float	A	Original Interest rate on the loan
15	A_FirstPIChaDate	datetime	A	The first date a P&I payment change occurs
16	A_FirstRateChaDate	datetime	A	The first date a rate change occurs
17	A_NextPIChaDate	datetime	A	The date a principal and interest payment change should occur
18	A_NextRateChaDate	datetime	A	The date an interest rate change should occur
19	A_LetterLeadDay	tinyint	A	The number of days before the Next Rate Change date that ARM letters must be sent
20	A_LookBackPeriod	tinyint	A	Number of days before the Next Rate Change Date to determine interest rate on the
21	A_Margin	float	A	The number of days before the Index rate to determine the new interest rate
22	A_RoundingCode	tinyint	A	A percentage amount added to the Index rate to determine the new interest rate
23	A_RoundingFactor	float	A	indicate the type of calculation used to calculate a new interest rate
24	A_TeaserRate	float	A	The percentage used in rounding to calculate a new interest rate
25	A_AuditFlag	tinyint	A	A teaser rate would be a rate that is artificially low, not based on an index plus margin
26	A_CarryOverFlag	tinyint	A	FCMC, default is 0 No = 0, Yes = 1, indicates that the ARM has a carry over feature. A Carry over feature allows the amount of a rate adjustment that is capped to be carried (over) to future
27	A_ConvertibleFlag	tinyint	A	No = 0, Yes = 1, indicates that the loan has an option to convert to a fixed rate
28	B_FirstMid_1	varchar(15)	B	The first and middle name of the borrower 1
29	B_LastName_1	varchar(40)	B	The last name of the borrower 1
30	B_Position_1	int	B	The position of the borrower 1 on the loan, 0
31	B_HomePhone_1	varchar(14)	B	The borrower 1 home phone number
32	B_WorkPhone_1	varchar(14)	B	The borrower 1 work phone number
33	B_SSN_1	varchar(11)	B	The borrower 1 tax identification number
34	B_TINType_1	tinyint	B	No = 0, Yes = 1, indicates that the TAX ID # is an employer identification number.
35	B_FirstMid_2	varchar(15)	B	The first and middle name of the borrower 2
36	B_LastName_2	varchar(40)	B	The last name of the borrower 2
37	B_Position_2	int	B	The position of the borrower 2 on the loan, 1
38	B_HomePhone_2	varchar(14)	B	The borrower 2 home phone number
39	B_WorkPhone_2	varchar(14)	B	The borrower 2 work phone number
40	B_SSN_2	varchar(11)	B	The borrower 2 tax identification number
41	B_TINType_2	tinyint	B	No = 0, Yes = 1, indicates that the TAX ID # is an employer identification number.
42	C_AccrualAmt	money	C	The amount of interest accrued on loan as of accrual date
43	C_AccrualDate	datetime	C	Date the accrual is through
44	C_AccrualStatus	tinyint	C	accrual status ex. Accrue, Continue Accrual, Non-Accrual
45	D_GraceDays	int	D	The number of days after the due date that the borrower has to make his payment without a late charge being assessed. Will +1 when importing for ILS
46	D_LCFixedAmt	money	D	Amount of late charge if the LC Type is a fixed amount
47	D_LCMaximum	money	D	The maximum amount of late charges that can be assessed per payment on the loan
48	D_LCMinimum	money	D	The minimum amount of late charges that can be assessed on the loan
49	D_LCPercent	float	D	The percentage of the payment or principal balance to be assessed if the payment has not been made by the end of the grace days
50	D_LCType	tinyint	D	Indicates how late charges are assessed, for example, % of P&I, % of Total Pmt, etc
51	D_QueueDays	int	D	FCMC, default is 0
52	F_CommunityNum	varchar(6)	F	Indicates that the community participates in the National Flood Insurance Program,
53	F_CommunityStatus	tinyint	F	
54	F_NFIPMapNum	varchar(6)	F	
55	F_NFIPPanelNum	varchar(5)	F	
56	F_MapEffectiveDate	datetime	F	The revision suffix on the flood certificate
57	F_RevisionSuffix	varchar(2)	F	The Flood Certificate Number.
58	F_CertificateNum	varchar(14)	F	The date of the flood certificate/determinator
59	F_CertificateDate	datetime	F	The specific flood zone for the property
60	F_Zone	varchar(4)	F	Special Flood Hazard Area Zone. For example, outside of SFHA, within SFHA, etc.
61	F_SFHAZone	tinyint	F	Insurance Requirements, for example, Not Required and Not available, Required and
62	F_InsRequirement	tinyint	F	The name of the vendor who provided the flood certificate/determinator
63	F_Vendor	varchar(30)	F	The block number assigned to this parcel
64	G_Block	varchar(5)	G	The lot number for the parcel
65	G_Lot	varchar(5)	G	The legal description of the property
66	G_Description	varchar(255)	G	Condominium or Apartment Number
67	G_UNIT	varchar(4)	G	FCMC
68	L_AcquiredDate	datetime	L	FCMC, Code from Investor Table
69	L_AcquiredFromCode	varchar(2)	L	Previous Loan Number, which is investor's loan number
70	L_PreviousLoanNum	varchar(20)	L	Lien Position, 1,2, etc.
71	L_LienPosition	tinyint	L	Current Principal Balance
72	L_PrincipalBal	money	L	Current Principal and Interest Payment
73	L_PIPmt	money	L	Original Amount of loan
74	L_OriginalAmt	money	L	Original Term of Loan in number of months
75	L_OriginalTerm	int	L	The amortization term of the loan, specified in months
76	L_AmTerm	smallint	L	Date the loan was closed
77	L_LoanClosedDate	datetime	L	Maturity Date
78	L_MaturityDate	datetime	L	Date the loan was first due for a payment
79	L_FirstDueDate	datetime	L	Date the loan is next due for a payment
80	L_NextDueDate	datetime	L	No = 0, Yes = 1, indicates that the mortgage is an adjustable rate mortgage
81	L_ARMLoan	tinyint	L	No = 0, Yes = 1, indicates that the loan is a balloon loan
82	L_BalloonLoan	tinyint	L	Assistance (Buydown) Balance
83	L_AssistanceBal	money	L	Assistance (buydown) Payment
84	L_AssistancePmt	money	L	Escrow Balance
85	L_EscrowBal	money	L	Escrow Payment
86	L_EscrowPmt	money	L	Method of calculating interest, for example, arrears, daily simple, advance, etc
87	L_InterestMethod	tinyint	L	Interest rate on the loan
88	L_InterestRate	float	L	Late Charge Balance
89	L_LCBal	money	L	Legal Fees Balance
90	L_LegalFeeBal	money	L	Purpose of the loan, Purchase, Cash out refi, rate&term refi, other
91	L_LoanPurpose	varchar(2)	L	



FIELD NAME	FIELD TYPE	TABLE	COMMENT
92 L_LoanType	tinyint	L	Loan type, for example, Conventional, FHA, etc
93 L_LossDraftBal	money	L	Loss Draft balance
94 L_NegAmBal	money	L	Negative Amortization Balance
95 L_NSFFeeBal	money	L	NSF Fee Balance
96 L_OddDaysInterest	money	L	The amount of interest due at payoff.
97 L_OthFeeBal	money	L	Other Fees Balance
98 L_OthFundBal	money	L	Other Funds Balance
99 L_OthFundPmt	money	L	Other Funds Payment
100 L_PledgedLoan	tinyint	L	No = 0, Yes = 1, indicates that the loan is pledged
101 L_PmtFrequency	tinyint	L	Payment Frequency, for example, monthly, Bi-Weekly, etc
102 L_PmtMethod	tinyint	L	Payment Method, for example, coupon, ACH, usually "2"
103 L_PmtRule	varchar(3)	L	FCMC, usually "FC"
104 L_PrepayPenaltyMethod	tinyint	L	No = 0, not 0 indicates that the loan has a Prepayment Penalty and the method
105 L_PrepayYears	smallint	L	Number of years that Prepayment Penalty is in effect
106 L_UnappliedBal	money	L	Unapplied Balance
107 L_AMLType	tinyint	L	FCMC, usually 0
108 L_Assumable	tinyint	L	No = 0, Yes = 1, indicates that the loan is assumable
109 L_BandOTax	tinyint	L	No = 0, Yes = 1, indicates that the loan is Subject to Business and Occupation
110 L_BorPadBuy	tinyint	L	FCMC, usually "001"
111 L_GLPlan	varchar(10)	L	FCMC, usually "FC"
112 L_BranchOffice	varchar(3)	L	Senior Lien Holder name
113 LH_SeniorLienName	varchar(50)	LH	Senior Lien Position, if no senior lien (lien position = 1), position = C
114 LH_SeniorLienPosition	varchar(2)	LH	Senior Lien Balance
115 LH_SeniorLienBal	money	LH	The first line of the mailing address
116 M_Address_1	varchar(40)	M	The second line of the mailing address
117 M_Address_2	varchar(40)	M	The mailing address city
118 M_City	varchar(25)	M	The mailing address state
119 M_State	varchar(2)	M	The mailing address zip code
120 M_Zip	varchar(10)	M	Property Address Line 1
121 P_Address_1	varchar(40)	P	Property Address Line 2
122 P_Address_2	varchar(40)	P	Property Address City
123 P_City	varchar(25)	P	Property Address State
124 P_State	varchar(2)	P	Property Address County Name
125 P_CountyName	varchar(30)	P	Property Address Zip
126 P_Zip	varchar(10)	P	Number of Units in the property, usually 1
127 P_NumOfUnits	smallint	P	Original Appraisal Amount when the loan was originated
128 P_OriginalAppraisalAmt	money	P	Original Appraisal Date when the loan was originatcc
129 P_OriginalAppraisalDate	datetime	P	FCMC The appraised value of the property from the current appraisal
130 P_CurrAppraisalAmt	money	P	FCMC The date the current appraisal was completed
131 P_CurrAppraisalDate	datetime	P	The method used to determine the current appraisal value
132 P_ValMethod	tinyint	P	No = 0, Yes = 1, indicates that the property is located in a Flood Zone
133 P_FloodZone	tinyint	P	Occupancy status, for example, Non-Owner Occupied, Vacant, etc
134 P_Occupancy	smallint	P	Property type ex. 2-4 family, condo Residential, condo-commercial, co-op, single dwelling
135 P_PropertyType	varchar(2)	P	Original LTV - Loan to Value
136 P_OriginalLTV	float	P	FCMC
137 P_SalesPrice	money	P	Standard Metropolitan Statistical
138 P_SMSACode	int	P	Census Tract Number
139 P_CensusTract	float	P	FCMC
140 PA_InvestorID	varchar(6)	PA	FCMC
141 PA_PoolGroup	int	PA	FCMC
142 U_ServiceTransDate	datetime	U	FCMC, Service Transfer Date
143 U_DTI	float	U	Debt to Income ratio
144 U_Score	int	U	FICO Score
145 U_Grade	varchar(1)	U	FICO >= 621 A 620 >= FICO >= 5
146 U_LegalStatus	varchar(30)	U	FCMC, usually "Perform", but d
147 U_OriginalUPB	money	U	FCMC, Original Unpaid Balance
148 U_BulkorFlow	varchar(5)	U	FCMC, to indicate if it's a bulk r

**TABLE CODES**

- A ARM
- B Borrower
- C AccruedInterest
- D Delinquent
- F Flood
- G Legal
- I Insurance
- L Loan
- LH LienHolder
- M MailingAddress
- P Property
- PA Participation
- T Tax
- TD TaxDisbItem
- U UserDefindData
- Y Payee

**Insurance Escrow Data Mapping Assignments**

FIELD NAME	FIELD TYPE	TABLE	COMMENT
1 LoanID	varchar(10)		
2 I_CoverageAmt	money	I	
3 I_PmtFrequencyMonths	int	I	The frequency of insurance payments for this record. Specified as a number of months, usually 12
4 I_EscrowType	tinyint	I	code for escrowtype table
5 I_PmtType	tinyint	I	usually 0
6 I_PaymentInfo	tinyint	I	0 = insurance company 1 = insurance agent
7 I_PolicyExpireDate	datetime	I	
8 I_PolicyNumber	varchar(20)	I	
9 I_PremiumAmtDue	money	I	
10 I_PremiumDueDate	datetime	I	
11 I_Responsibility	tinyint	I	
12 Y_Name_1	varchar(40)	Y	0 = Lender, 1 = Borrower
13 Y_Name_2	varchar(40)	Y	payee information
14 Y_Address_1	varchar(40)	Y	payee information
15 Y_Address_2	varchar(40)	Y	payee information
16 Y_City	varchar(25)	Y	payee information
17 Y_State	varchar(2)	Y	payee information
18 Y_Zip	varchar(10)	Y	payee information
19 Y_Phone	varchar(14)	Y	payee information

**Tax Escrow Data Mapping Assignments**

FIELD NAME	FIELD TYPE	TABLE	COMMENT
1 LoanID	varchar(10)		FCMC
2 T_ParcelNumber	varchar(50)	T	The parcel number assigned by the taxing authority
3 T_Responsibility	tinyint	T	0 = Lender, 1 = Borrower
4 T_PmtInfo	tinyint	T	payee information for the disbursement check. 0 = payee, 1 = payee and borrower
5 T_PmtFrequency	tinyint	T	0=No, 1=Once a Year, 2=Twice a Year, 3=Three Times a Year, 4=Four Times a Year
6 T_EscrowType	tinyint	T	The escrow type for this record
7 TD_BillAmt_1	money	TD	The tax bill amount
8 TD_DueDate_1	datetime	TD	The due date. Each time the amount is paid this date is advanced by one year.
9 TD_BillAmt_2	money	TD	if tax pmt freq is 2 than this column has to be filled
10 TD_DueDate_2	datetime	TD	if tax pmt freq is 2 than this column has to be filled
11 TD_BillAmt_3	money	TD	if tax pmt freq is 3 than this column has to be filled
12 TD_DueDate_3	datetime	TD	if tax pmt freq is 3 than this column has to be filled
13 TD_BillAmt_4	money	TD	if tax pmt freq is 4 than this column has to be filled
14 TD_DueDate_4	datetime	TD	if tax pmt freq is 4 than this column has to be filled
15 Y_Name_1	varchar(40)	Y	payee information
16 Y_Name_2	varchar(40)	Y	payee information
17 Y_Address_1	varchar(40)	Y	payee information
18 Y_Address_2	varchar(40)	Y	payee information
19 Y_City	varchar(25)	Y	payee information
20 Y_State	varchar(2)	Y	payee information
21 Y_Zip	varchar(10)	Y	payee information
22 Y_Phone	varchar(14)	Y	payee information
23 Y_Indicator	tinyint	Y	To distinguish between Tax Authority and Tax Collector, can only be 2 or 3 in this table

# What's Required from the Prior Servicer

(continued)

This servicer provided a hard-copy summary of the portfolio summary reports it sent along. Our boarding pros will make sure your supplementary account information, which includes loan modification, hazard insurance, ARM histories, foreclosure, bankruptcy and REO data, gets boarded as well.

## BEAUGARD LOAN SERVICING

### FINAL SERVICE RELEASE REPORT / DATA LIST

**Miscellaneous**

- Notice of Confidentiality.doc - 'BLS' confidentiality statement.
- Code Descriptions BLS.xls - Definition of codes in the data files we send.
- Field Descriptions for System Data Files and Extra Data Queries.xls - Listing of query data fields.

**Letter Copies In PDF Format**  
*(These letters only generate if applicable to the loan population.)*

- 19M Letter.pdf - Insurance mortgagee change letters.
- RESPA Letter.pdf - RESPA 'goodbye' letters.
- FC Attorney Notification Letter.pdf - BK & FC attorney notification letters.

**Fidelity Service Transfer Workstation Reports**  
*(These reports only generate if applicable to the loan population.)*

- 10N Report.txt - Actual balances transferred.
- 10N Report.xls - Actual balances transferred.
- 10P H Report.txt - Hazard insurance info.
- 10P T Report.txt - Tax information.
- 10S Report.txt - Mortgage insurance info.
- 19M (H, F, O).xls - Data used for 19M letters.
- 1AT Report.txt - Escrow open items.
- 1BW Report.txt - BK workstation detail.
- 1ET Report.txt - Insurance claim balances.
- 1LD Report.txt - ACH info listing.
- 1LF Report.txt - Flood info listing.
- 2EH Report.txt - Company payee definitions.
- 2FT Report.txt - FC loan listing.
- 2FW Report.txt - FC workstation detail.
- 45C Report.txt - Payment histories.
- 49C Report.txt - ARM loan info.
- 4BS Report.txt - Buydown loan info.
- 4CH Report.txt - Corporate advance history.
- 4CV Report.txt - Force placed insurance info.
- 4CZ Report.txt - Transfer cutoff recon report.
- 4TB D Report.txt - Trial balance report.
- 4TB D Report.xls - Trial balance report.
- 4TN Report.txt - Pending pay off report.
- 54C Report.txt - Loan activity report.
- 54D Report.txt - Letter activity report.
- 54E Report.txt - Collection activity report.
- 54F Report.txt - Escrow analysis report.
- 5SB Report.txt - BK loan listing.
- 5XS Report.txt - Suspense (unapplied) funds.
- T309 Report.txt - Master record report.

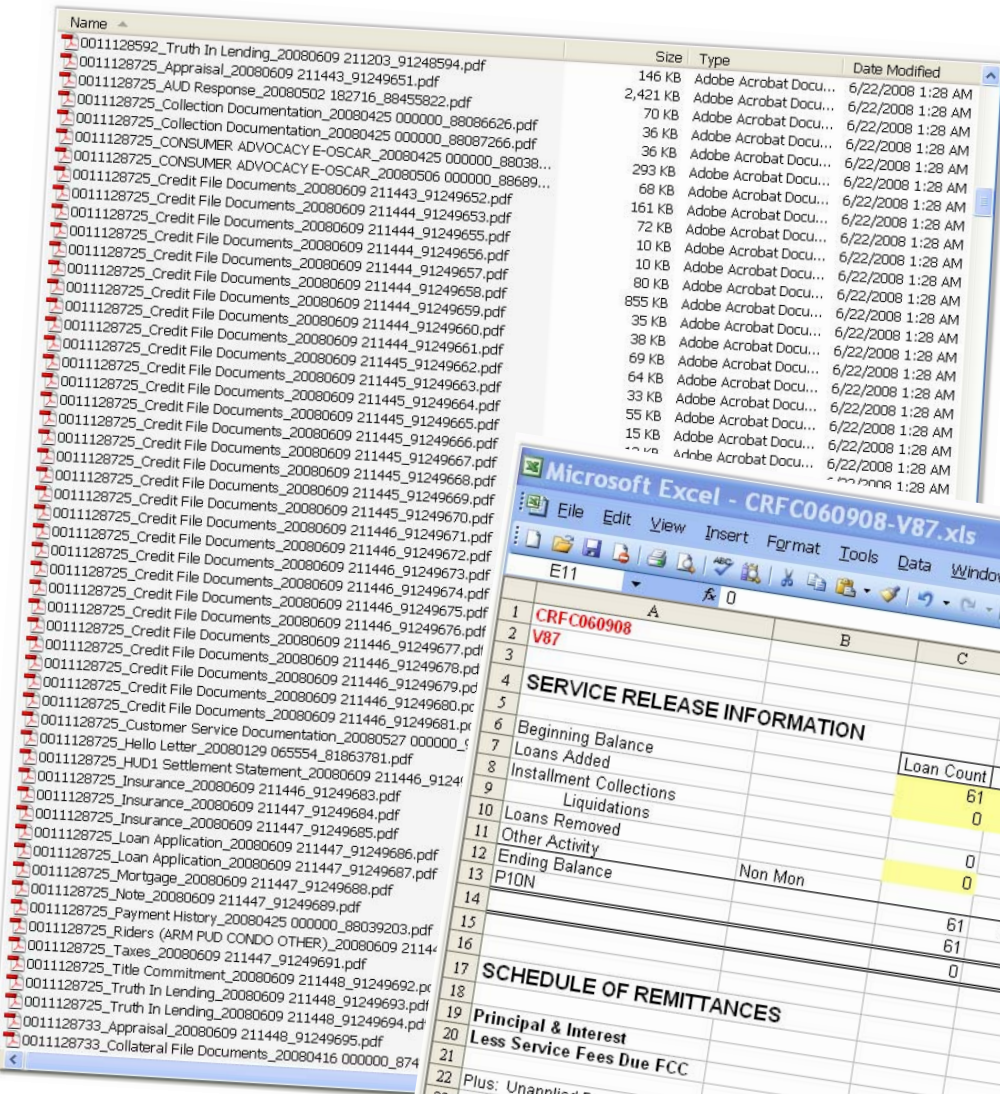
**Supplemental Data**  
*(These reports only generate if applicable to the loan population.)*

- Extra ARM Data.xls - Pending ARM info.
- Extra BK Data.xls - BK supplementary info.
- Extra BK Steps Data.xls - BK action timelines.
- Extra INS Data.xls - Supplementary ins. info.
- Extra MISC Data.xls - Property/origination info.
- Extra OPT INS Data.xls - Optional ins. info.
- Extra TAX Data.xls - Supplementary tax info.
- ASF Information.xls - ARM change delayed due to ASF.
- BK Total Debt Plan Loans.xls - A list of BK 'Total Debt Plan' Loans (these may require special handling/audit).
- (Fraud) Risk Code.xls - Fraud Investigation information.
- Insurance Claim Information.xls - Loss drafts.
- Suspense Related EZ Pays.xls - P phone pmts in suspense.

**System Data Files (Data Warehouse Data)**

- 1st Lien Info.csv - Senior lien info.
- 4TB.csv - Current balance info.
- Additional Borrower Info.csv - Other customers.
- Arm Info.csv - ARM loan info.
- BK Data.csv - BK loan info.
- BPO Hist Info.csv - Inspection data.
- Comment History.csv - Comment data.
- Demand Info.csv - Demand letter data.
- FC Dates Info.csv - FC timeline info.
- FC Info.csv - FC case information.
- Fee Trans.csv - Fee transaction history.
- HazFloodInsInfo.csv - Insurance info.
- Inspect Info.csv - Inspection data.
- Loan Status Query.csv - Current status.
- Loss Mit Info.csv - Workout information.
- MERS Info.csv - MERS data.
- MI Info.csv - Insurance info. (M/PMI).
- Mortgage Insurance Data.csv - (M/PMI).
- Mortgage Insurance Open Items.csv - (M/PMI).
- Optional Insurance Info.csv - Optional ins. info.
- REO Info.csv - REO property info.
- Special Loan.csv - ARM, DSI, etc.
- Standard Info.csv - Name, addr., etc.
- Stop Codes.csv - Stop code info.
- Tax Info.csv - Tax information.
- YearEnd Orig Loan.csv - Pre-Pay penalties, etc.
- Zero Balance Loan Detail.csv - PIF loans, etc.





Your loan's current servicer should provide us with copies of all servicing files and documentation it has inherited or generated. To the left is a screen shot of a list of supporting documents one servicer provided to us for a newly boarded account.

Microsoft Excel - CRFC060908-V87.xls

File Edit View Insert Format Tools Data Window Help Adobe PDF

E11

SERVICE RELEASE INFORMATION				
			Release Date:	06.09.08
6	Beginning Balance			
7	Loans Added			
8	Installment Collections			
9	Liquidations	Loan Count	Interest	Principal
10	Loans Removed	61	-	3,045,466.01
11	Other Activity	0	-	-
12	Ending Balance	0	24,126.48	3,592.57
13	P10N	Non Mon	0	-
14				
15				
16				
17				
SCHEDULE OF REMITTANCES				
18	Principal & Interest			
19	Less Service Fees Due FCC			
22	Plus: Unapplied Funds			
23	Plus: Escrow Balances			
24	Plus: Restricted Escrow Balances			
25	Plus: Replacement Reserve			
26	Less: Corporate Advances			1,562.97
27	Less: Escrow Advances			0.01
28	Less: Corporate Advances Interim			-
29	Less: Escrow Advances Interim			-
30				
31	<b>Current Month Total</b>			
32				
33	<b>Amount Due New Servicer</b>			1,562.98
34				
35	<b>Wire Instructions:</b>			1,562.98
36	Beneficiary:			
37	Acct Name:			
38	Acct #:			
39	ABA #:			
40	Attn:			
41	Special Instructions:			
42	City & State of Bank			
43				
44	<b>Physical Address:</b>			
45	Company Name:			
46	Address:			
47				
48				

Reconciliation Form / Loan Level Detail (P4TB) / S215 / P10N

Critical information includes the portfolio's ending balance and summaries of escrow and unapplied balances. Note the Loan-Level Detail tab at the bottom of the spreadsheet... this leads to a listing of accounts with unapplied funds, funds we will deploy on your behalf as soon as they are received.

# WHAT WE'LL PROVIDE TO YOUR BORROWERS

The Hello Letter we send to your borrowers within 15 days of the transfer of service will depend on the nature of the borrower's account.

For full-service loans, we send a Hello Letter introducing Franklin Credit Management Corporation.



For recovery (unsecured) loans, our Hello Letter is terser, and practically identical to our 30-Day Collections letter.



**FRANKLIN CREDIT**  
MANAGEMENT CORPORATION

101 Hudson Street • Jersey City, NJ 07302 • T 201.609.1800 • WWW.FranklinCredit.com  
Mon. - Thurs. 8:30AM to 10PM, ET • Fri. 8:30AM to 9PM, ET • Sat. 9AM to 6PM, ET • Sun. 11AM to 8PM, ET

<DATE>

< BORROWER1> < BORROWER2>  
< BADDRLINE 1> < BADDRLINE 2>  
< MAILCITY >, < MAILSTATE > < MAILZIP >

Re: Franklin Credit Management Account <FCMCLOANID>  
Original Creditor: < ACQUIREDFROM >  
Previous Account # < PREVIOUSLNNUM>  
Total Due: \$<TOTALDUE>

Dear < BORROWER1>, < BORROWER2>:  
Please be advised that the above referenced account has been referred to our office for collection.  
This is a reminder that as of <TODAYSDATE> your balance due of \$<TOTALDUE> has not been received.

To avoid further action, please forward \$<TOTALDUE> today or contact us at 1-877-353-3947.

If you have already mailed your check, please disregard this notice.

Thank you for your prompt attention to this matter.

Sincerely,

Franklin Credit Management Corporation

Federal law requires us to inform you that this is an attempt to collect a debt and any information obtained will be used for that purpose. In the event that you fail to dispute the validity of the debt, or any portion thereof, within thirty (30) days after receipt of this notice, the debt will be assumed valid. If within the thirty (30) day period you notify us in writing that you dispute the debt or any portion thereof, we will obtain verification of the debt or a copy of a judgment against you and a copy of such verification or judgment will be mailed to you. Upon your written request within the thirty (30) day period, we will provide you with the name and address of the original creditor.

La siguiente información es muy importante; por favor léala cuidadosamente. Si no entiende el contenido, nos puede contactar al 1-800-255-5897.



## WHAT WE'LL PROVIDE TO YOUR BORROWERS

(continued)

If you've just acquired a portfolio, Franklin Credit Management Corporation can also send out the mortgage loan transfer notice you are required to send mortgagors under the Truth in Lending Act. There is an additional charge for mailing this document, which must be sent under separate cover from the "Hello letter".

### HANLEY-MEDLON MORTGAGE INVESTORS, LLP

#### MORTGAGE LOAN TRANSFER NOTICE

*In this Notice, the terms "we", "us" or "our" mean the new creditor identified below.  
The terms "you" and "your" mean the mortgage loan borrower(s) identified below.*

We are sending you this Notice because we are required by law to notify you that your mortgage loan identified below has been sold or transferred to us. We are the new creditor of your mortgage loan.

Date of this Notice: **April 5, 2010**  
Mortgage Loan Borrower Name(s): **Adam Post**  
Account Number with Previous Creditor: **123456789**

#### Mortgage Loan Information

Date of Loan: **March 25, 2009**  
Original Amount of Loan: **\$285,000.00**  
Address of Mortgaged Property: **123 Anywhere Road  
Jacksonville, FL 32225**

*Please note the following information regarding the transfer of your mortgage loan:*

1. The identity (name), address and telephone number of the new creditor:

**Hanley-Medlon Mortgage Investors, LLP  
555 Düsseldorf Street, Suite 16  
Burley, Indiana 46211  
(317) 555-5555**

2. The date of the transfer of your mortgage loan: **March 23, 2010**

3. The loan servicer authorized by the new creditor to service your mortgage:

**Franklin Credit Management Corporation  
1-800-255-5897**

4. If the assignment of the security instrument is or may be recorded in the office of public land records or the recorder of deeds office for the county or local jurisdiction where the property is located.



Analysis Date: December 24, 2009  
BRUCE E PEARLER

Franklin Credit Management Corporation  
For Inquiries: (800) 255-5897

Final

Loan: 9009000000

**Annual Escrow Account Disclosure Statement  
Projections for Coming Year**

This is an estimate of activity in your escrow account during the coming year based on payments anticipated to be made to and from your account.

Date	Anticipated Payr To Escrow	From	Escrow Balance	
			Anticipated	Required
Feb 2010	301.51		(426.85)	1,507.49
Mar 2010	301.51		(125.34)	1,809.00
Apr 2010	301.51		(400.66)	1,533.68
May 2010	301.51		(900)	1,314.44
Jun 2010	301.5			1,615.95
Jul 2010	301.			1,466.46
Aug 2010	301			
Sep 2010	?			
Oct 2010				
Nov 2010				
Dec 2010				
Jan 2011				

Analysis Date: December 24, 2009

BRUCE E PEARLER  
GLENDA A PEARLER  
253 FREEDOM STREET  
PEGASUS PA 18071

Franklin Credit Management Corporation  
101 Hudson St 25 fl  
Jersey City, NJ 07302  
For Inquiries: (800) 255-5897

Final

Loan: 9009000000  
Property Address:  
253 FREEDOM STREET  
PEGASUS PA 18071

**Annual Escrow Account Disclosure Statement  
Account History**

This is a statement of actual activity in your escrow account from Jan 2009 to Jan 2010. Last year's anticipated activity (payments to and from your escrow account) is next to the actual activity.

**Payment Information**

	Current:	Effective Feb 01, 2010:
Principal & Interest Pmt:	1,233.41	1,149.16 **
Escrow Payment:	380.46	462.71
Other Funds Payment:	0.00	0.00
Assistance Payment (-):	0.00	0.00
Total Payment:	\$1,613.87	\$1,611.87

**Escrow Balance Calculation**

Due Date:	Oct 01, 2009
Escrow Balance:	(1,948.69)
Anticipated Pmts to Escrow:	1,521.84
Anticipated Pmts from Escrow (-):	0.00
Anticipated Escrow Balance:	(\$426.85)

\*\* The terms of your loan may result in changes to the monthly principal and interest payments during the year.

Date	Payments to Escrow		Payments From Escrow		Description	Escrow Balance	
	Anticipated	Actual	Anticipated	Actual		Required	Actual
Jan 2009					Starting Balance	1,197.41	(1,011.97)
Feb 2009	299.35	298.90			* Escrow Only Payment	1,496.76	(1,011.97)
Mar 2009	299.35	90.62			* County	1,796.11	(713.07)
Apr 2009	299.35	380.46	576.83	576.83	* Escrow Only Payment	1,796.11	(622.45)
May 2009	299.35	380.46	494.05	520.75	* Borough	1,518.63	(818.82)
Jun 2009	299.35	380.46	5.00		* Borough	1,518.63	(809.76)
Jul 2009	299.35	380.46			* Borough	1,518.63	(1,330.51)
Aug 2009	299.35	380.46				1,323.93	(950.05)
Sep 2009	299.35	380.46				1,318.93	(950.05)
Oct 2009	299.35	2,088.33			* School District	1,618.28	(950.05)
Nov 2009	299.35	428.00	437.00	437.00	* Hazard Insurance	1,917.63	(569.59)
Dec 2009	299.35	380.46	2,083.48	2,083.48	* Hazard Insurance	2,216.98	(189.13)
Dec 2009	299.35	380.46			* School District	428.00	191.33
Jan 2010						428.00	(245.67)
					Anticipated Transactions	299.35	(245.67)
						299.35	(2,329.15)
						598.70	(2,329.15)
						898.05	(1,948.69)
						1,197.40	(1,948.69)
						1,197.40	(807.31)
							(426.85)
	\$3,592.20	\$4,203.18	\$3,592.21	\$3,618.06			

An asterisk (\*) indicates a difference from a previous estimate either in the date or the amount. If you want a further explanation, please call our toll-free number.

Last year, we anticipated that payments from your account would be made during this period equaling \$3,592.21. Under Federal law, your lowest monthly balance should not have exceeded \$598.70 or 1/6 of the anticipated payment from the account, unless your mortgage contract or State law specifies a lower amount. Your mortgage contract and State law are silent on this issue.

If your portfolio has escrow accounts, each account will receive an analysis of its past escrow payments, as well as escrow requirements for the coming year. There is no charge to either you or the borrower for this service.

# WHAT WE'LL PROVIDE TO YOUR BORROWERS

(continued)

The *Privacy Notice* must come from the mortgagee. Alternately, you can contract with Franklin Credit to generate and distribute the required annual mailings on your behalf.

new February, 2010

## WHAT DOES FRANKLIN CREDIT MANAGEMENT CORPORATION DO WITH YOUR PERSONAL INFORMATION?

**FACTS**

**Why?** Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

**What?** The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and income
- Account balances and payment history
- Credit history and credit scores.

**How?** All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Franklin Credit Management Corporation chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Franklin Credit Management Corporation share?	Can you limit this sharing?
For our everyday business purposes—such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes—to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates' everyday business purposes—information about your transactions and experiences	Yes	Yes
For our affiliates' everyday business purposes—information about your creditworthiness	Yes	Yes
For our affiliates to market to you	Yes	Yes
For nonaffiliates to market to you	Yes	Yes

**To limit our sharing**

- Call (877) 209-6804—our menu will prompt you through your choice(s)
- Mail the form below

*Please note: If you are a new customer, we can begin sharing your information 30 days from the date we sent this notice. When you are no longer our customer, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.*

**Questions?** Call any one of our Customer Service Representatives at (800) 209-6804

---

**Mail-in Form**

Leave Blank OR if you have a joint account, your choice(s) will apply to everyone on your account unless you mark below.

Apply my choices only to me

Mark any/all you want to limit:

- Do not share information about my creditworthiness with your affiliates for their everyday business purposes.
- Do not allow your affiliates to use my personal information to market their products and services to me.
- Do not share my personal information with nonaffiliates to market their products and services to me.

Name \_\_\_\_\_  
 Street \_\_\_\_\_  
 City, State, ZIP \_\_\_\_\_  
 Account # \_\_\_\_\_

Mail to:  
 Franklin Credit Management Corporation  
 101 Hudson Street  
 Jersey City, NJ 07302

Page 4

### Important Privacy Choices for California Consumers

Page 3

**Other important information**

**Special Notice for Residents of California:**  
 If you reside in California and you wish to limit our sharing of your personal information as permitted under California law, please review, fill out, sign and send back the attached form entitled "Important Privacy Choices for California Consumers."

**Special Notice for Residents Of Vermont:**  
 If you reside in Vermont, Franklin Credit Management Corporation will automatically respect us not to share information about your creditworthiness for business purposes, except as needed to allow our affiliates to use your personal information to provide services to you. If you do not want us to share your personal information with other financial companies for joint marketing with other financial products and services, please contact us about your joint marketing with other financial products and services to you.

information choices below.

information will include information necessary your accounts with us

affiliates): Unless you say otherwise, we will share your information with our affiliated companies

**To Provide Financial Products and Services:** We need information about you to provide you with the products and services you contract with us.

Page 2

**What we do**

How does Franklin Credit Management Corporation protect your personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does Franklin Credit Management Corporation collect your personal information?

We collect your personal information, for example, when you:

- Give us your contact information or give us your income information
- Pay your bills or apply for a loan
- Use your credit or debit card

We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.

Can I limit all sharing?

Federal law gives you the right to limit only:

- Sharing for affiliates' everyday business purposes—information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.

When I limit sharing, how do I hold jointly with others?

Your choices will apply to everyone on your account—unless you tell us otherwise.

---

**Companies related by common ownership or control. They can be financial and nonfinancial companies.**

- Our affiliates include financial companies such as Franklin Credit Holding Corporation (which is the parent of Franklin Credit Management Corporation), and its financial non-operating direct or indirect subsidiaries.

**Companies not related by common ownership or control. They can be financial and nonfinancial companies.**

- Nonaffiliates we share with can include companies such as mortgage companies, insurance companies, direct marketing companies, and nonprofit organizations.

**A formal agreement between nonaffiliated financial companies that together market financial products or services to you.**

- Our joint marketing partners include mortgage companies.

## CLIENT REPORTING

When you board your debt assets with Franklin Credit Management Corporation, you get optimal accountability at both the account and portfolio levels. Your Client Liaison will not only push you daily reports, such as those listed below, and monthly reports, but assigns a back-up liaison for your account.

Should you have a question about a procedure, trend or issue, your Liaison will exercise direct-access rights to speak with the manager responsible, and can even arrange to have them speak directly with you.

### Standard Daily Reporting

Aged Delinquents By Investor	HELOC Term Problems Report
ARMs Due for Calculation Report	Inspections Ordered; Not Received
ARMs Missing Setup Report	Interest On Escrow Report
ARMs Pending Adjustment Report	Investor Collections Report
ARMs With Conversion Options Report	Investor Payoffs Report
ARMs With Manual Adjustments Report	Late Notice Listing Report
Bank Transactions Report	Loan Balance Audit Report
Batch Report - Prior Day	Loan Setup Review Report
Check Register Report	Loan Setup Report
Corporate Advance Trial Balance by Fee Group	Loan Transfers Report
Credit Bureau Base FourJI Export Report	Modification Report
Daily Collection Work	P&I Activity Report
Daily Field Logging Report	Payoff Activity Report
Daily Unapplied Payments	PMI Automatic Cancellation Report
Deferred Fee Amortization Report	PMI Cancellation Audit Report
Deferred Fee Daily Summary File	PMI Loan Purpose Audit Report
Deferred Fee Trial Balance Report	Service Released Report
Escrow Activity Report	Summary Batch Report - Prior Date
Escrow Advance and Recovery Report	Tax ID Number Errors Report
FASB New Records Report	Trial Balance Report
Fee Activity Report	Unapplied Amounts Report
HELOC DSI Pmt Calc Errors Report	

### FULL-SERVICE REPORTING

- Trial Balance
- Principal and Interest Collections
- Prepaid Loans
- Delinquent Loans
- Curtailments
- Payoff/Foreclosure Collections
- Remittances
- Loan Transfers
- Cut-off Summary
- REO
- Liquidation
- Foreclosures and Abandonment

# WE KNOW YOU REQUIRE MUCH MORE THAN PROMISES TO PAY

## OUR STATE-OF-THE-ART SYSTEMS PROVIDE...

- Multiple data delivery methods
- Maximum scalability
- Secure client and borrower information
- External network monitors ensure integrity of environment
- A Disaster Recovery Plan that includes a redundant hot site; all critical data is replicated in real-time
- Best-of-breed automated servicing software integration



When you board your debt assets with Franklin Credit Management Corporation, you contract with a partner who fully understands the commitment you've made. We know you look to us to assume full responsibility for all asset administration activities, including borrower services such as monthly statements, insurance and tax escrow, payment processing, payoffs and satisfactions and loss mitigation programs, as well as mortgagee services such as ARM rate resets, collections campaigns, default management, recovery campaigns, property preservation, property management and sales, and portfolio reporting. And we know you expect us to help maximize your investment.



Franklin Credit's ability to provide a full complement of asset administration services across most types of loans and conditions—prime, sub-prime, HELOC, balloon, performing, non-performing, charged-off—across all 50 states means most clients do not have to assign and manage portions of their portfolio across multiple servicers. That translates into more cohesive reporting and better targeted opportunities. Read: More value!

There are other benefits, too. We maintain long-time relationships with experienced vendor networks that provide reliable, national, coverage. This ability to quickly deploy expert, *local*, legal and real estate professionals to negotiate myriad municipal, county, and state requirements reduces your risk. It also often translates into significant cost savings when it comes to appraisals, property inspections, and judgment, bankruptcy and foreclosure proceedings.

And should circumstances ever require you'll have direct access to our peers, Franklin Credit portfolio acquisition and analytics professionals who are expert in portfolio and loan-level (forensic) due diligence, as well as portfolio stratification, valuation, cash flow and liquidation modeling, and sales vs. hold analytics.

In short, when you board your loans with Franklin Credit Management Corporation, you gain access not only to a full array of loan servicing capabilities, but to a truly national, integrated, network of accomplished professionals who strive to reduce your risks and costs and help make the most of your investment as well.

