

DUE DILIGENCE SUMMARY CHART MOST COMMONLY ASKED QUESTIONS		COMPETITOR#1	COMPETITOR#2	COMPETITOR#3
DUE DILIGENCE ITEMS	MULTI FINANCIAL			
YEARS IN BUSINESS	Since January, 1989			
STATES SERVICING	NJ, PA, OH, MD, NC, GA, TN, IN, MO, TX, LA, AZ, CA, OR, FL, MS			
NUMBER OF STATES WHICH HAVE LICENSING THAT COMPANY IS NOT LICENSING IN AND INSTEAD TAKES SOME TYPE OF EXEMPTION?	NONE			
HAS ENTITY EVER BEEN DENIED LICENSING IN ANY STATE AND, IF SO, WHERE, WHEN AND FOR WHAT REASON?	NONE			
HAS ENTITY EVER HAD STATE LICENSING REVOKED? IF SO, WHERE, WHEN AND FOR WHAT REASON?	NONE			
IS COMPANY REGISTERED TO DO BUSINESS IN EACH STATE IT PERFORMS SERVICING IN AND PAYS TAXES BASED ON INCOME RECEIVED PER STATE?	YES! Multi Financial is a responsible tax payer in states where it generates income.			
NUMBER OF LOANS	APPROX 4500			
% -HABITAT LOANS	65%			
IS COMPANY A SUBSIDIARY OF ANOTHER COMPANY?	NONE			
IF SO, WHO?	NA			
IF A BANK, WHAT IS THEIR BANKRATE.COM RATING? (SEE END OF THIS COLUMN FOR URL ADDRESS TO OBTAIN RATING)	NA			
IF BANK, ARE THEY UNDER ANY REGULATORY SCRUTINY, CEASE AND DESIST, FOR PAST ISSUES?	NA			
HAS BANK OR ENTITY EVER HAD ANY GOVERNMENT AGENCY APPROVALS REVOKED AND, IF SO, WHICH AND WHEN?	NA			
ARE ESCROW AND PRINCIPAL FUNDS KEPT IN A BANK WITH A "THREE-STAR" (***) BANKRATE.COM RATING AND HIGHER?(SEE END OF THIS COLUMN ON HOW TO DETERMINE BANK RATING)	YES			
AUDITOR SUMMARY LETTER AVAILABLE AND, IF SO, WHERE?	YES, see: www.multi-fin.com , choose References link			
NAME AND BACKGROUND OF COMPANY PRESIDENT	J. Terry Ryan - Graduate of Georgia Tech- 1972 and LSU School of Banking -1989; retired from very successful commercial banking career in 1989 at which time founded Multi Financial. Terry has been a competitive runner for over 50 years, active in many civic projects, and founded the international organization Children of Ireland Group, Inc. to assist at-risk children in Northern Ireland.			
HAS COMPANY PRESIDENT RECEIVED AN NMLS LICENSE HAVING TAKEN REQUIRED COURSEWORK AND RELATED TEST?	Yes - personally, fully NMLS licensed and takes NMLS approved courses for yearly renewal of licenses			
LOAN SERVICING SERVICES OFFERED	Full-service mortgage servicing services including easy setup of new and/or transferring of loans, same-day posting of payments, past due notices and phone calls in a timely manner, recommendations to lender and implementation of same on methods to cure delinquencies, full escrow services including timely payment of city, tax and other escrows, annual escrow analysis and yearly statements, on-line access for lender and homeowner, automated deduction of borrower payments, funds deposited to lenders bank account, loss mitigation including bankruptcy and foreclosure services. Company prides itself in guaranteeing the lender does NOT lose touch with their homeowner, but now can be assured of having additional time available to perform other needed tasks and responsibilities.			
IS THERE A BI-LINGUAL SPANISH EMPLOYEE AVAILABLE?	YES			
ABLE TO "BULK-IMPORT" LOANS TO BE TRANSFERRED?	Yes - company has various methods to electronically do so provided new client has existing electronic files, easily accessible and in required formats. Company will work with the appropriate technical person to arrange the most cost- and time-effective method to assure a quality transfer, seamless to the homeowner.			
TYPICAL TIME PERIOD TO TRANSFER EXISTING LOANS ONCE SERVICING CONTRACT SIGNED?	Dependent on urgency, typically 30-60 days. Naturally, federal statutes require at least a 15 day advance notice to homeowner of servicing being transferred.			

WHAT TYPE OF TRANSFER ASSISTANCE IS AVAILABLE TO NEW CLIENT FROM SERVICING COMPANY?	Dependent on situation and urgency, phone, e-mail, Skype, & WebEx are found to be very helpful. Also, transfer process is divided into various easily manageable steps dependent on time available with lender's staff. Visitation to office by Multi Financial staff is also an option provided travel expenses are guaranteed.			
ABLE TO INPUT EXISTING AND/OR NEW LOAN INFORMATION ON-LINE?	YES			
ANY FEE FOR INITIATING NEW SERVICING CONTRACT?	NO!			
ANY "TRANSFER" OR "TERMINATION" FEE FOR ENDING CONTRACT? IF SO, PLEASE LIST THE NAMES AND CONTACT INFORMATION FOR ANY PRIOR CLIENT WHO TERMINATED IN THE LAST THREE YEARS.	NO!			
ANY FEE FOR INITIATING TAX ESCROWS?	NO!			
ANY FEE FOR PROVIDING DELINQUENCY COLLECTION SERVICE?	NO!			
PRICING FOR MONTHLY SERVICING FEE?	Dependent on number of loans being serviced for the lender's entity/ organization within a state or previously identified surrounding states. As such: 1-20 \$14/account 21-50 \$13/account 51-75 \$12/account 76-100 \$11/account. However, above 100 loans is negotiable.			
CONSIDERATION IN FEE FOR NUMBER OF LOANS BEING SERVICED FOR SAME ORGANIZATION WITHIN A STATE OR GROUP OF STATES?	YES			
DELINQUENCY SERVICES AVAILABLE?	YES-full delinquency services from past due notices, bankruptcy and foreclosure management.			
ARE THERE EXTRA BANKRUPTCY AND/OR FORECLOSURE FEES?	YES - as such, Multi Financial will meet/discuss the wishes of the new lender client their wishes to continue with their own local counsel.			
IS COMPANY FAMILIAR WITH THE NEW CFPB SERVICING RULES TO BE EFFECTIVE JANUARY, 2014?	Absolutely! In fact, Multi Financial has kept in close contact either itself or through its outside legal advisors with CFPB for the past three years, providing written and/or verbal input to the Rules process. As such, Multi Financial was not caught "off-guard" with the final Rule and, in fact, is wholeheartedly in favor of all servicing rules enacted, understanding they are designed to better protect the homeowner-consumer. As such, company has already enacted several new rules, confirmed others were already being performed, or is in the process of finalizing the enactment of the remaining prior to the 2014 deadline.			
WHAT ASSISTANCE DOES COMPANY PROVIDE TO LENDER IN DEVELOPMENT OF A COLLECTION/LOSS MITIGATION POLICY?	Multi Financial provides samples of collection policies on its website (www.multi-fin.com at bottom right) from which lenders can use and/or modify to the own management style. Multi Financial, as indicated above, is familiar with the new Loss Mitigation Rules of CFPB and will provide assistance to new and/or existing clients in their use . Provide a loss mitigation policy document which follows CFPB regulations.			
ESCROW ACCOUNTING AVAILABLE?	YES			
DOES COMPANY HAVE ABILITY TO COLLECT ESCROW SHORTAGES (NEW OR EXISTING PRIOR TO CONTRACT) BE COLLECTED OVER WHATEVER TIME PERIOD LENDER WISHES, IN ORDER TO KEEP RE-PAYMENT TO FIT BORROWERS' ABILITY TO RE-PAY?	Absolutely! In fact, Multi Financial, from it's extensive knowledge, has the ONLY software function in the mortgage industry that allows for shortage repayments to be made over ANY term period!			
HOW ARE ESCROW SHORTAGES WITH INVOICES HANDLED?	Company immediately contacts the Borrower to determine if they have the ability to advance funds on short invoices (usually due to extraordinary increase in insurance and/or taxes). In the event they are unable, Company provides lender with the opportunity to advance their own funds or not to, thus, having the invoice go past due.			
IS COMPANY ABLE TO DEVELOP AN ESCROW ANALYSIS ON "PAID-AHEAD" ACCOUNTS?	YES - Company's unique servicing software has the ability to develop an escrow analysis for paid-ahead accounts. Thus, in doing so, Company is able to provide advance warnings of any possible future shortage.			
IS COMPANY ABLE TO DEVELOP AN ESCROW ANALYSIS ON "PAST DUE" ACCOUNTS?	YES - likewise, Company's unique servicing software has the ability to develop an escrow analysis for past-due (more than 1 month past due) accounts, thus, providing an "early warning system" of any future possible escrow shortages when invoices arrive.			
ESCROW ANALYSIS AVAILABLE YEARLY?	YES			
TRACKING OF GRANT FUNDS (SUB-INVESTORS) AVAILABLE AND, IF SO, ANY LIMIT ON NUMBER?	YES - Any number of sub-investors/grantees			
ON-LINE ACCESS TO LOAN INFORMATION AVAILABLE?	YES-24-7-365 And updated nightly			
ON-LINE ACCESS TO REPORTS FOR LENDER AND, IF SO, ANY LIMIT ON WHEN AVAILABLE?	YES - No limit on time available.			
BORROWER ABLE TO HAVE PAYMENTS DEDUCTED FROM BANK ACCOUNT?	YES-\$1.50/month to homeowner			
LENDER CONTACTED PRIOR TO PAYOFF BEING PROVIDED?	YES			

REPORT TO THE CREDIT BUREAU AND, IF SO, ANY FEE TO DO SO?	YES - no fee to do so			
CHECK-BY-PHONE AVAILABLE AND, IF SO, FEE?	YES - \$10/transaction to homeowner			
DO YOU HAVE A CONTINGENCY PLAN AND, IF SO, HOW OFTEN IS IT TESTED?	YES - dependent on various areas of risks, monthly or quarterly			
WHERE ARE COMPUTER DATA FILES MAINTAINED AND HOW OFTEN ARE BACKUPS PERFORMED?	Multi Financial utilizes an extremely safe and full-audited cloud environment utilizing a multi-site redundant backup system across the country. Continual contingency planning testing assures full and unimpeded access by not only our staff by also lenders and their homeowners. Company maintains redundant backup communication lines in the event the primary goes down. Should either of these go down, company maintains yet other backup communication systems which are continually tested.			
BANKRATE.COM INFORMATION:	http://www.bankrate.com/rates/safe-sound/bank-ratings-search.aspx			
HAVE ABILITY TO IMPORT LOANS BEING TRANSFERRED ELECTRONICALLY?	Yes, via Excel, Access, and XML technologies.			
HOW ARE NEW LOANS SETUP?	A very secure, on-line New Loan Setup on-line form is available. Partial information can be inputted, saved, and a user can come back later to finish, then submit electronically.			
CAN LOANS BE EASILY TRANSFERRED BY THE SERVICING COMPANY FROM KEYSTONE WITH NO ADDITIONAL FEE?	YES			