

# 1Q25 DEMO SHOWCASE & STATE OF SERVICING TECH STACK

February 17-18, 2026

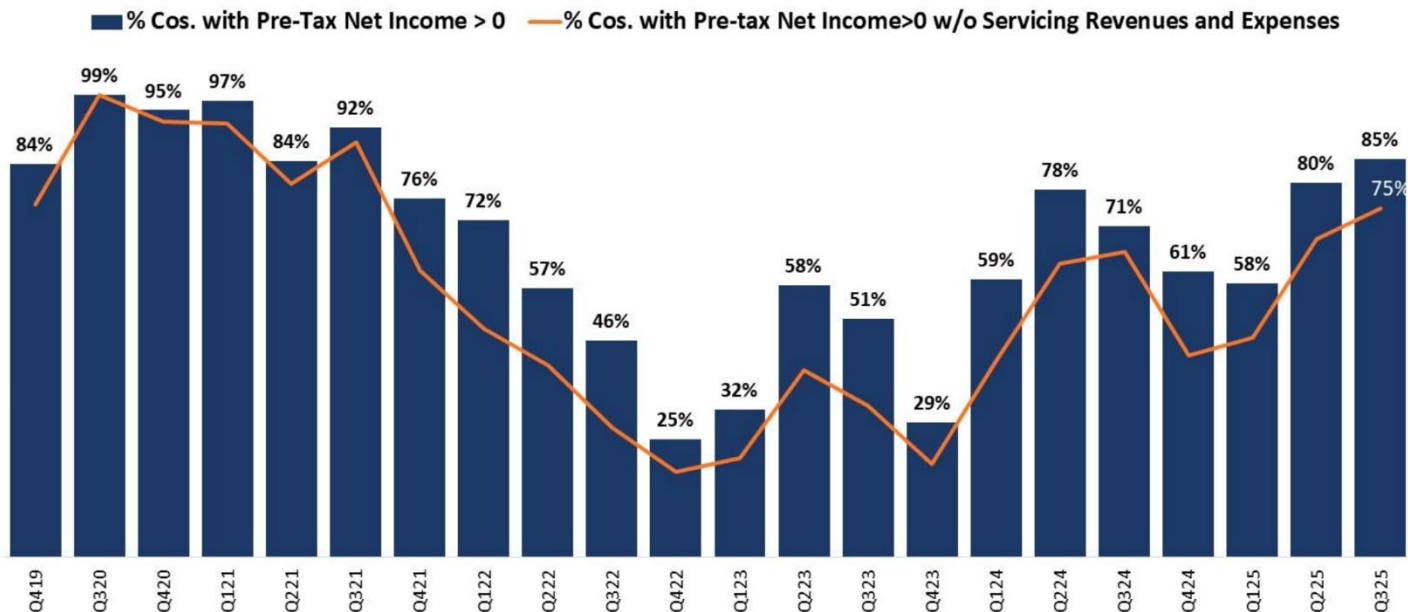


**THE BASIS POINT**®

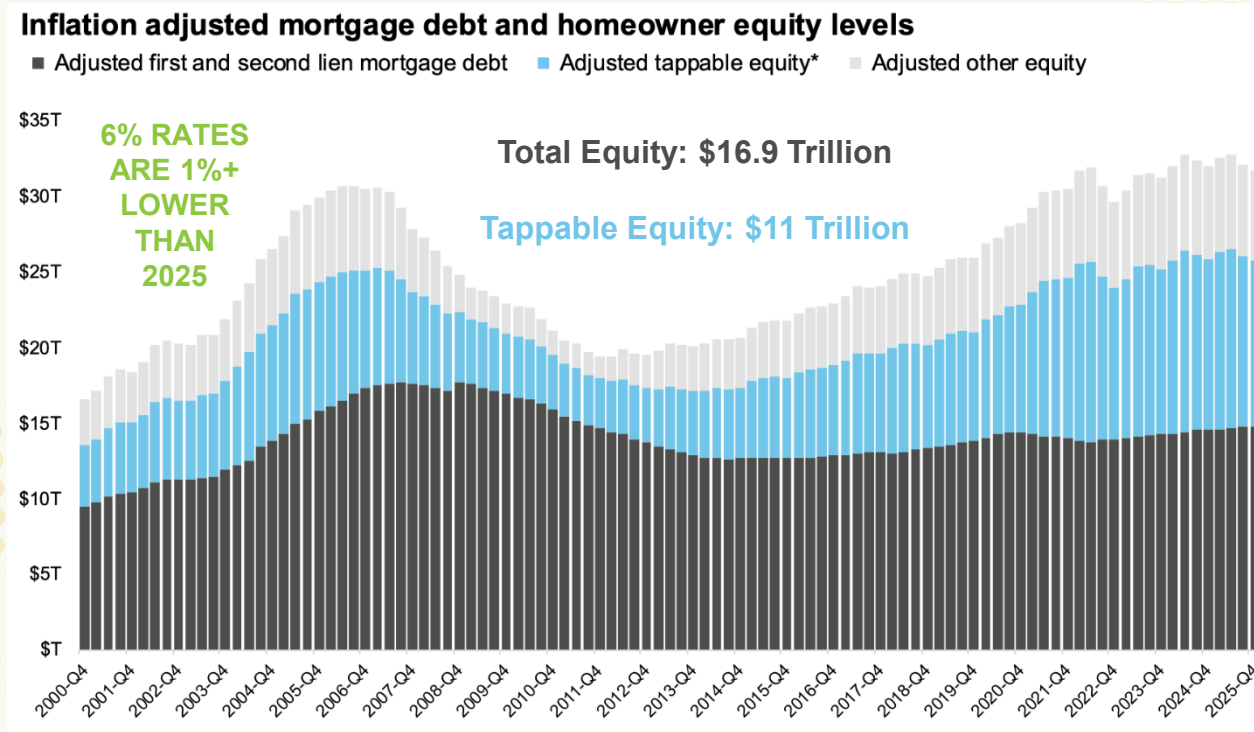
Julian Hebron, Founder  
[julian@thebasispoint.com](mailto:julian@thebasispoint.com)

# SERVICING MAKES ORIGINATIONS BETTER

## Improvement in Overall IMB Profits, including Both Production and Servicing Operations



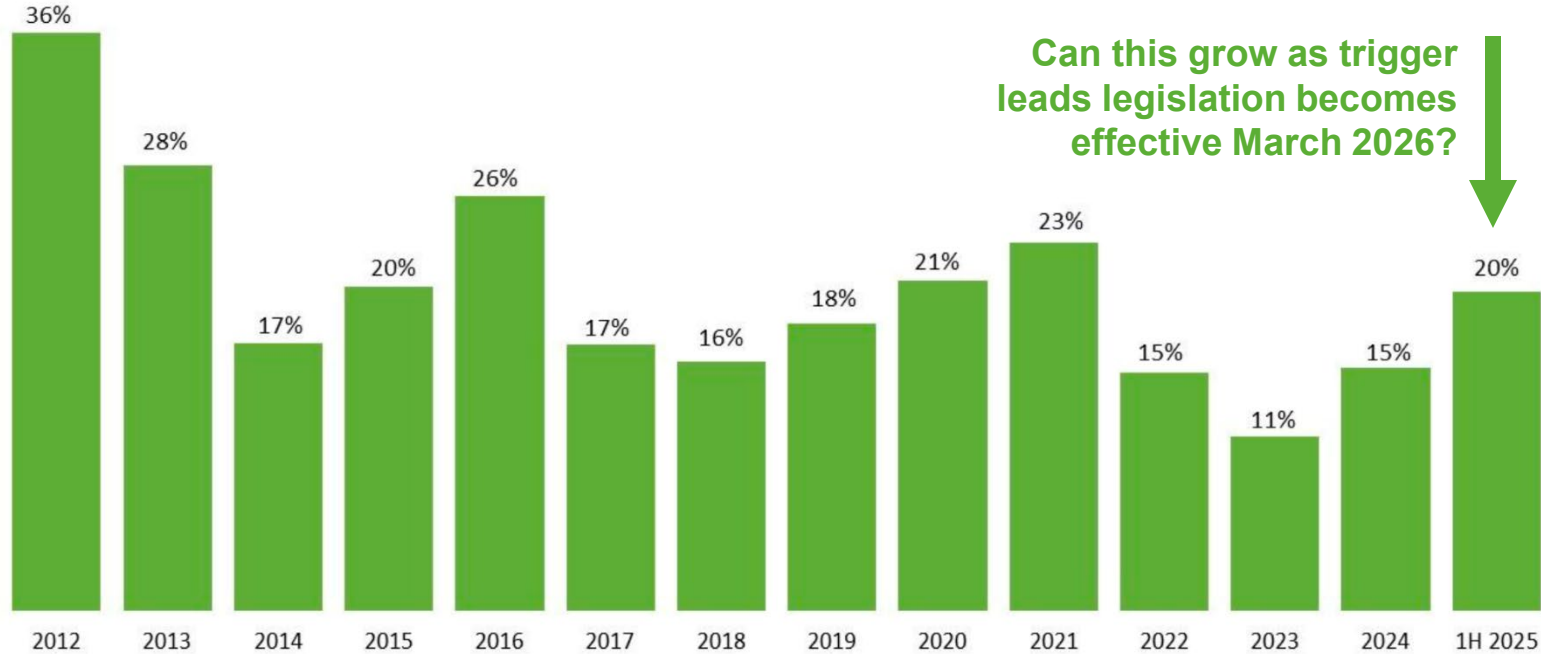
# RIGHT-NOW OPPORTUNITIES: RECORD EQUITY



Intercontinental Exchange, 4Q25 data as of January 2026

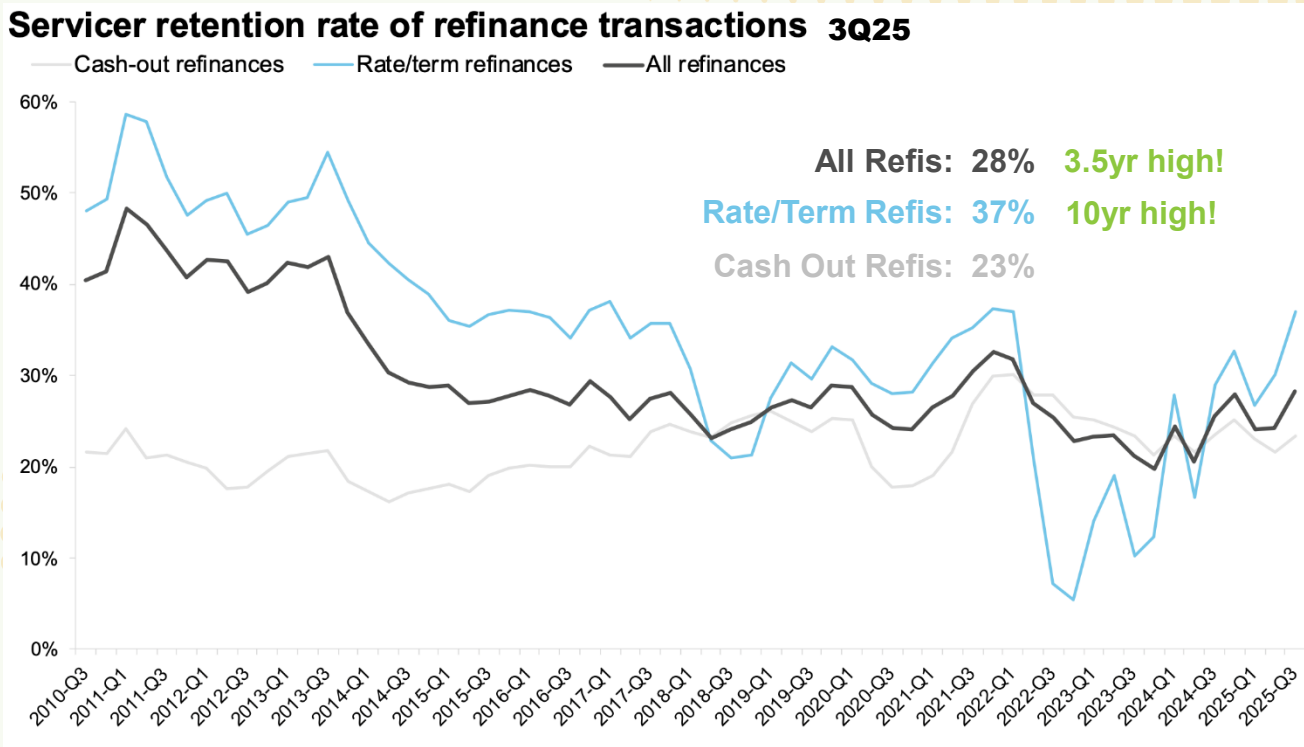
# RIGHT-NOW OPPORTUNITIES: RETENTION (ALL LOANS)

% of Payoffs that Resulted in a New Loan (whether Purchase or Refinance) with the Same Company:



Source: MBA's Servicing Operations Study and Forum ("SOSF"); 1H2025: PGR Program

# RIGHT-NOW OPPORTUNITIES: RETENTION (REFI ONLY)



Intercontinental Exchange, 3Q25 data as of December 2025

# THE TECH-POWERED RETENTION POTENTIAL



**PURCHASE RETENTION**

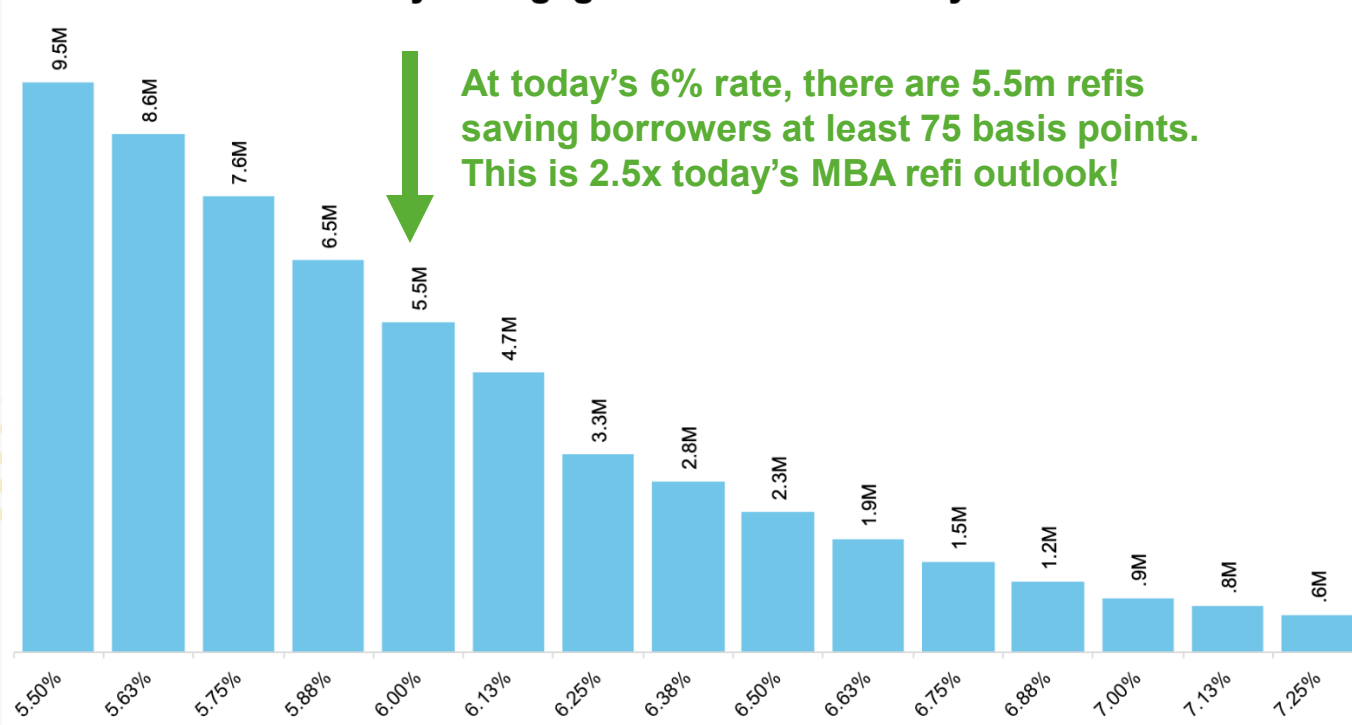
**26%**

**REFI RETENTION**

**83%**

# HOW BIG IS THE RETENTION OPPORTUNITY?

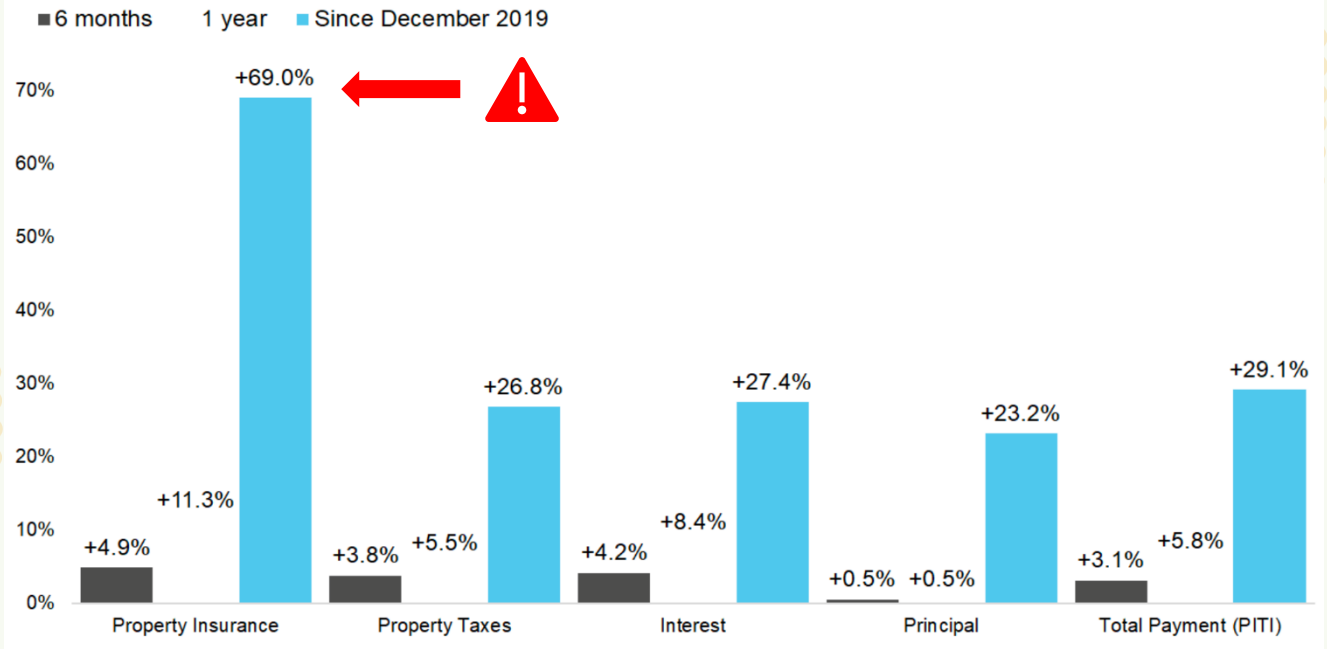
Number of 'in the money' mortgages under various 30-year rate scenarios



Intercontinental Exchange, February 2026

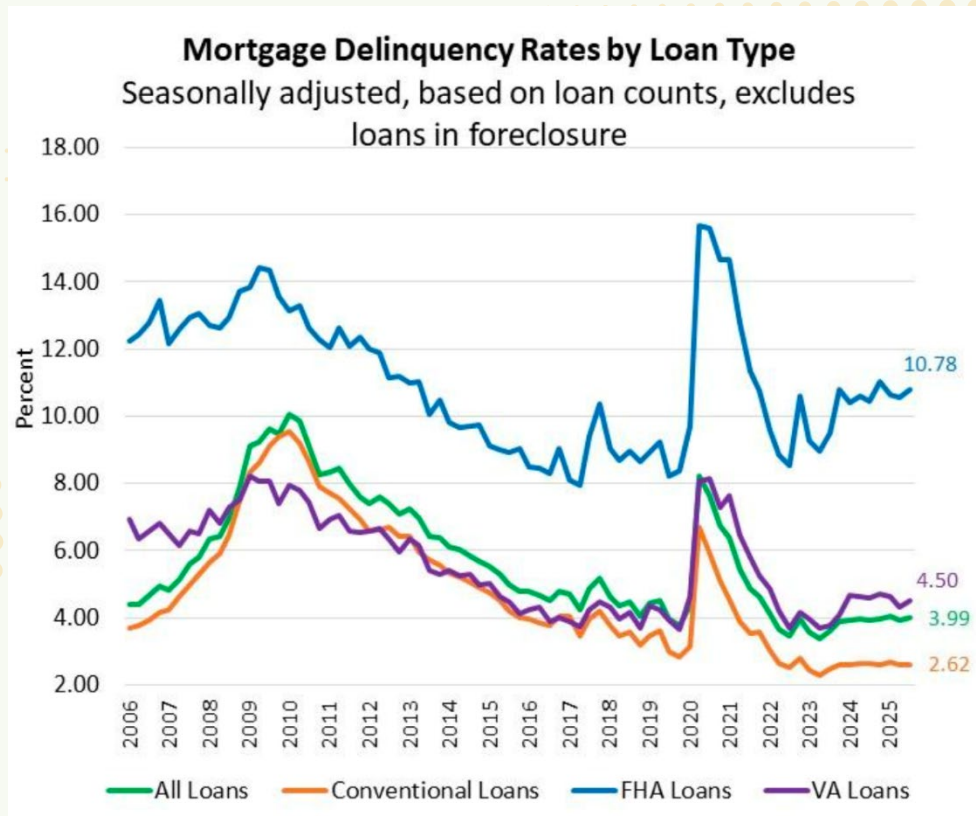
# NECESSITIES/OPPORTUNITIES: DEFAULT

Change in average principal, interest, tax, and insurance payments over time



Intercontinental Exchange, October 2025

# NECESSITIES/OPPORTUNITIES: DEFAULT



# HOW DOES TECH SPEND HELP SERVICING?

## TOP 3 COSTS:

Loss Mit

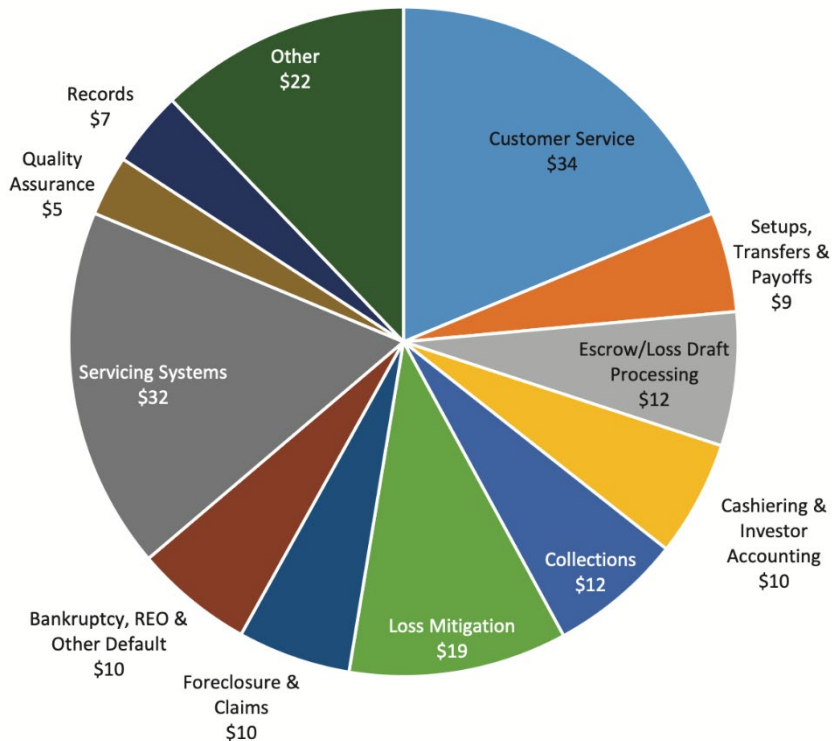
Customer Service

Systems

**Total Direct Cost:** \$181 per loan

**Direct Default Cost:** \$51 per loan

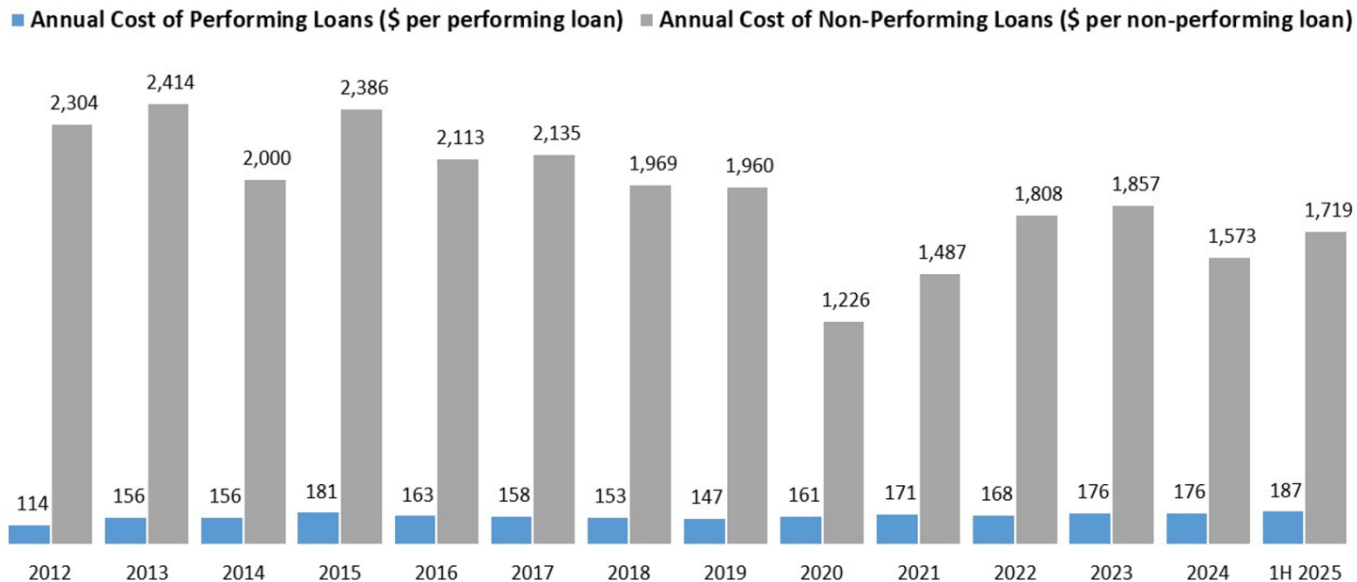
**Direct Non-Default Cost:** \$130 per loan



Source: MBA's Servicing Operations Study and Forum (SOSF);

# HOW MUCH CAN TECH LOWER COSTS?

## Performing and Non-Performing Servicing Costs: As Delinquencies Rise, Blended Cost to Service Likely to Increase



• **Performing Loans:** Includes base non- default-specific direct costs and corporate costs.

• **Non-Performing Loans:** Includes base non- default-specific direct costs and corporate costs PLUS default-specific direct costs and unreimbursed FC, REO, and other default-related indirect costs.

# COST REDUCTION: CALL CENTER EXAMPLE



**WITHOUT AI**  
\$6 per call



**WITH AI**  
\$1-2 per call

**“It comes down to cost and capacity – grow portfolios without adding headcount. We can reduce a servicer’s cost per call from about \$6 to about \$1 to \$2.”**

**Rishi Choudhary**  
CEO, Kastle

Source: Kastle CEO Rishi Choudhary on Chrisman Commentary podcast 2/12/26

# WHAT THE BASIS POINT® LOOKS FOR IN DEMOS

MARKET RELEVANCE

2026 FOCUS

ABILITY TO IMPLEMENT & ADOPT

2026 FOCUS

MORE EFFICIENT, LESS EXPENSIVE SERVICING OPS

PRODUCT QUALITY & UX

SALESMANSHIP & DEMO QUALITY

# Tech Showcase Companies (10 Demos | 2 Days)



DAY 1: Tue, Feb 17 | 12:30PM – 1:30PM

SERVISBOT

ā360inc™

VERTYX

 DARKMATTER™  
TECHNOLOGIES

Paymentus

# DAY 2: Wed, Feb 18 | 10:45AM – 11:45AM





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