

## SECONDARY MORTGAGE SERVICING ONLY OFFICER/MANAGER QUESTIONNAIRE

This questionnaire is to be completed by either an officer or a manager of the licensee/registrant. The information provided in this report is considered confidential as it is intended for use during the examination/investigation of licensee'/registrant's secondary lien servicing activity, conducted under the Secondary Mortgage Loan Act (SMLA), and/or the Consumer Financial Services Act (CFSA). Please attach additional pages as necessary.

1. Has licensee/registrant been involved in any litigation or judgments in the last two years? If yes, attach a description of each case.  Yes  No
2. Does licensee/registrant have any affiliated companies? If yes, attach a list and describe the affiliation.  Yes  No
3. Is licensee/registrant approved with any of the following: (If yes, check all that apply.)  Yes  No  
 FHA  VA  FNMA  FHLMC  GNMA
4. In the last two years, has licensee/registrant brokered, made, or serviced any junior lien mortgages secured by Michigan property? If yes, indicate the type of activity.  Yes  No  
 broker  lender  servicer
5. Do other companies or independent contractors provide sub-servicing for the licensee/registrant? If yes, attach a list of these companies/individuals and identify the services each provides.  Yes  No
6. Does licensee/registrant have a line(s) of credit or other form of credit used in connection with the servicing of secondary lien mortgage loans? If yes, attach a copy of the agreement(s) and a recent report of the outstanding balance.  Yes  No
7. Is licensee/registrant currently delinquent (more than 60 days past due) on any account owed to a vendor, such as a tax service provider or a foreclosure attorney? If yes, explain.  Yes  No
8. Does licensee/registrant operate any other businesses at the business location(s) other than mortgage activity? If yes, explain.  Yes  No
9. In addition to the licensed address, has licensee/registrant had any other offices that conducted mortgage servicing related activities within the last two years? If yes, provide the location of each office and describe the functions performed at each location.  Yes  No

10. In the last two years, has any business agreement between licensee/registrant and an investor or sub-servicer been terminated by either party? If yes, explain.  Yes  No
11. In the last two years, has any regulatory action been taken against any license/registration held by the licensee/registrant or its principals? If yes, explain.  Yes  No
12. In the last two years, has licensee/registrant had an audit of its books and records, either financial or regulatory in nature, which includes any examinations by other state or federal regulators? If yes, provide copies of the reports and responses.  Yes  No
13. Has licensee/registrant performed any quality control reviews, either internally or externally? If yes, for the last two reviews provide the date the review was conducted, a copy of the report, and a description of any action taken as a result of the findings.  Yes  No
14. Does the licensee/registrant have a written information security program to protect customer information? If yes, provide a copy.  Yes  No
15. Does the licensee/registrant believe that its disposal practices will reasonably protect against unauthorized access to or use of the information? Provide a description of current disposal practices or procedures.  Yes  No
16. Does the risk assessment in the information security program include consideration of risks in the following areas:
- a. Employee training and management?  Yes  No
  - b. Storage, disposal, and transmission of electronic information?  Yes  No
  - c. Storage and disposal of hard-copy documents and information  Yes  No
  - d. Managing system failures?  Yes  No
17. Does the licensee/registrant have a policy or procedure to determine that a consumer report relates to the consumer for which it was requested when a notification of address discrepancy is provided by the credit reporting agency? If yes, provide a copy.  Yes  No
18. Does the licensee/registrant have a written Identity Theft Prevention Program? If yes, provide a copy.  Yes  No
- a. Is there a periodic risk assessment?  Yes  No
  - b. Does the program identify, detect, and respond to red flags?  Yes  No
  - c. Is the program updated periodically?  Yes  No
  - d. Does the program include management oversight, staff training, and appropriate oversight of service providers?  Yes  No

19. Does licensee/registrant have any contracts with outside vendors for services such as quality control, disposal services, and tax services? If yes, provide copies of contract(s) covering the last 12 months.  Yes  No

20. State licensee's/registrant's fiscal year-end:

Provide the following:

21. A list of all licensee/registrant's bank accounts for the last 12 months. Include account numbers and describe what each account is used for.
22. For each bank account in which escrow funds are maintained, provide the most recent bank statement, the escrow liability at the end of the period for each individual related servicing account, and the corresponding reconciliation. For all additional bank accounts, provide statements for the last 6 months and corresponding reconciliation for each current bank account.
23. The check registers or ledgers for 12 months on all bank accounts.
24. Three months of clearing account statements.
25. The most recent general ledger, balance sheet and income statement for licensee/registrant.
26. A list of all current and past employees for the last 24 months, including job titles, date hired, date terminated, and the reason for leaving if they are no longer employees.
27. A list of licensee/registrant's officers, directors, and shareholders, if a corporation; members, if a limited liability company; or partners, if a partnership. Include percentage of ownership.
28. Name, address, and phone number of licensee/registrant's legal counsel.
29. All website addresses used by licensee/registrant.
30. Flow charts of all processes related to servicing, if available.
31. Copies of all policies and procedures established, including but not limited to:
  - a. Document retention, including accessing and providing timely and accurate information
  - b. Quality control
  - c. Fees charged, including amount of fee, when assessed, and whether it is a borrower or investor fee
  - d. Loan boarding
  - e. Transferring of accounts
  - f. Payment processing, including policies regarding accepting and applying partial payments, late fees, and other fees due

- g. Adjustment of interest rates and notification to borrowers
- h. Loss mitigation for secondary lien mortgage loans
- i. Force placed insurance
- j. Corporate advances
- k. Customer service
- l. Reporting to the credit reporting agencies
- m. Escrow administration, including timing of analysis and disbursement of funds
- n. Establishing contact and communicating with delinquent borrowers
- o. Qualified written requests and error resolution/information request handling
- p. Payoff process
- q. Discharge of mortgage
- r. Overseeing service providers
- s. E-Sign Act

32. Organizational chart(s).

33. A list of all investors for which licensee/registrant has serviced Michigan mortgage loans during the last two years. Also provide copies of the servicing agreements.

34. A list of screens and codes utilized in the servicing platform along with the corresponding descriptions.

35. A list of fees assessed in connection with Michigan mortgage loans, such as insufficient funds, attorney fees, delinquency charges, or other corporate advances.

I certify that all information, provided in response to this questionnaire, is true and correct to the best of my knowledge.

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Signature Title Date

Printed Name

Printed Title

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Name of Licensee/Registrant