

Electronic Default Management Processes



Less Pain, More Gain with Real-time “eWorkouts”

Default management proceedings are not good for anyone. Borrowers don’t want to lose their homes, and you don’t want to lose your shirt. With electronic default management process tools from Fiserv, you can expedite collections and make fast work out of your loan workouts.

A Bad Time to be a Tortoise

Slow and steady is no way to achieve a competitive edge in today’s fast-paced, quick-decision business environment. With the Fiserv Loan Servicing Platform and its electronic lending workflow, every service interaction for collections or loan workout can result in a completed financial transaction or executed customer agreement—all while your customer remains on the telephone.

For example:

Collections. Use real-time, electronic document exchange to turn every phone call into an immediate payment opportunity. Rather than depending on a promise to pay, customer service representatives can send deposit account debit authorization documents for customer signature, and then perform an electronic payment transaction.

Loan workouts. Grant extensions and execute loan modifications and workout processes in a matter of minutes! With electronic document exchange, you can send agreements via the Internet for electronic signature. Save days of courier fees and administrative followup over mailed documents.

Deliver. Collaborate. Collect.

- Secure, online document delivery/presentation to customers
- Customers can review, print and electronically sign documents
- Customers have instant access to documents anytime, anywhere they have Internet access
- Customer identity verification and presentation of ESIGN consent
- Status updates enable you to confirm receipt and review of documents delivered to customers
- Send automatic e-mail notification to customers when new documents are ready to view
- Electronically signed documents include tamper-evident seals

	Contact Borrower	Send Workout Documents	Verify Receipt	Verify Documents Opened	Discuss Terms	Receive Executed Documents	Total Workout Duration
Electronic Process	5 minutes	2 minutes	2 minutes	2 minutes	10 minutes	2 minutes	23 minutes
Traditional Process	5 minutes	5-7 days	No way to tell...	No way to tell...	10 minutes	5-7 days	10+ days

Increased profitability and more efficient collection and loan workout processes are only minutes away with the electronic document management and electronic signature capabilities of the Fiserv Loan Servicing Platform.

Easy-to-Implement Electronic Delivery Solutions

Electronic mitigation and correspondence processes save you money with every loan file by providing a secure, customizable and easy to use method to deliver documents to borrowers, track document reviews and allow customers to electronically sign the documents.

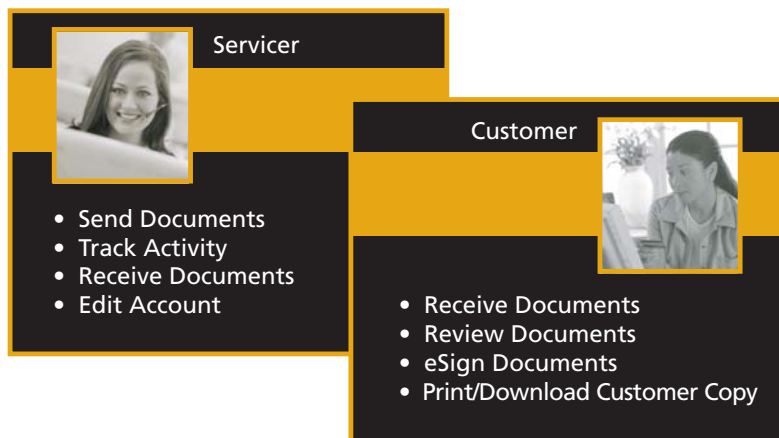
Using electronic document workflows, you provide your staff with a way to stay connected to customers until collections and workout agreements are finalized and executed. Automatic alerts are sent to customers as documents are uploaded and, with full access to previous document versions, customers will have an online record of their interactions with you. The result is a fully collaborative, mutually accountable workout process.

No proprietary downloads or special plug-ins (other than Adobe Reader) are required for customers to access or sign their documents—just an Internet connection and a Web browser. The process is intuitive and easy to follow. Present documents with additional information, including helpful pop-up document descriptions, previous document versions and other loan information.

Control the Customer Experience

Customer login credentials are created the first time a document package is sent for review. ESIGN and UETA best practices are incorporated throughout the workflow, including initial and recurring identity authentication; presentation and capture of ESIGN consent; and audit trail information for non-repudiation purposes.

The service can be integrated into your existing customer Web site, and private labeled to reinforce your consumer brand experience. You control the borrower experience, with real-time access to change the branding as well as the document information presented.



Complete Document Protection

For enhanced document security, a tamper-evident seal is applied to all documents. Based on digital signatures (digital certificates), this method demonstrates that the document content has not changed since the time of signing. The tamper-evident seal serves as a guarantee for document signers and downstream parties, like new investors and auditors, who rely on the document being unaltered.

Compatible with PDF documents and imaged documents, the system automatically prepares each document for electronic signature and seals each document after signature.

Archiving signed documents is easy. Use the seamlessly integrated Fiserv eVault, export copies of signed documents to your local file drive, or systematically download copies or eSigned originals to your imaging system.

Deliver. Collaborate. Collect.

Fiserv electronic collections and loan workout processes leverage the latest in document exchange technologies and your customer service operations to make the most difficult situations easier for everybody.

Fiserv Lending Solutions, 3575 Moreau Court, Suite 2, South Bend, Indiana 46628
Toll-Free: 800-748-2572, ext. 4224 www.fiservlendingsolutions.com

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Time projections are illustrative only and may vary depending on the characteristics of specific business environments.

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