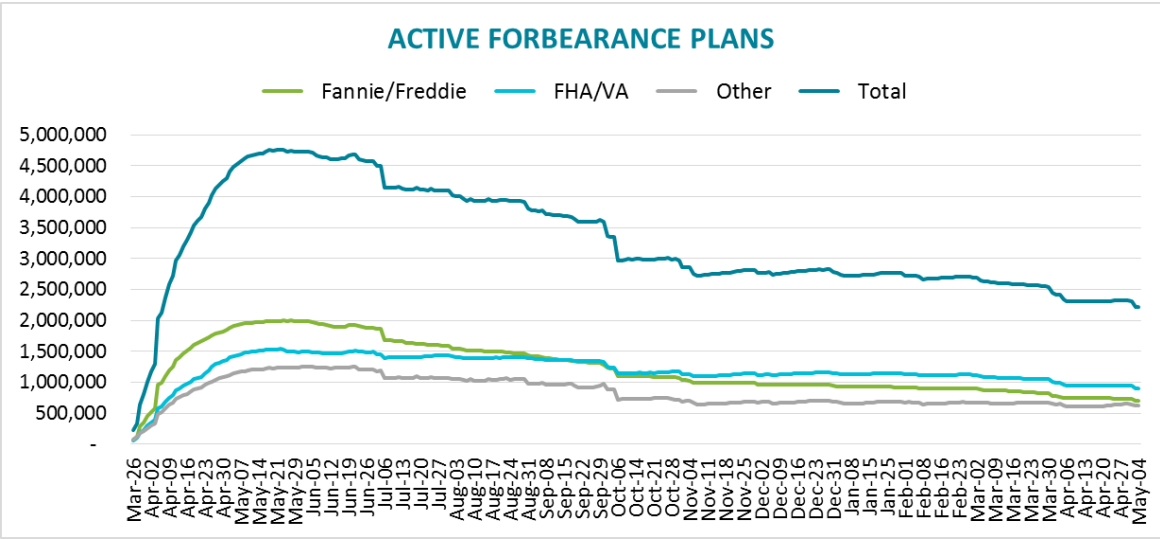


MORTGAGE FORBEARANCE TRENDS

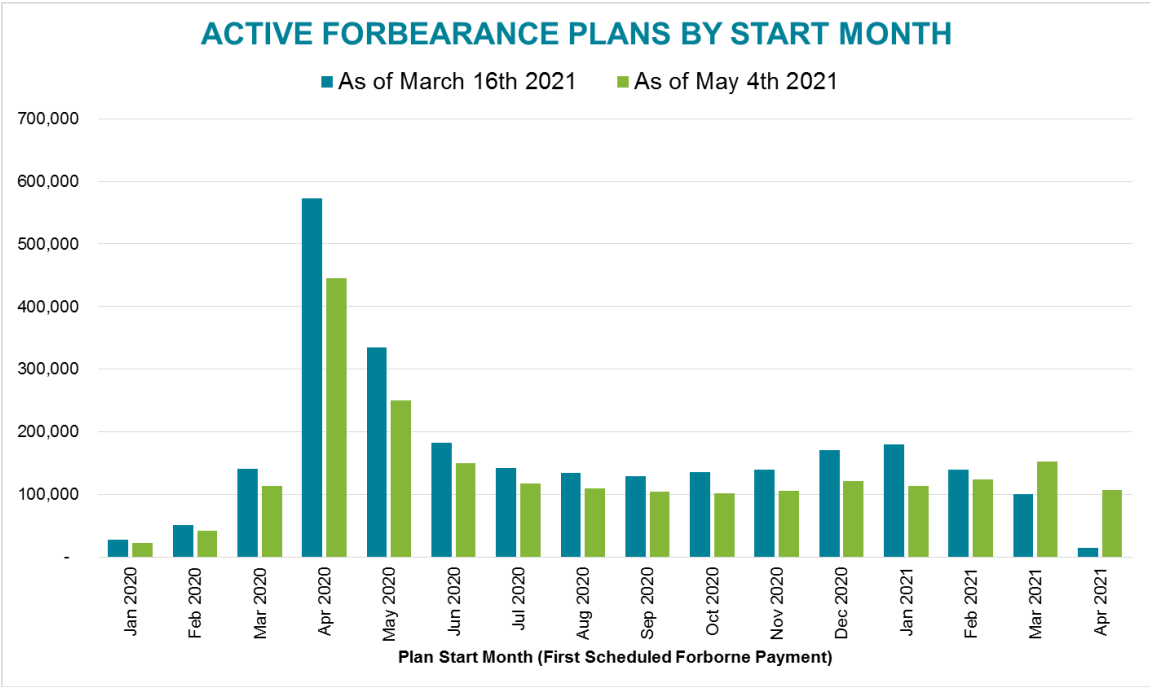
Black Knight's McDash Flash Data Observations



Forbearance plan volumes have declined by 368K (-14%) over past 45 days; Largest improvement has come from plans nearing their 12-month mark



	Fannie & Freddie	FHA & VA	Other**	Total
Loans in Forbearance*	697,000	900,000	627,000	2,224,000
UPB of Loans in Forbearance (\$Bil)*	\$144	\$152	\$141	\$438
Share of Loans in Forbearance*	2.5%	7.4%	4.8%	4.2%

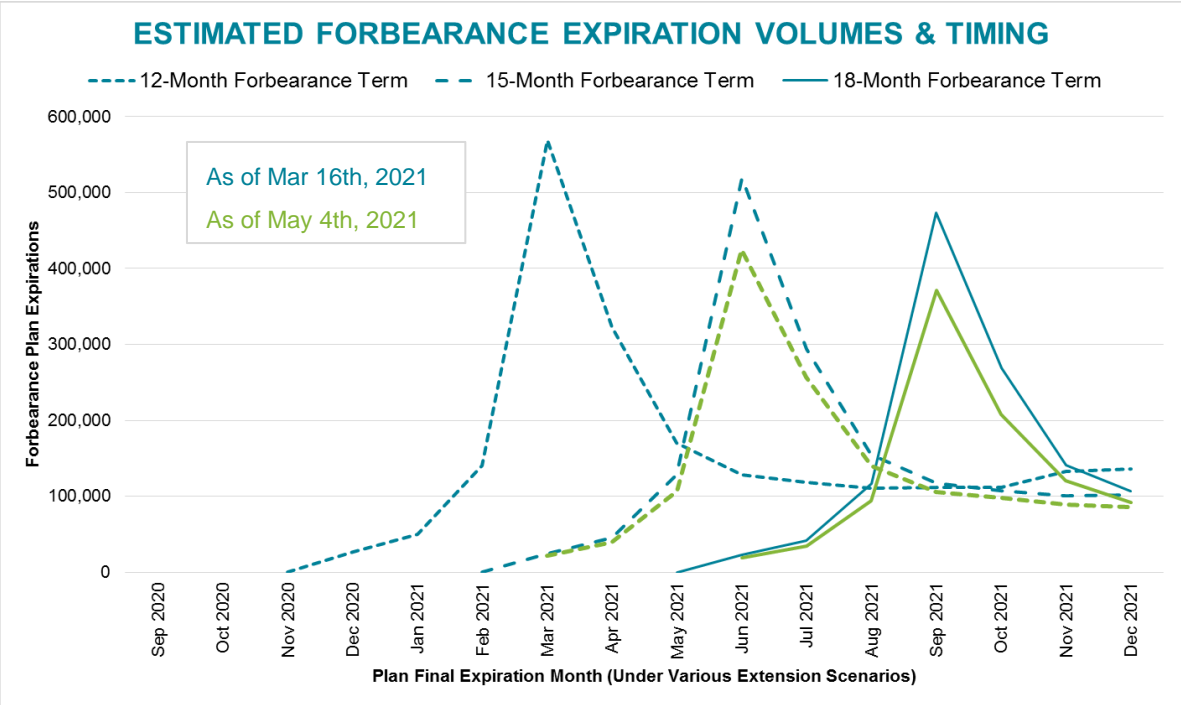


Source: Black Knight, McDash Flash
As of May 4th, 2021

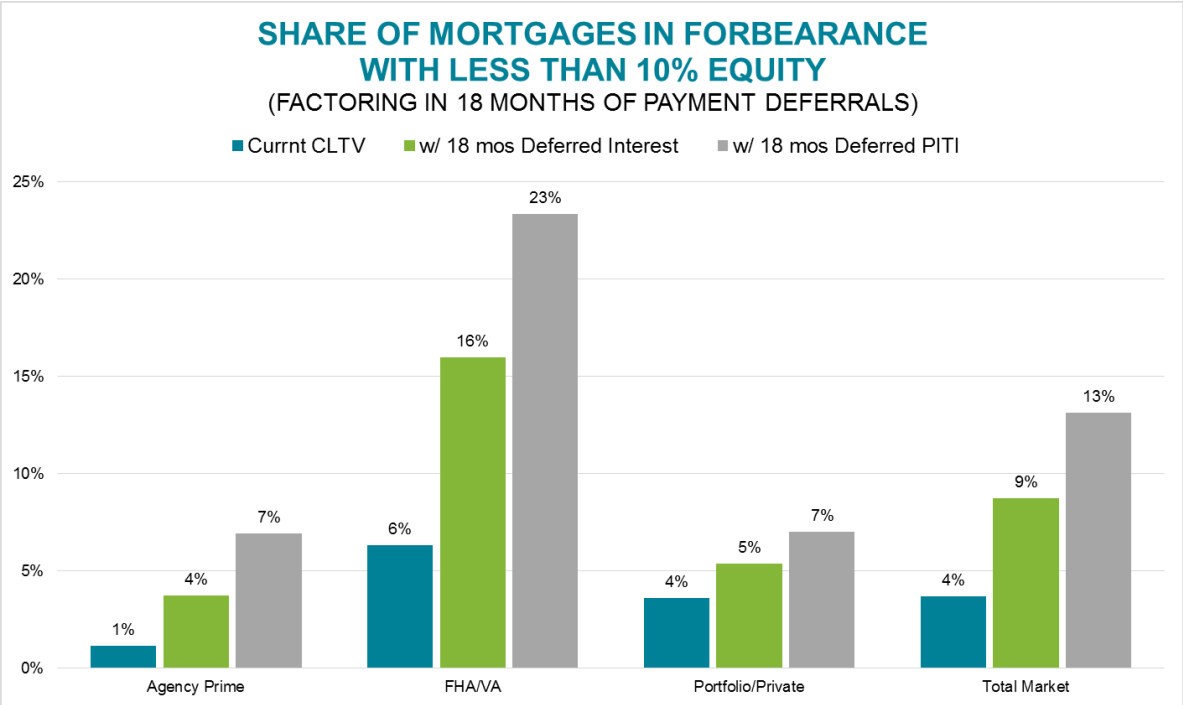
Source: Black Knight, McDash Flash



Recent declines have modestly improved expiration outlook for Q4 2021; Strong home price growth has improved forbearance equity positions



Source: Black Knight, McDash Flash
As of May 4th, 2021



Source: Black Knight, McDash Flash, McDash Property Module
Equity estimates are based on loan level observations of mortgages in active forbearance as of April 30th with mark-to-market property values as of February 2021 based on Black Knight's Home Price Index



LOSS MITIGATION & SERVICING DIGITAL

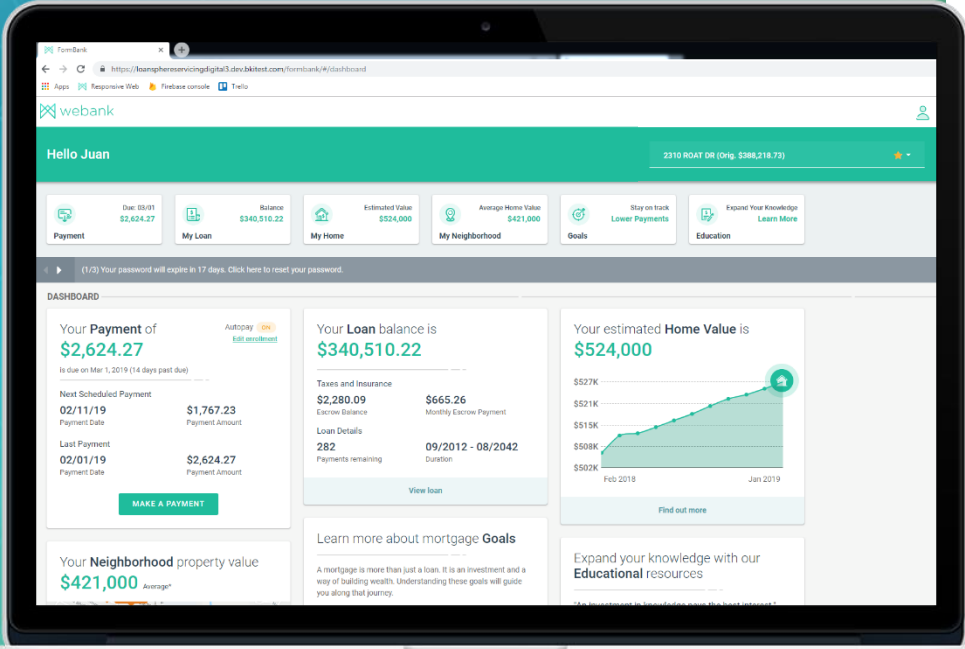
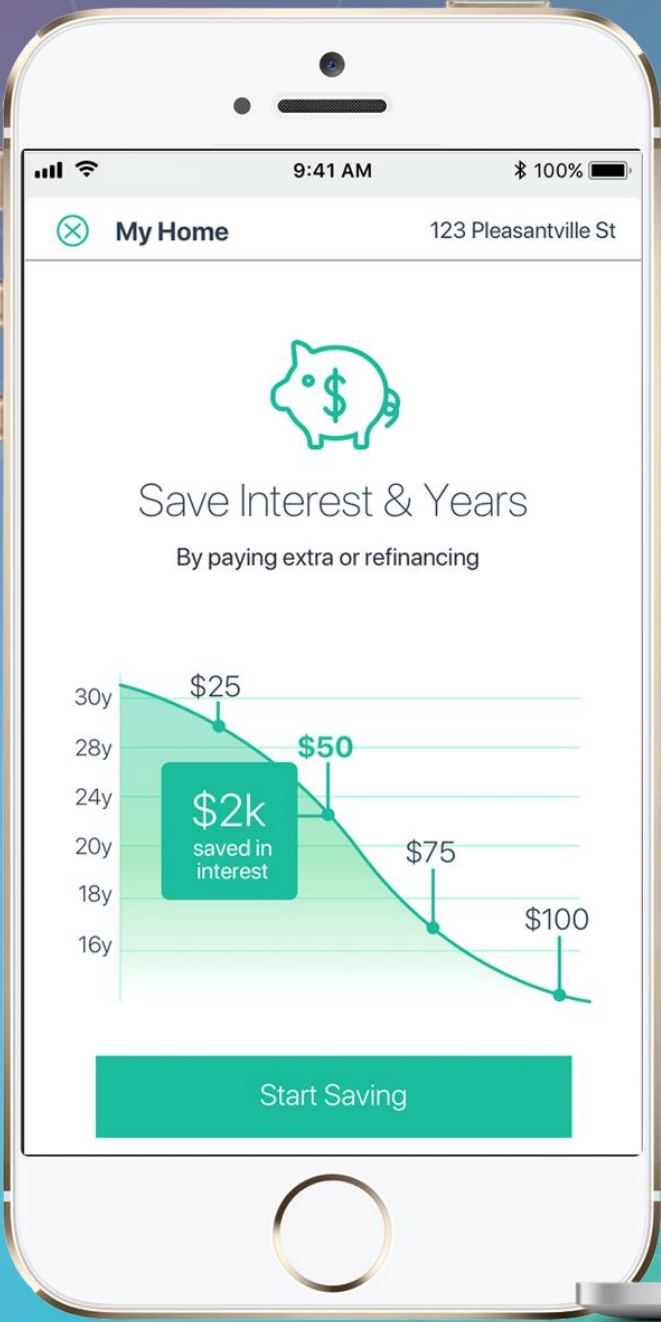
Working together for an integrated customer experience



Black Knight Servicing Digital

KEY FEATURES AND BENEFITS

- Real-Time Payments
- Historical Information
- Property Value Tracking
- Neighborhood Trends
- White Label
- API Integration
- Customer Retention
- Intuitive Navigation
- Customer Engagement
- Web- and Mobile-enabled



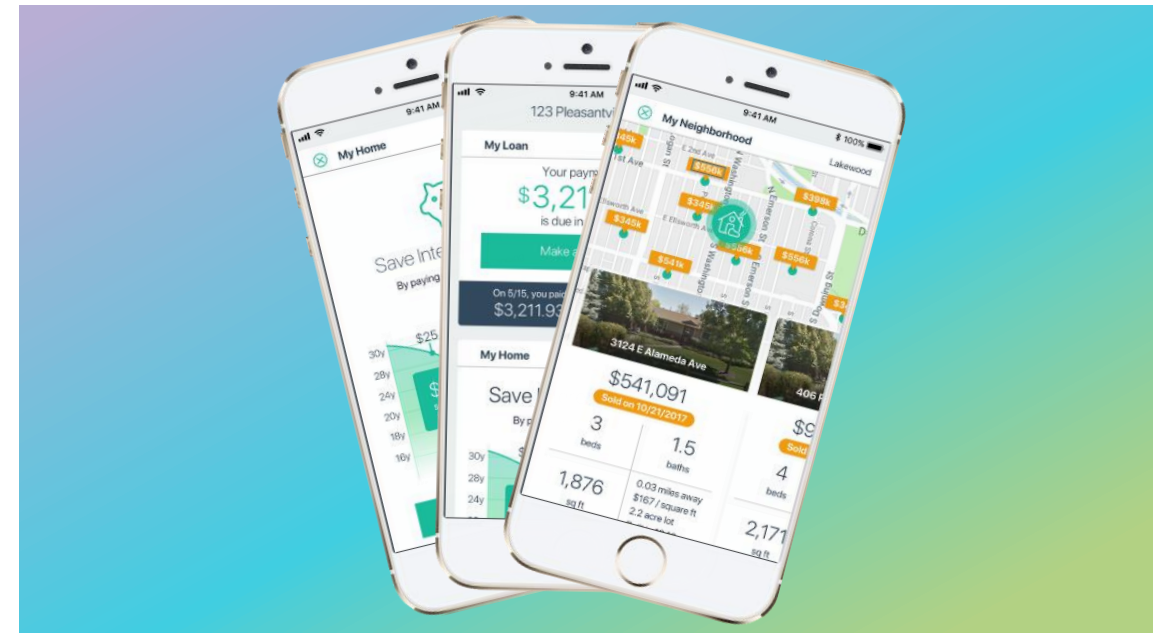
Servicing DigitalSM

OVERVIEW

Servicing DigitalSM solution that can be used by your consumers to review detailed information about their loan, home and neighborhood. The solution gives access to loan information, enabling consumers to make payments, receive notifications about changes in their loan and view their estimated home value and recent sales in their neighborhood.

HIGHLIGHTS

- Loan-related functions including self-service capabilities
- Make and receive payments with real-time results
- Escrow Information and education
- View & filter payment history
- Home wealth functions including:
- Calculators showing the value of making additional principal payments
- Calculators for refinance and investment opportunities
- Home value tracking
- Education and neighborhood functions include
- Make informed decisions to plan for lifestyle changes
- Stay apprised of neighborhood information such as schools, property characteristics, and demographics



KEY BENEFITS

- White-label design makes it easy for individual client branding
- Pre-configured API integration to MSP and D&A data assets
- Ease-of-Use: Intuitive user interface created with the end user in mind
- Enhance customer satisfaction
- Strengthen customer relationships by fostering interactivity
- Improve customer retention
- Reduce customer service agent intervention with consumer
- Increase customer engagement

Loss Mitigation

OVERVIEW

Black Knight's **Loss Mitigation Solution** is an end-to-end solution that enables servicers to provide borrowers timely loss mitigation assistance, while creating an audit trail necessary to demonstrate compliance with evolving regulations. Loss Mitigation supports industry standard programs including Fannie Mae, Freddie Mac, FHA, VA, USDA retention and liquidation options.

HIGHLIGHTS

- Repayment and forbearance plans
- Loan modifications
- Liquidation options
- Standard **disaster programs**
- Structure for policies and settings for **private investor programs**
- Features to assist with **managing to compliance timelines**
- Fannie Mae SMDU decisions and case management
- Settings for program eligibility rules and workout terms pre-populated at implementation
- **Best-in-class integration with MSP**. Uses real-time information from MSP to perform evaluations
- **Evaluation types** include Initial, Mid-Stream, Final and Appeal
- **Home Equity** Restructure, Re-Age and Extension programs



KEY BENEFITS

- Provides Black Knight Servicers with a **single technology solution** to evaluate borrowers for loss mitigation options regardless of the investor, insurer or loan type
- **Sophisticated user interface** provides guided process with data validation checks
- Investor and loan type driven workout **waterfall hierarchy**
- **Configurable settings** to drive client-specific policy variations
- **Audit tracking** of the evaluation and decision outcome through viewing in the application or creation of PDF on demand
- Built-in workflow including **quality control** (2nd level review) to move a decision from recommended to a committed status
- Executes **updates to MSP** for trial terms and modification terms.

Servicing Digital and Loss Mitigation use cases

CUSTOMER EXPERIENCE

- **As a customer, I need to have the ability to request help from the servicer when I have experienced a hardship and have trouble making my mortgage payment**
 - Servicing Digital: Self Service Request for Assistance initiation and capturing of reason for the request. Prompt the customer to provide additional information needed to determine required documents
- **As a customer, I need to know who my SPOC is so I can contact the right person**
 - Servicing Digital: Mortgage Assistance Dashboard provides the customer the right SPOC contact information
- **As a customer, I need to provide responses to the RMA Form 710 and know which documents I need to upload**
 - Servicing Digital: Pre-populates the form and can notify the customer of additional documents needed: through Expedite the document requests can be tracked and e-signatures collected
- **As a customer, I need to know the status of my loss mitigation application and whether there is any action I need to take**
 - Servicing Digital: MSP SPOC detail available to present to customer

SERVICER EXPERIENCE

- **As a servicer, I need to know the reason for the default, the Customer's intention with the property and the customer's employment type in order to evaluate for loss mitigation options**
 - Loss Mitigation: Receives the information provided by the customer and a case is open, and the required documents identified based on the hardship type and the loan specifics
- **As a servicer, when a Customer reaches out for, I need to notify the SPOC so that he/she can take action for a complete BRP**
 - Loss Mitigation: Receives event from Servicing Digital, opens case and document intake module and assigns SPOC
- **As a servicer, when a request for assistance is received from the customer, I need to review and respond in compliance with REG X**
 - Loss Mitigation: Filters document list based on hardship, employment type and intention. Determines target date for acknowledgment letter and presents to SPOC via Document Intake dashboards
- **As a Servicer, I need to know if there are any status changes based on the customer submitting additional documents**
 - Loss Mitigation: Provides access to document status and the case status values change



Servicing Digital and Loss Mitigation use cases: Lights Out

LIGHTS OUT PROCESS FOR PREQUAL AND COVID 19

- **As a customer who is experiencing a temporary hardship, I need to be able to request assistance and to see what options are available to me so that I can resolve my hardship.**
 - Servicing Digital Lights Out: Self-Service initiated request geared towards a forbearance or repayment plan for the customer. Prompt the customer to provide additional information needed to set up a temporary plan to resolve my temporary hardship.
- **As a customer, I need to know what plan options are available to me and what each plan means.**
 - Servicing Digital Lights Out: Provides the customer with educational content regarding Forbearance and Repayment Plans in Lights Out. Educates the customer regarding the plan options, general terms and implications of choosing a plan and potential next steps or options.
 - Servicing Digital COVID Lights Out: Provides the customer with educational content regarding COVID 19 forbearance plan resolution. Educates the customer regarding the plan options, general terms, and implications of choosing a plan.
- **As a customer, I need to be able to select a plan that best works for my situation so that I can resolve my delinquency.**
 - Servicing Digital Lights Out: Provides the customer with the ability to select a Forbearance or Repayment plan and inform the lender of their chosen plan so that their delinquency is resolved.
 - Servicing Digital COVID 19 Lights Out: Provides the customer with the ability to select a deferral, modification or liquidation plan and inform the lender of their chosen plan so that their delinquency is resolved.

RMA INTEGRATION

- **As a customer, I need to have the ability to request help from the servicer when I have experienced a hardship and have trouble making my mortgage payment**
 - Servicing Digital: Self Service Request for Assistance initiation and capturing of reason for the request. Prompt the customer to provide additional information needed to determine required documents
 - Loss Mitigation: Receives the information provided by the customer and a case is open, and the required documents identified based on the hardship type and the loan specifics
- **As a customer, I need to provide responses to the RMA Form 710 and know which documents I need to upload**
 - Servicing Digital: Pre-populates the form and can notify the customer of additional documents needed: through Expedite the document requests can be tracked and e-signatures collected
 - Loss Mitigation: Filters document list based on hardship, employment type and intention. Determines target date for acknowledgment letter and presents to SPOC via Document Intake dashboards
- **As a customer, I need to know the status of my loss mitigation application and whether there is any action I need to take**
 - Servicing Digital: MSP SPOC detail available to present to customer
 - Loss Mitigation: Provides access to document status and the case status values change

