



***Grid Servicing Management, Inc.***

**Grid Servicing Management**

**General Overview**



# ***Grid Servicing Management, Inc.***

- ▶ Grid Servicing Management is a component mortgage loss mitigation company offering cost effective solutions for the small to mid-sized bank, credit union or mortgage servicer.
- ▶ Grid specializes in Fannie Mae SMDU™, Fannie Mae Non-SMDU, Freddie Mac, USDA, In-House Portfolio and FHLB including MPF and MPF-Extra defaulted loans. We expect to offer FHA solutions by mid-2017.



# ***Grid Servicing Management, Inc.***

- ▶ Grid bridges the gap between collections and foreclosure with borrower solicitation and response package handling, reinstatements, repayment plans, forbearances, modifications and support for graceful exits (short sale and deeds-in-lieu).
- ▶ Grid's web-based program provides real time access online to notes, analysis, documentation, and all data to the Servicer.





# ***Grid Servicing Management, Inc.***

## Key Servicer Benefits

- ▶ Accurate and consistent interpretations and delivery of Investor policy.
- ▶ No software to purchase or annual maintenance fees.
- ▶ Free training provided to your staff on our interface.
- ▶ Reduces the need and expense of experienced in-house personnel.
- ▶ No contractual obligation required.



# ***Grid Servicing Management, Inc.***

## Grid's Cost Effective Experience

- ▶ Even the most professional mid-sized servicer can't always expect to maintain the properly trained staff in the ever changing landscape of regulations, products and services.
- ▶ Grid provides the experience and expertise of a loss mitigation department when and where you need it.



# ***Grid Servicing Management, Inc.***

Grid offers standard and customized solutions

- ▶ Turn-Key Default Services
- ▶ Analysis-Document Preparation Services
- ▶ Consulting, Analysis & Review Services





# ***Grid Servicing Management, Inc.***

## Grid's Turn-Key Default Services

- ▶ You handle the regular servicing and collections. Grid drives the file after 31 days delinquency until either the loan performs with a short or long-term workout or until you foreclose. In any event, we keep you informed through the entire process and the decisions are yours to make.
- ▶ This is our most popular service as it provides the Servicer with an "on-demand" loss mitigation department.



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## Grid's Turn-Key Default Process

1. Borrower's contact and basic loan information is uploaded by the Servicer, a customized Borrower Solicitation Package (BSP) is sent within 1 business day and Borrower Response Package (BRP) solicitation calls begin.
2. Upon receipt of a completed Borrower Response Package (BRP), Servicer uploads the Borrower's updated loan information in order for Grid to complete its workout.





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## Grid's Turn-Key Default Process

3. Grid reviews the completed case file for the appropriate workout option according to the Investor's workout hierarchy.
4. Short-term workout plans are reviewed for eligibility and with strict adherence to established policy. All documentation is prepared and sent to the Servicer for acceptance before being mailed to the Borrower. Short-term workouts include forbearances and repayment plans.



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## Grid's Turn-Key Default Process

5. When appropriate, long-term workout retention plans (i.e. modifications) are reviewed for eligibility and with strict adherence to established policy. All documentation is prepared and sent to the Servicer for acceptance before being mailed to the Borrower.
  
6. For the Borrowers unable to retain their property Grid operates as the primary hub and provides the necessary coordination and support to the Investor, Servicer, Borrower, Realtor, Title Companies, and Attorneys involved for Pre-Foreclosure Sales (Short Sales) and Deeds-In-Lieu of Foreclosure in order to ensure a "graceful exit".



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## Grid's Analysis-Document Preparation Services

- ▶ You maintain contact and collect all the borrower's documentation, Grid will review the paperwork and financial documents, offer our expert analysis and present you with ready-to-sign and deliver documents.
- ▶ For Servicers who want to make their own solicitations, collect Borrower documentation and have the experience to do so.





# ***Grid Servicing Management, Inc.***

## Grid's Consulting, Analysis & Review Services

- ▶ Anytime you need a second pair of eyes, someone to bounce a plan off of, or are having trouble with a particularly difficult case, we're here to provide the experience you need.
- ▶ For Servicers with trained loss mitigation departments who might need help with the occasional uncommon situation, new regulation or Investor requirement.



# ***Grid Servicing Management, Inc.***

## Grid's Terms of Service

- ▶ Grid accepts the same responsibilities and provides the same assurances as most contracts, but alleviates any commitment by the Servicer.
  
- ▶ Grid maintains at all times the following insurance at its own cost and expense:
  - ▶ Commercial General Liability (\$1,000,000);
  - ▶ Fidelity Bond (\$100,000);
  - ▶ Errors and Omissions (\$500,000).



# ***Grid Servicing Management, Inc.***

## Grid Pricing

- ▶ Most of Grid's fees revolve around GSE incentive models to ensure a cost effective solution for the Servicer.
- ▶ A complete breakdown of fees and explanation of services is available upon request.
- ▶ Grid offers fixed rate pricing solutions to Servicers after completing six months of Turn-Key Default Services.





# ***Grid Servicing Management, Inc.***

## Summary

- ▶ The unusual or difficult case that causes your servicing department the most work is what we do every day. Simply put, Grid Analysts are the experts in mortgage lost mitigation programs and will operate as a cost effective extension of your own servicing department.



# ***Grid Servicing Management, Inc.***

## Contact Us

- ▶ For more information, questions or to schedule a demonstration, please contact:

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