



Specialized Servicer Call Center and Borrower Correspondence Support

Helping you meet Fannie Mae®'s new servicing requirements.

Stewart has developed Specialized Servicer Call Center and Borrower Correspondence Support that can deliver customized call center functionality in-step with the revised servicing requirements of Fannie Mae (FNMA). It has been designed specifically to supplement your efforts in meeting the new requirements including:

- New minimum requirements around servicing standards and collection procedures governing staff training
- Inbound and outbound call coverage
- Timing for lettering campaigns
- Borrower contact methods and notifications around adjustable rate mortgage (ARM) changes

Especially skilled in reaching out to distressed borrowers, Stewart can help you effectively meet FNMA's updated requirements for enhanced borrower contact. In addition, Stewart has complete in-house printing and mailing capabilities to provide you with timely and effective letter campaigns, phone follow-up and fulfillment.

Specialized areas of support:

- Welcome calls within the five-day timeline
- Follow-up calls for loss mitigation related activities
- Reminder calls to borrowers for nine months following a loan modification
- Foreclosure prevention solicitation letter delivered by hand or Federal Express, and call center counseling follow-up

Visit stewartlenderservices.com to learn more about our loan review services and other reasons why Stewart is the right partner for you.

About Stewart Lender Services® – Stewart Lender Services (SLS) is a nationwide provider of centralized origination, loss mitigation and REO asset management solutions for credit unions. With more than a century of experience matched with the industry's leading technologies, we help our customers meet the rapidly changing demands of today's market. As a wholly owned subsidiary of Stewart Title Company, we have the financial strength, industry knowledge and proven flexibility to perform throughout the lifecycle of a loan.

features

- Customized call center functionality to meet your specific requirements
- Call center staff experienced in working with borrowers
- Complete in-house printing and mailing facilities

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