

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 licensee's examination/investigation, conducted under the Mortgage Brokers, Lenders, and Servicers Licensing Act (MBLSLA), 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 serviced any reverse mortgages secured by Michigan property? (If yes, check all that apply.) Yes No
 HECM Proprietary

5. In the last two years, has licensee/registrant brokered, made, or serviced any first lien mortgages secured by Michigan property? If yes, indicate the type of activity. Yes No
 broker lender servicer

6. 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

7. 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

8. Does licensee/registrant have a line(s) of credit or other form of credit used in connection with the servicing of mortgage loans? If yes, attach a copy of the agreement(s) and a recent report of the outstanding balance. Yes No

9. 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

10. In the last two years, has licensee/registrant assigned any first-lien Michigan mortgage loans to individual investors, as that term is defined under the MBLSLA? If yes, provide documentation that verifies the investor met the requirements described in Section 29 1(C)(iii)(A)(B) of the MBLSLA. Yes No
11. Does licensee/registrant operate any other businesses at the business location(s) other than mortgage activity? If yes, explain. Yes No
12. 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
13. 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
14. 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
15. 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
16. 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
17. Does the licensee/registrant have a written information security program to protect customer information? If yes, provide a copy. Yes No
18. 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
19. 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
20. Does the licensee/registrant have a policy or procedure to determine that a Yes No

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.

21. 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
22. 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

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

Provide the following:

24. 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.
25. 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.
26. The check registers or ledgers for 12 months on all bank accounts.
27. Three months of clearing account statements.
28. The most recent general ledger, balance sheet and income statement for licensee/registrant.
29. 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.
30. A job description for each job classification.
31. 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.
32. Name, address, and phone number of licensee/registrant's legal counsel.

33. All website addresses used by licensee/registrant.
34. Flow charts of all processes related to servicing, if available.
35. 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
 - 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
36. Organizational chart(s).
37. 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.
38. A list of codes utilized in the servicing platform along with the corresponding descriptions.
39. A list of screens utilized in the servicing platform along with the corresponding descriptions.
40. A list of fees assessed in connection with Michigan mortgage loans, such as insufficient funds, attorney fees, delinquency charges, or other corporate advances.
41. Does Licensee participate in any interstate mortgage loan origination, lending or servicing? If so, please provide any policies and procedures in accordance with The Electronic Signatures in Global and National Commerce Act (E-Sign Act). Also provide blank versions of any documentation provided to applicants.

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

Signature Title Date

Printed Name Printed Title

Name of Licensee/Registrant