

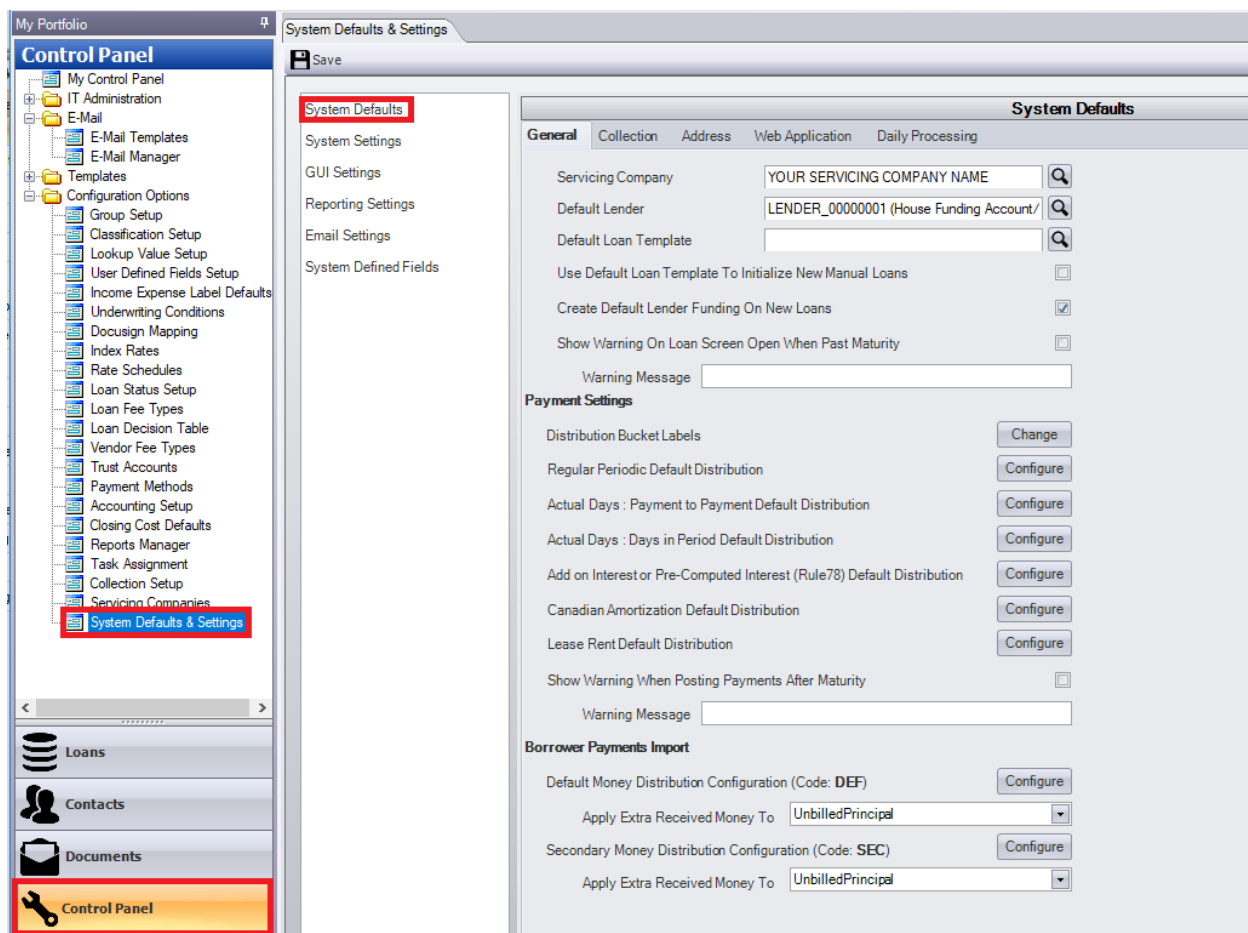
LOAN SERVICING SOFT Quick Start Guide

Important Configuration Options and Settings

There are several important configuration options and settings that require your attention prior to going live with the LOAN SERVICING SOFT system. The most important of which are as follows:

System Defaults

This can be accessed from Control Panel, then System Defaults and Settings, and then at the bottom.



Security, Users and Groups Permissions

This is where you set up your users and group permissions. To access go to Control Panel, IT Administration.

Servicing Companies

Servicing Companies is then just above System Defaults and Settings.

The screenshot displays the 'Loan Servicing Software' interface. On the left is a 'Control Panel' sidebar with a tree view containing items like 'My Control Panel', 'IT Administration', 'E-Mail', 'Templates', 'Configuration Options', 'Group Setup', 'Classification Setup', 'Lookup Value Setup', 'User Defined Fields Setup', 'Income Expense Label Defaults', 'Underwriting Conditions', 'DocuSign Mapping', 'Index Rates', 'Rate Schedules', 'Loan Status Setup', 'Loan Fee Types', 'Loan Decision Table', 'Vendor Fee Types', 'Trust Accounts', 'Payment Methods', 'Accounting Setup', 'Closing Cost Defaults', 'Reports Manager', 'Task Assignment', 'Collection Setup', 'Servicing Companies' (highlighted with a red box), and 'System Defaults & Settings'. Below the sidebar are icons for 'Loans', 'Contacts', 'Documents', and 'Control Panel' (also highlighted with a red box). The main window has a menu bar (File, Edit, View, Tools, Help) and a toolbar with buttons for Logout, Refresh, Call Queue, E-Mail, Enter Transaction, Recent Files, and Add Loan. The 'Servicing Companies' section is active, showing a table with columns: Company Name, Servicing Manager, and Phone. The table contains one entry: 'YOUR SERVICING COMPANY NAME', 'Tod Mayers', and '(800)-993-1839'. A 'Servicing Company' dialog box is open, containing 'Company Info' and 'Web Settings' tabs. The 'Company Info' tab is active, showing fields for Company Name (YOUR SERVICING COMPANY NA), Account Number, Tax ID # (56988547), E-Mail (office@yourservicingcompany.com), Servicing Manager (Manager), Servicing Account (Servicing Account - 287960967091), Impound Account, NMLS ID #, State Lic. #, Address (Your address), City (Your City), County (Orange), State (CA), ZIP (Zip Code), Country (United States of America), Memo, Company Website (www.yourservicingcompany.com), Borrower Portal URL, Web ID (YSCM), Web Enabled (checkbox), Lender Portal URL, System Code, Vendor Portal URL, and User Portal URL. The 'Web Settings' tab is also visible. The dialog box has 'OK' and 'Cancel' buttons at the bottom right.

Task Assignment

Also at the bottom.

General Notifications and Tasks Loan Status Tasks

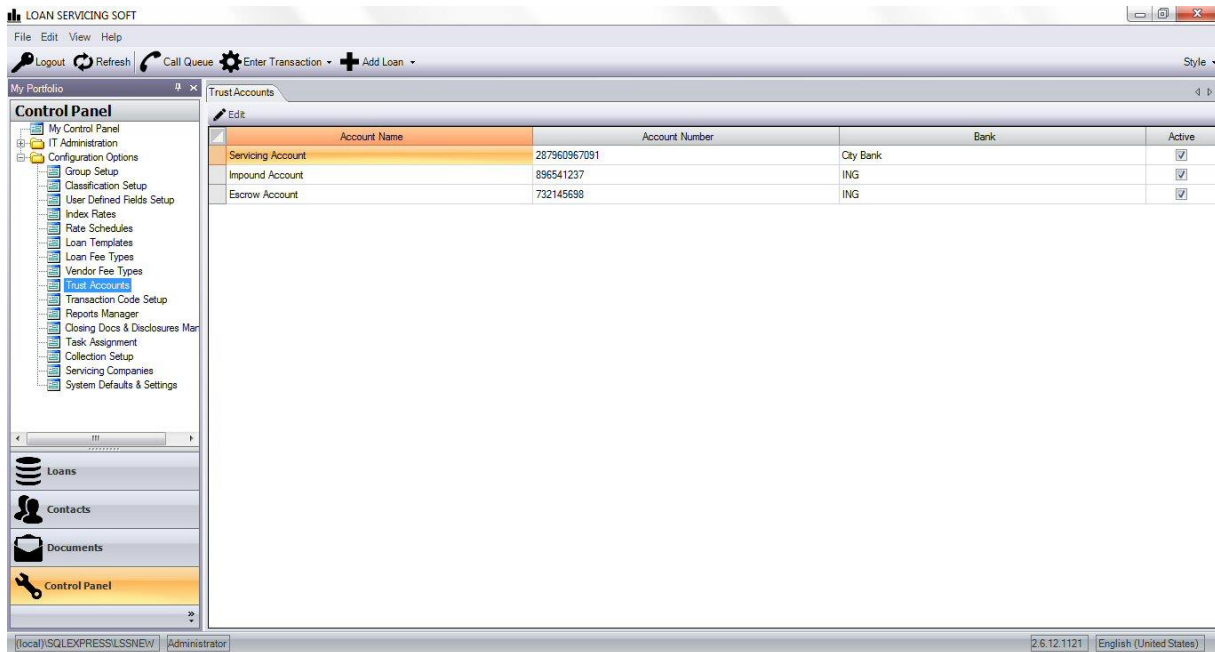
Name	Assigned To	Is Active
Web Applications Received	User: Administrator	☒
Borrower Statements Ready to Print	User: Administrator	☒
Checks Ready to Print	User: Administrator	☒
Late Notices Ready to Print	User: Administrator	☒
System Errors	User: Administrator	☒
Insurance Expiring	User: Administrator	☒
Credit Agency Password Expiring	User: Administrator	☒
Web Required Item Received	Group: Administrators	☒
Web Request Received	Group: Administrators	☒
Web Data Received	User: Administrator	☒
NSF Notes Ready to Print	User: Administrator	☒
Payment Due Date is Approaching	User: Administrator	☒
Loan is Past Due	User: Administrator	☒
Credit Card Has or Will Expire	User: Administrator	☒
A Borrower Had or Is Having a Birthday	User: Administrator	☒
Loan Reaches Maturity	User: Administrator	☒
Adjustable Loan Rate Change Due	User: Administrator	☐

Web Applications Received
Message to Assignee (added to the task description at the end)

Control Panel

Trust Accounts

Trust Accounts are your bank accounts.

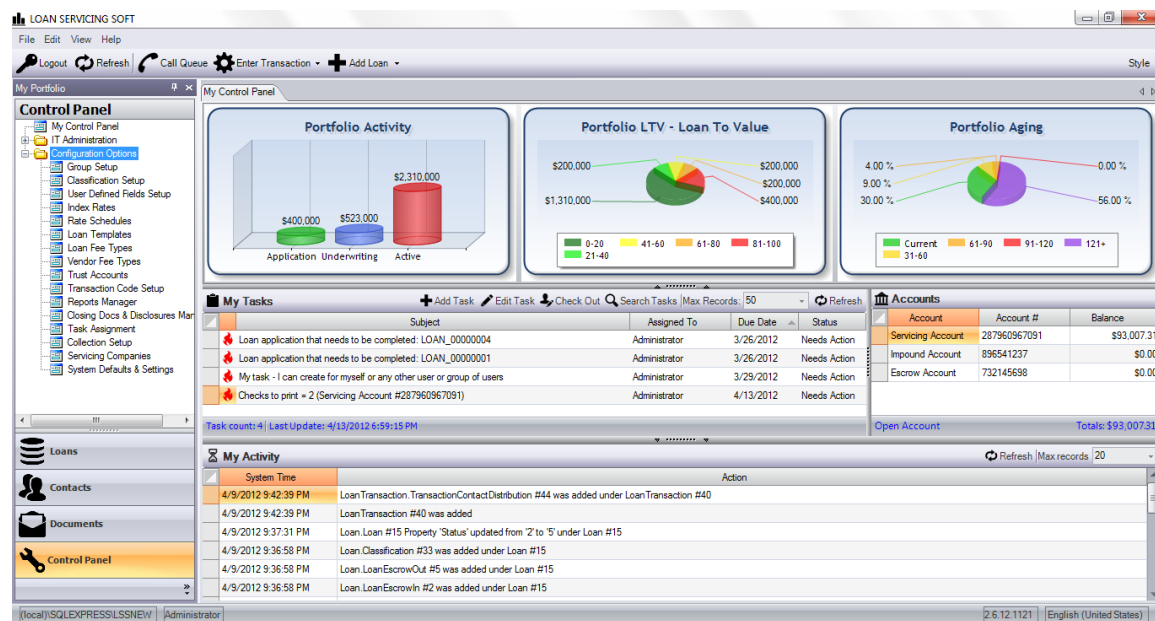


Main System Features and Functionality

Once your Important Configuration and Settings are complete, here are your Main System Features and Functionality.

My Control Panel

All users are assigned a My Control Panel where they receive and manage tasks, view their activity and access accounts.



My Tasks - All important tasks and to do items are assigned to different users or groups of users and appear in the My Tasks area. Set up and configuration for who receives what tasks is controlled in the Task Assignment area under Configuration Options in the Control Panel.

My Activity - Provides a complete audit trail for this logged in user for all activities and changes made with date and time stamp, along with old value and new value .

Accounts - Account details including subsidiary account details for all borrower, lender, and vendor contacts can be viewed by clicking on the appropriate sub account.

The Loan Object

Each loan in the system is managed by our configurable Loan Object. When first created loans have a Loan Status of Application. Once ready for servicing they need to be switched to Active.

The screenshot displays the 'LOAN SERVICING SOFT' application window. The left sidebar shows a 'Loans' menu with various options like 'Applications', 'Underwriting', 'Approved', 'Active Loans', etc. The main window is titled 'Loan ACH TEST - ACH TEST BORROWER' and shows the 'Terms' tab. The 'Terms' tab contains various fields for loan configuration, including:

- Loan Number:** ACH TEST
- Loan Status:** Application
- Borrower:** ACH TEST BORROWER
- Loan Type:** Term / One Draw Loan
- Funded Amount:** 100,000.00
- Principal Balance:** 100,000.00
- Credit Limit:** 0.00
- Interest Method:** Regular Periodic
- Interest Rate:** 10.000 % / year
- Rate will be adjustable every:** 0 month(s) starting / /
- From that point on the interest rate will be determined by:**
 - Margin Rate: 0.000 Plus CMT
 - Floor: 0.000 Ceiling: 0.000
- Use Rate Schedule:** None
- Use Same as Cash:** None
- Amortized:** Amortized
- Charge Interest on Unpaid Interest:** Interest Charged in Advance
- Term Period:** Monthly
- Payment Period:** Monthly
- Term:** 360
- Term Due:** 360
- Payment (P + I):** 877.57
- With Escrow and Fees:** 877.57
- Balloon Amount:** 0.00
- Nickname:**
- Memo / Notes:**
- Signed Date:** / /
- Origination Date:** 8/18/2018
- First Payment Date:** 9/18/2018
- Maturity Date:** 8/18/2048
- Odd Days:** 0
- Use Deferred First Payment:** None
- Negative Amortization:** Add To Unpaid Interest
- Calculate daily rate based on:** 365 days in year
- Calculate days in date range based on:** Actual Days
- Use Late Fee:** After 15 Days
- Late Fee Amount:** 150.00 Fixed Amount
- Pre Payment Penalty:** If paid before 0 Term Periods
- Pre Payment Penalty:** 0.00 Fixed Amount
- Use Default Rate:** Rate 0.000 % After 0 days
- Servicing Account:** Servicing Account - 287960967091
- Assigned To:** User: Administrator

The bottom of the window shows a 'Record Count: 3' and buttons for 'Save' and 'Exit'.

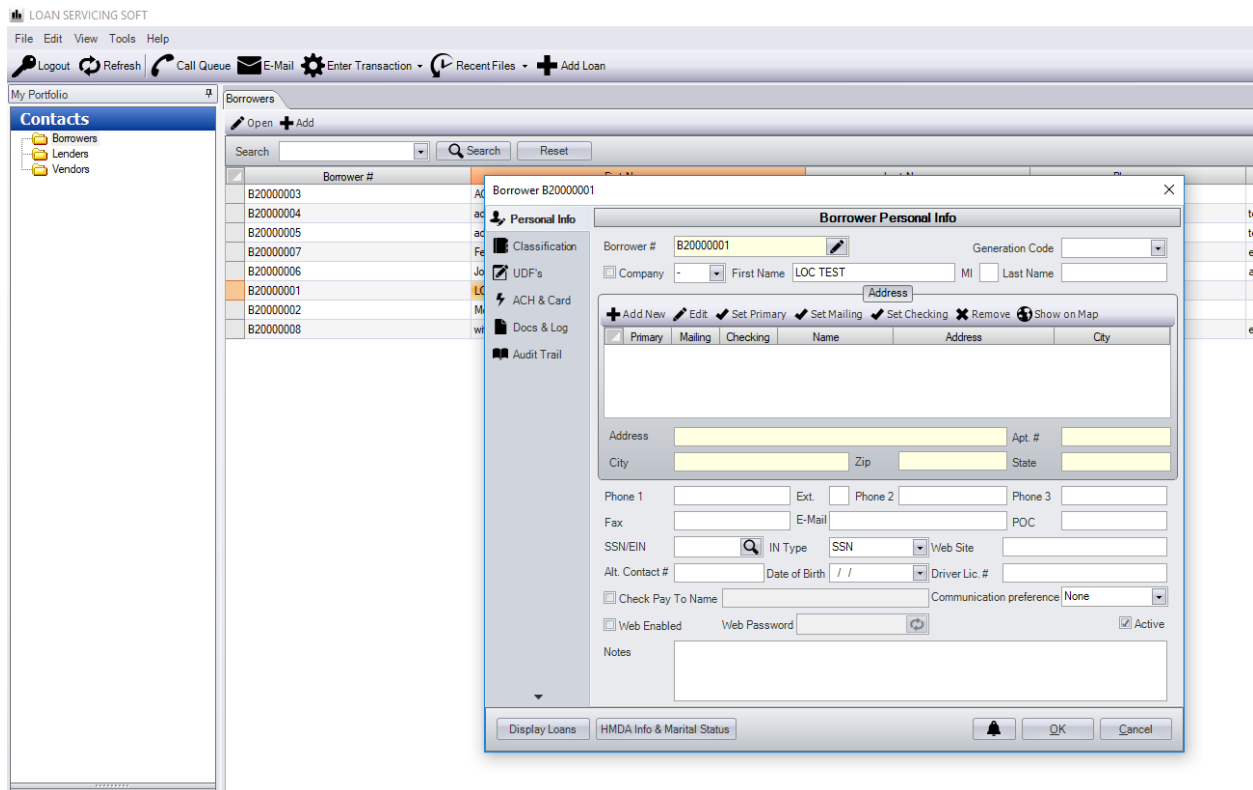
Other loan status settings include Application, Underwriting, Approved, Closed, Charge Off, and Canceled, to handle any and every period or situation in a loans lifecycle. Additionally the system provides Special Status settings for Collection, Bankruptcy, Foreclosure, and REO for these situations and the special requirements they present.

Almost all settings are maintained on the individual loan objects which allows for very diverse lending and then loan servicing options, on a loan by loan basis. On the other hand this creates the need for a very busy and complicated loan interface. Please remember that you will most likely create loan product templates in the beginning stages of your set up and configuration and that you will not need to revisit most of these settings once you are up and running.

Also, this screen is very configurable and you can select which tab you want to have in front when you open up your individual loans. You can select which tab is displayed in front by clicking and dragging it to the top of the list on the left. This feature along with our custom UDF and Classification Tabs enable users to create their own specially designed front screens for their loans.

Contacts

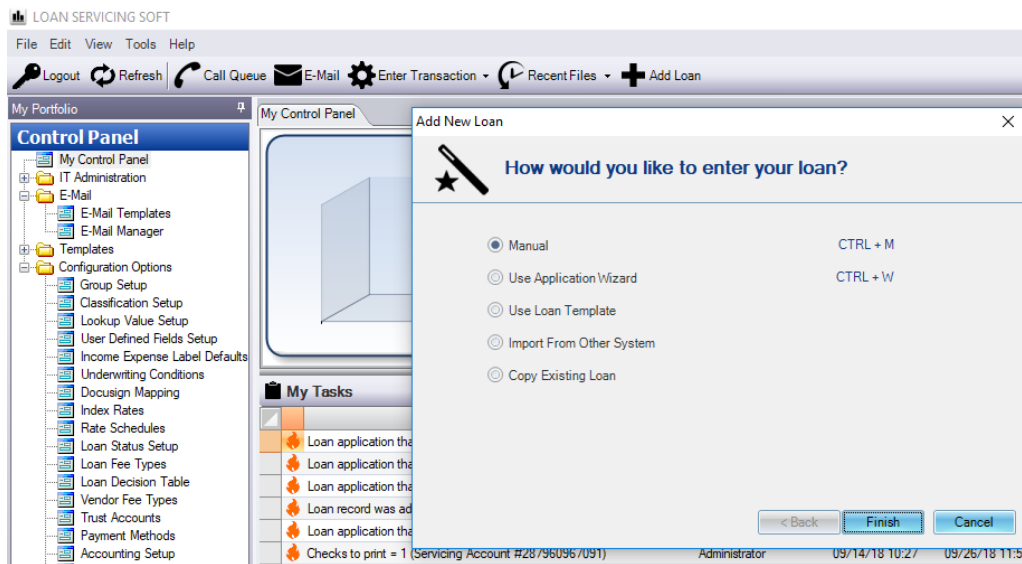
All Borrower, Lender, and Vendor contacts are listed here along with support for multiple addresses, and all contact information including email address for electronic correspondence. Additionally, full support for both notes and electronic document storage, and both debit and credit ACH electronic payments. As with the Loan Object, you can select which screen you want to have on top and each contact has custom configured UDF and Classification screens, configured and controlled by borrower, lender, and vendor type. Go to the Control Panel and then Configuration Options for more on this.



Loan Entry

Loans can be boarded into the system in several ways:

Manual Entry, Wizard, Template, Documents, and you can copy an Existing Loan



Additionally, loans and loan applications can flow into the system from web forms.

Payment Processing

Access payment processing from our Enter Transaction drop down button. Both scheduled and irregular payments can be processed from this screen. Funds can also be brought in and left unapplied. Leaving funds unapplied allows the user to manage things like: multiple payments in a single month, several months paid with a single check, and other complicated, “out of the box” situations.

Loan Payment

Loan Information

Loan Number: LOC TEST
 Borrower: LOC TEST
 Regular Payment: 4,512.92

Payment Information

Payment Type: ☒ Scheduled ☐ Irregular
 Payment Number: 1, 0 Status: Entered
 Payment Due: 9/1/2018
 Effective Date: 9/21/2018
 Deposit Date: 9/21/2018
 Hold To Date: 10/5/2018
 Interest Paid To: 9/1/2018
 Payment Method: Check
 Reference #:
 Notes:
 Amount Due: 4,512.92
 Total Due: 4,512.92
 Amount Received: 4,512.92

Payment Distribution

	Due Amount	Pay Amount
Past Due Impound	0.00	0.00
Past Due Interest	0.00	0.00
Past Due Late Fee	0.00	0.00
Past Due Fees	0.00	0.00
Past Due Principal	0.00	0.00
Current Impound Due	0.00	0.00
Current Interest Due	1,000.00	1,000.00
Current Late Fee	0.00	0.00
Current Fees	0.00	0.00
Current Principal Due	3,512.92	3,512.92
Unbilled Principal	46,487.08	0.00
Unbilled Fees	0.00	0.00
Return to Borrower	0.00	0.00
Other Income	0.00	0.00
Collection	0.00	0.00
Past Due Collection	0.00	0.00
Current PPP Due	0.00	0.00

☐ Waive Late Fee ☐ Is Payoff 0.00 ☐ Use Default Rate

My Activity

System Time	Action
9/19/2018 10:38:52 AM	User RolePermission #TrustAccount.View Property 'PermAction' updated from 'False' to 'True' under User #3
9/19/2018 10:38:04 AM	User RolePermission #TrustAccount.View Property 'PermAction' updated from 'True' to 'False' under User #3
9/19/2018 9:40:17 AM	Loan.Loan #1 Property 'Amortized' updated from '2' to '1' under Loan #1
9/19/2018 9:39:49 AM	Loan.Loan #1 Property 'OddDays' updated from '0' to '18' under Loan #1
9/19/2018 9:39:49 AM	Loan.Loan #1 Property 'FirstPaymentDate' updated from '08/14/2018 00:00:00' to '09/01/2018 00:00:00' under Loan #1
9/19/2018 9:39:49 AM	Loan.Loan #1 Property 'MaturityDate' updated from '07/14/2019 00:00:00' to '08/01/2019 00:00:00' under Loan #1

Additionally, the Payment Distribution order can be changed on a loan by loan basis from this screen by clicking on the Override/Configure Distribution button. View Splits allows the user to see investor splits including servicing fees. Loan Data allows the user to pull up the main Loan Object, Amortization Schedule, etc... without having to leave this screen. Late Fee waive is available by selecting the check box in the bottom left corner of the screen.

Tasks and Workflow

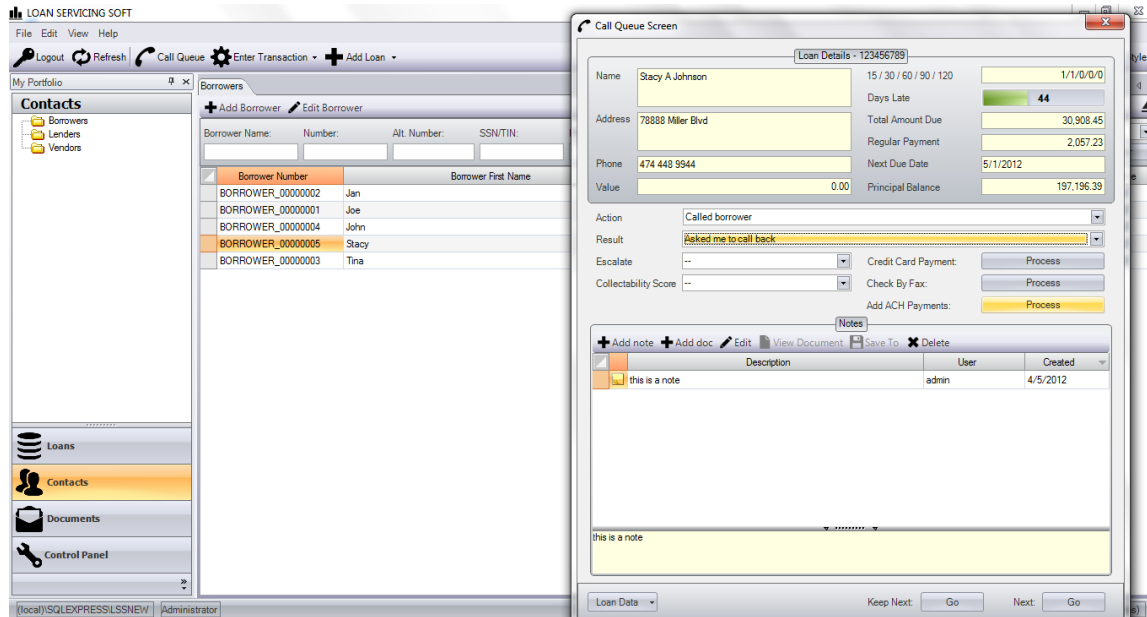
All important tasks and to do items are assigned to the users of the system. At first all tasks are assigned to the Administrator group. As your portfolio grows or as you roll the system out to the rest of your group, reassign these tasks in the Task Assignment screen. Additional tasks can be created at any time for any contact or loan in the system.

The screenshot displays the LOAN SERVICING SOFT application interface. The top menu bar includes File, Edit, View, Tools, and Help. Below the menu is a toolbar with icons for Logout, Refresh, Call Queue, E-Mail, Enter Transaction, Recent Files, and Add Loan. The main window is divided into several sections:

- Control Panel:** A sidebar on the left containing a tree view of system settings and tools, including My Control Panel, IT Administration, E-Mail, Templates, Configuration Options, Group Setup, Classification Setup, Lookup Value Setup, User Defined Fields Setup, Income Expense Label Defaults, Underwriting Conditions, DocuSign Mapping, Index Rates, Rate Schedules, Loan Status Setup, Loan Fee Types, Loan Decision Table, Vendor Fee Types, Trust Accounts, Payment Methods, Accounting Setup, Closing Cost Defaults, Reports Manager, Task Assignment, Collection Setup, Servicing Companies, and System Defaults & Settings.
- Portfolio Activity:** A 3D bar chart showing a green cylinder with a value of \$277,420. The x-axis is labeled 'Application'.
- Portfolio LTV - Loan To Value:** A chart showing a distribution of LTV values with a legend: 0-20 (green), 21-40 (light green), 41-60 (yellow), 61-80 (orange), and 81-100 (red).
- My Tasks:** A section showing a list of tasks. A 'New Task' dialog box is open, allowing users to create a new task. The dialog includes fields for 'Assigned To' (Administrator), 'Subject', 'Message', 'Repeat' (Does not repeat), 'Status' (Needs Action), 'Priority' (Normal), 'Due Date' (09/21/2018 23:59), and 'Created' (9/21/2018 3:44 PM). It also has a 'References' section with two references and a 'View Audit Log' button.
- My Activity:** A section showing a list of recent activities, including updates to loan properties.
- Accounts:** A section on the right showing a list of accounts, including 'Servicing Account - 2', 'Escrow Trust Account', and 'Settlement Trust Account'.

Call Queue

By default, a fully automated 15 30 60 90 120 days collection call queue is assigned and is activated by this button. Task assignment for these different call queues is configured in the Collection Setup area. These Call Queues can be configured and triggered by other things as well.



Reporting

Our system ships with pretty much everything you need as far as reporting goes.

The screenshot displays the LOAN SERVICING SOFT application interface. On the left, a sidebar menu shows 'Documents' and 'Reports - Reports'. The 'Reports - Reports' section is expanded, showing a tree view of various reports including Portfolio, Loan Aging Balance, Loan Maturity Report, Loan Statistics Report, Payoff Request Letter, Demand for Payoff, Accounting & Reconciliation, Daily Cash Log, Daily Cash Report, Deposit Slip, Deposit Slip Extended, Payment Receipt, Unapplied Funds Report, Borrower, Borrower Envelope Report, Borrower Mailing Labels, First Payment Letter, Form 1098, Report 1098, Welcome Letter, Lender, Lender Envelope Report, Lender Mailing Labels, Lender Statement, Vendor, Vendor Envelope Report, Vendor Mailing Labels, Collection, Collection Distribution per User, Collection Results per User, Miscellaneous, and Custom Reports.

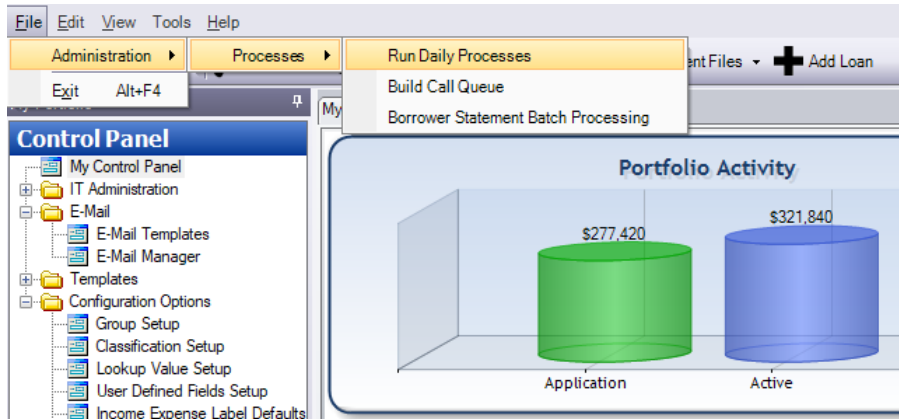
The main window displays the 'LOAN SERVICING SOFT - Lender Statement' report. The report is for Lender LENDER_00000001, from 1/1/2011 to 12/31/2011. It includes a bar chart titled 'Total Income by Month' showing income from April 2011 to December 2011. Below the chart is a table titled 'Lender Statement' with columns: Account, Borrower, No. Owned, Interest Rate, Maturity Date, Payment, Next Due Date, and Principal Balance. The table lists several accounts and borrowers, including 'BANK A - BANCORP', 'BANK B - BANCORP', 'BANK C - BANCORP', 'BANK D - BANCORP', 'BANK E - BANCORP', 'BANK F - BANCORP', 'BANK G - BANCORP', 'BANK H - BANCORP', 'BANK I - BANCORP', 'BANK J - BANCORP', 'BANK K - BANCORP', 'BANK L - BANCORP', 'BANK M - BANCORP', 'BANK N - BANCORP', 'BANK O - BANCORP', 'BANK P - BANCORP', 'BANK Q - BANCORP', 'BANK R - BANCORP', 'BANK S - BANCORP', 'BANK T - BANCORP', 'BANK U - BANCORP', 'BANK V - BANCORP', 'BANK W - BANCORP', 'BANK X - BANCORP', 'BANK Y - BANCORP', and 'BANK Z - BANCORP'. The total income for the period is \$6,749.83.

For what's missing or any changes that need to be made, there is a built in report builder/editor. Importing and exporting reports for changes is done from the Control Panel while the actual running of reports is done from the Documents area. This is in addition to the reporting generated by automated system processes.

Daily Processing

Daily Processing should be run every day you plan on using the system. Daily processing can be set up to just run automatically or it can be manually run from:

File > Administration > Processes > Run All Daily Processes



For additional information and/or questions please feel free to contact our support group at support@loanservicingsoft.com or 1-800-993-1839 x2.