Loss Mitigation
The Aspen Way
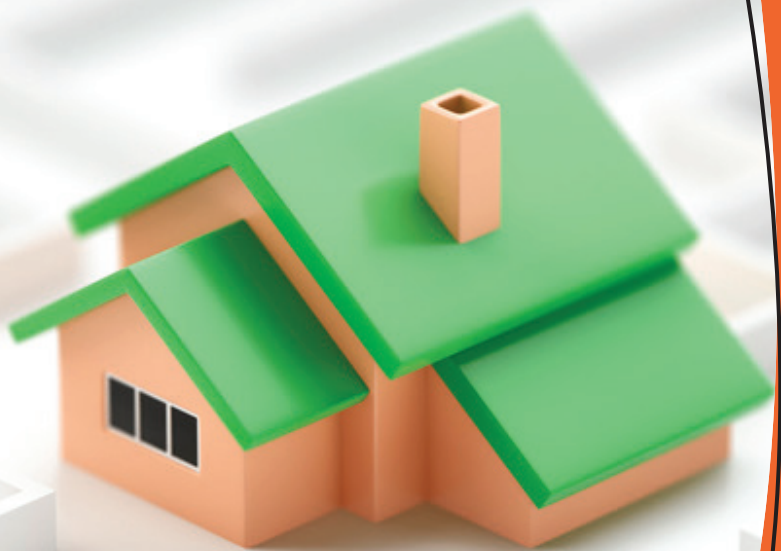
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Taking the Stress out of Loss Mitigation.

Losing is stressful. And in Loss Mitigation, everyone loses (hint: it's in the name). By the transitive property, if everyone loses and losing is stressful then everyone is stressed. That is unhappy math.

The borrower's stakes could not be higher when entering Loss Mitigation. They face a financial difficulty that has placed their largest investment at risk and, more importantly, has placed their family home on the path of foreclosure.

For the servicer too, the challenges are unrelenting. There's the stress of chasing down documents for a completed package. The stress of pulling the correct data for an evaluation. The stress of never missing an investor reporting deadline and the stress of that trial plan which always needs an extra push.

Day-in, and day-out, it's a grind for everyone and enough to make you lose your marbles. We accept it's never easy, but must it be this difficult?

At Aspen, we hear you. We set about improving both our borrower and servicer experiences, to create better outcomes for everyone. We've got you covered with the latest updates to our Loss Mitigation product, mitigating both the loss and the stress.

What's new with our Loss Mitigation Product?

Our Borrower Response Package has been redesigned, creating personalized borrower experiences for document sourcing, tracking, and storage.

Our built-in calculators have been enhanced; moving Borrower Financials and capitalizations out of Excel and under the audit umbrella.
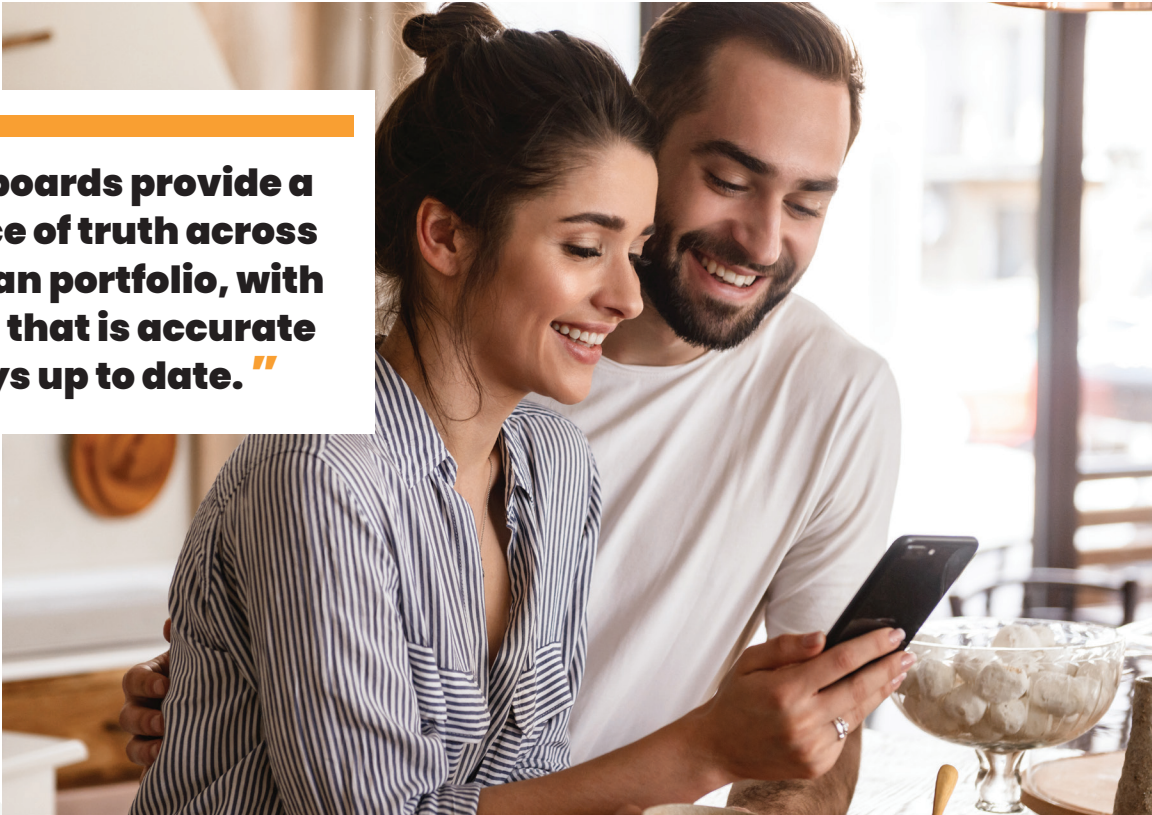
And our proprietary decisioning capability has been extended; now including Liquidation options, coupling our best-in-class automation with the best-in-practice insights of servicer SMEs.

At the Loss Mitigation product core, automation and cross-team collaboration remain key drivers to a less stressful process.

→» Here's how it works

From the first document submission or streamline review, a comprehensive series of tasks auto-generate, auto-populate, and auto-assign against defined SLAs. Not just the 'happy path' either, we believe in keeping it real, so we've tackled the 'unhappy path' too - resubmissions, incomplete packages, non-responsive borrowers, trial failures, appeals; Aspen's product exceeds any current market offering, and digitally embraces Loss Mitigation as it exists in the real world.

Aspen's world-class workflow technology bridges the bottom-up reality of a borrower-centric process with the top-down ideology of regulatory requirements.

> **" Our dashboards provide a single source of truth across the entire loan portfolio, with one dataset that is accurate and always up to date. "**

The power to see around corners.

Aspen's tasks operate according to investor rules. The result is a dynamic platform that guides a servicer using a powerful combination of invisible, in-the-background rules. The system easily adjusts and collates requisite data for an investor-specific waterfall; rendering the appropriate workout or moving further down the evaluation chain into liquidation options.

Servicing executives can breathe a little easier too, knowing that intelligent task automation funnels team activities and promotes both CFPB and investor compliance. The result is fewer process breaks and a drastically reduced risk of enforcement actions, consent orders, and curtailments.

We've dialed down the stress levels of managing NMLS state assignments by extending our team & role-assignment matrix. Since information is centrally stored, the data used to auto-populate tasks between teams is always up-to-date. Just

one less thing to worry about.

The Aspen Loss Mitigation product keeps it simple by eliminating the need to access vendor systems. Vendor activities are tracked in the same system as internal agents while access controls ensure their view is limited to only what is necessary. Just another step in giving back control of the loan data to the Servicer.

We've even managed to reduce the stress of those daily surprises and the subsequent firefighting. Dashboards manage the activity pipelines, giving Underwriters visibility of upcoming BRP completions and SPOC agents visibility of outgoing decisions. Dashboarding also highlights volume spikes or bottlenecks days or weeks earlier, enabling managers to see around corners and keep things on track with borrowers.

When Just in Time is too late

Without a complete portfolio view across the entire loss mitigation activity pipeline, operational stresses rule the day.

Legacy software solutions pigeonhole teams into operational silos with little or no case-level context.

Other solutions struggle to connect the dots across the lifecycle of loss mitigation. While they may be okay with the waterfall rules, they fail to capture everything in pre and post decisioning, all the documents, all the steps, and all the outcomes. Whereas Aspen presents that in an easy-to-use interface where everything is at the fingertips of the operator on one screen.

Other Loss Mitigation platforms create a just-in-time chain reaction of service delivery. Hand-offs between teams are disjointed and delays arise from incomplete or inaccurate information. This style of service leaves borrowers feeling disengaged and discouraged and can result in a bail-or-fail scenario.

> " **With Aspen, Servicers deliver a timely, coherent, and consistent level of service** "
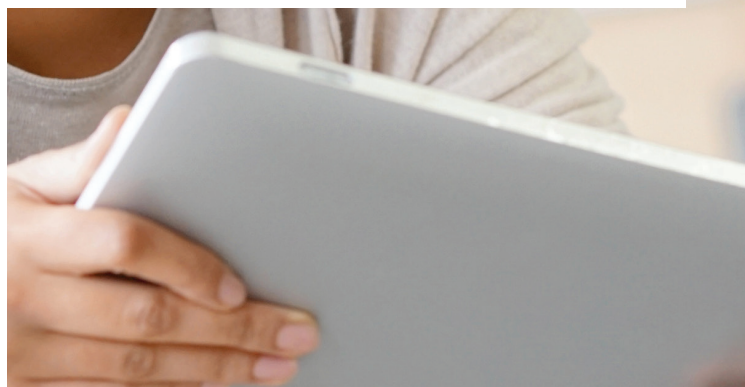
Loss Mitigation the Aspen way

Our **dashboards** provide a single source of truth across the entire loan portfolio, with one dataset that is accurate and always updated. All data tables are rolled-up and drilled down with a click; so, when a borrower's trial payment is overdue and the plan is active, agents have a ready-built call campaign auto-queued for borrower outreach.

Work is easily managed via our **worklists**, using saved searches to bring agents into their tasks quickly. Incoming Borrower messages and responses update into an immediate action queue for faster turn-around times. There are no cracks for work to fall between and tasks can be

reassigned in bulk.

A **single-asset view** enables more teamwork with fewer interruptions. Collections or Escrow agents may see, but not update, operations in Loss Mitigation. Similarly, Loss Mitigation agents can track Bankruptcy proceedings or send updates back to Foreclosure teams – all on the same file and the same system. Having data in real-time drives better decisioning and avoids overlap. The system identifies incompatible actions between teams, such as Loss Mitigation phone calls outside of FDCPA or modification solicitations beyond foreclosure deadlines.

Audit Ready without the stress

What's the true stress test of your software platform? The annual audit. If an audit induces stress, it's not a people problem - it's a design problem; a technical failure of workflow management and data architecture.

In Aspen, we know that data transparency creates efficiencies. Our single asset view presents a complete activity history chronologically ordered across all teams and vendors, so you are always audit-ready without the stress.

With Aspen, you deliver a timely, coherent, and consistent level of service.

Enjoy proven ROI in weeks

The Loss Mitigation product, like all our modules, can be implemented stand-alone or by integration with other modules. Our out-of-the-box offering drives down implementation costs and speeds up timelines, enabling our customers to be up and running in weeks with minimal disruption. Drawn-out implementations and high-cost barriers of entry are gone; instead, enjoy proven ROI of up to 50% increase in productivity and a reduction of up to 75% in loan modification timelines.

Our technology leverages over 25 years of industry experience and partnerships with leading experts in mortgage servicing. We offer cutting-edge software, design, and systems architecture capabilities in a robust enterprise platform and a suite of servicing products. We'd love to share it with you.

If you have questions related to any of the topics discussed in this paper, please contact Aspen Grove Solutions.

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