

Servicing Operations Study and Forum for In-House Servicers

MBA's annual Servicing Operations Study and Forum (SOSF) provides companies with in-house servicing operations a highly detailed operational evaluation of their servicing department. This benchmarking tool sets the standard for servicing managers and mortgage banking executives to measure operational performance. As a benefit of participation, you receive not only data outputs but the opportunity to meet your peers and discuss results at our Servicing Operations Forum, being held on May 9-10, 2024.

OUTPUT REPORTS

The output analyses compare your firm's results with your peer group and full sample averages. Both the weighted and simple averages are provided for all groupings. In addition, companies may request one free custom report for a peer group of their choosing (five companies minimum) which includes the 20th percentile, median and 80th percentile.

COST PER LOAN AND PRODUCTIVITY BREAKOUTS

Detailed cost and productivity metrics for each:

- Statements and billings
- Call center/customer inquiries
- Loan setup and transfers
- Payoff/lien release
- Escrow
- Cashiering
- Investor accounting
- Collections
- Loss mitigation
- Bankruptcy
- Foreclosure
- Post sale conveyance/property preservation
- Claims
- Other default
- Servicing systems
- Quality assurance
- Record retention
- Executive Management and Specialized Functions

OTHER EXPENSES

To obtain a "fully loaded" servicing cost, the following are also reported:

- Unreimbursed foreclosure and REO costs
- Interest expense on MSR, escrows and advances
- Compensatory fees and penalties
- Corporate costs

SERVICING REVENUES (PER LOAN AND BASIS POINTS)

Includes:

- Servicing/subservicing fees
- Ancillary and late fees
- MSR amortization/loan decay
- Gain/loss on MSR-related items
- Escrow earnings

OPERATIONAL PRACTICES BY FUNCTION

- Borrower billing, payment methods
- Use of Single Point of Contact (SPOC)
- Late fee and ancillary fee collections
- VRU, web site and call center volume
- Default case volumes
- Borrower communication rates
- Customer complaints

SERVICING VOLUME AND PERFORMANCE

- Government versus conventional
- State-by-state geography
- Investor type
- Roll rates
- Fixed versus ARM, serviced versus subserviced
- Delinquency and foreclosure rates
- Modification recidivism rates

TECHNOLOGY PROVIDERS AND VENDORS

Names of providers used in various servicing areas.

CONTACT MARINA WALSH, CMB AT
(202) 557-2817 OR MWALSH@MBA.ORG

MBA[®]

MORTGAGE BANKERS ASSOCIATION

OUR 2023 STUDY PARTICIPANTS INCLUDED:

Arvest	Navy Federal Credit Union
BOK Mortgage	New American Funding
Carrington	Penny Mac
Cenlar FSB	Pentagon Federal Credit Union
Chase	PHH Mortgage
Citizens	Planet Home Lending
Colonial	Popular
Flagstar	Primary Residential Mortgage
Freedom Mortgage	Selene Finance
Gateway Mortgage Group	ServiceMac
Guild Mortgage	The Money Source
HomeStreet	Truist
Loan Care	US Bank Home Mortgage
M&T	Valon
Midfirst	Wells Fargo Home Mortgage
Mr. Cooper	

MBA's 2024 Servicing Operations Study and Forum for In-House Servicers (2023 Data) Registration Form

Only in-house mortgage servicers who participate in the study by providing servicing data are eligible to receive the full results. For more information or sample outputs from previous years, please call Marina Walsh, CMB at (202) 557-2817 or Jenny Masoud at (202) 557-2879.

FEE* Includes survey results (aggregate Databook with Your Firm column, aggregate PPT with Your Firm Column and one custom databook) and registration for two attendees at the Servicing Operations Study and Forum.

Servicing 100,000 or more loans

- MBA Member: **\$6,500**
 Nonmember: **\$13,000**

Servicing fewer than 100,000 loans

- MBA Member: **\$4,500**
 Nonmember: **\$9,000**

* A \$500 fee will be charged for additional custom databooks or for custom PPTs. If space permits, more than two company representatives may be able to attend the Forum for an additional fee of \$500 per additional person.

Primary Contact

- MBA Member Nonmember Mr. Ms. Mrs.

FIRST NAME	MI	LAST NAME
TITLE		COMPANY NAME
COMPANY ADDRESS	CITY	STATE ZIP
BUSINESS PHONE NUMBER		EMAIL ADDRESS

Confidentiality Agreement

MBA's Servicing Operations Study is for your internal use only. By executing this registration form, your firm agrees to (a) keep confidential and not disclose or transfer to any third-party person, firm or entity, any contents of the Servicing Operations Study, including, without limitation all output reports, input files and presentation materials, in either electronic or hard-copy format; (b) not use or exploit any portions of the Servicing Operations Study for external purposes without express written permission of the Mortgage Bankers Association; (c) take reasonable steps to ensure these restrictions are known to all employees who may have access to the Servicing Operations Study; and (d) exercise best efforts to prevent unauthorized parties from gaining access to the Servicing Operations Study.

SIGNATURE	DATE
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Data Contact 1

- Mr. Ms. Mrs.

FIRST NAME	MI	LAST NAME
TITLE		EMAIL ADDRESS
BUSINESS PHONE NUMBER		

Data Contact 2

- Mr. Ms. Mrs.

FIRST NAME	MI	LAST NAME
TITLE		EMAIL ADDRESS
BUSINESS PHONE NUMBER		

PLEASE EMAIL THIS FORM TO JENNY MASOUD AT JMASOUD@MBA.ORG. UPON RECEIPT OF THIS FORM, MBA WILL SEND THE INVOICE FOR THE APPROPRIATE SURVEY PARTICIPATION FEE TO THE PRIMARY CONTACT ABOVE