Servicing Operations Study and Forum for Prime and Specialty Servicers

MBA's annual Servicing Operations Study and Forum (SOSF) provides participating companies with a highly detailed operational evaluation of their servicing department. This benchmarking tool sets the standard for servicing managers and mortgage banking executives to measure operational performance. As a benefit of participation, you receive not only data outputs but the opportunity to meet your peers and discuss results at our Servicing Operations Forum, being held in May.

OUTPUT REPORTS
The output analyses compare your firm's results with your peer group and full sample averages. Both the weighted and simple averages are provided for all groupings. In addition, companies may request one free custom report for a peer group of their choosing (five companies minimum) which includes the 20th percentile, median and 80th percentile.

COST PER LOAN AND PRODUCTIVITY BREAKOUTS
Detailed cost and productivity metrics for each:
- Statements and billings
- Call center/ customer inquiries
- Loan setup and transfers
- Payoff/lien release
- Escrow
- Cashiering
- Investor accounting
- Collections
- Loss mitigation
- Bankruptcy
- Foreclosure
- Post sale conveyance/ property preservation
- Claims
- Other default
- Servicing systems
- Quality assurance
- Record retention
- Executive Management and Specialized Functions

OTHER EXPENSES
To obtain a “fully loaded” servicing cost, the following are also reported:
- Unreimbursed foreclosure and REO costs
- Interest expense on MSRs, escrows and advances
- Compensatory fees and penalties
- Corporate costs

SERVICING REVENUES (PER LOAN AND BASIS POINTS)
Includes:
- Servicing/ subservicing fees
- Ancillary and late fees
- MSR amortization/ loan decay
- Gain/loss on MSR-related items
- Escrow earnings

OPERATIONAL PRACTICES BY FUNCTION
- Borrower billing, payment methods
- Use of Single Point of Contact (SPOC)
- Late fee and ancillary fee collections
- VRU, web site and call center volume
- Default case volumes
- Borrower communication rates
- Customer complaints

SERVICING VOLUME AND PERFORMANCE
- Government versus conventional
- State-by-state geography
- Investor type
- Roll rates
- Fixed versus ARM, serviced versus subserviced
- Delinquency and foreclosure rates
- Modification recidivism rates

TECHNOLOGY PROVIDERS AND VENDORS
Names of providers used in various servicing areas.

CONTACT MARINA WALSH AT (202) 557-2817 OR MWALSH@MBA.ORG
OUR 2019 STUDY PARTICIPANTS INCLUDED:

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<td>Arvest Bank</td>
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MBA’s 2020 Servicing Operations Study and Forum for Prime and Specialty Servicers (2019 Data) Registration Form

Only mortgage servicers who participate in the study by providing servicing data are eligible to receive the full results. For more information or sample outputs from previous years, please call Marina Walsh at (202) 557-2817 or Jenny Masoud at (202) 557-2879.

**FEE** Includes survey results and registration for two attendees at the Servicing Operations Forum. Based on availability, additional company representatives may attend the Serving Operations Forum, at an additional $500 charge per additional Forum attendee.

Servicing 100,000 or more loans

- MBA Member: $6,500
- Nonmember: $13,000

Servicing fewer than 100,000 loans

- MBA Member: $4,500
- Nonmember: $9,000

**Primary Contact**

- MBA Member
- Nonmember
- Mr.
- Ms.
- Mrs.

FIRST NAME  MI  LAST NAME

TITLE  COMPANY NAME

COMPANY ADDRESS  CITY  STATE  ZIP

BUSINESS PHONE NUMBER  EMAIL ADDRESS

**Confidentiality Agreement**

MBA’s Servicing Operations Study is for your internal use only. By executing this registration form, your firm agrees to (a) keep confidential and not disclose or transfer to any third-party person, firm or entity, any contents of the Servicing Operations Study, including, without limitation all output reports, input files and presentation materials, in either electronic or hard-copy format; (b) not use or exploit any portions of the Servicing Operations Study for external purposes without express written permission of the Mortgage Bankers Association; (c) take reasonable steps to ensure these restrictions are known to all employees who may have access to the Servicing Operations Study; and (d) exercise best efforts to prevent unauthorized parties from gaining access to the Servicing Operations Study.

SIGNATURE  DATE

**Data Contact 1**

- Mr.
- Ms.
- Mrs.

FIRST NAME  MI  LAST NAME

TITLE  EMAIL ADDRESS

BUSINESS PHONE NUMBER

**Data Contact 2**

- Mr.
- Ms.
- Mrs.

FIRST NAME  MI  LAST NAME

TITLE  EMAIL ADDRESS

BUSINESS PHONE NUMBER

PLEASE EMAIL THIS FORM TO JENNY MASOUD AT JMASOUD@MBA.ORG. UPON RECEIPT OF THIS FORM, MBA WILL SEND THE INVOICE FOR THE APPROPRIATE SURVEY PARTICIPATION FEE TO THE PRIMARY CONTACT ABOVE.