

## Outsourced Loan Servicing

Building, expanding, or maintaining an in-house servicing platform is expensive and labor-intensive, and achieving economies of scale is critical to making servicing a cost-effective enterprise.

Our experienced loan servicing team has hands-on loan servicing experience and specialized knowledge to guide you through this time-consuming and complicated process.

### Young & Associates, Inc.'s Loan Servicing Solution

Customized to fit your unique needs and budget, our loan servicing process includes (but is not limited to) the following:

- Billing statements/invoicing and prompt payment processing
- Customer service - contact information and a toll-free number for obligor inquiries
- Returned checks and ACH items processing
- Management and monitoring for required tax payments and insurance coverage
- Tax payment process - secure obligor insurance coverage or force place insurance for proper collateral protection
- Appropriate obligor notifications and disclosures
- Impounds and escrow management/taxes and insurances
- Annual escrow analysis
- Loan documentation for loan renewals
- Preparation and processing of loan payoffs
- Monitoring for delinquent payments/late notice issuance and initiation of staged collection processes
- Loan modification and workout
- Request current financial information and tax returns from obligor and guarantor
- Monitoring of UCC expirations and preparation of renewals
- Analysis of third-party collateral evaluations/appraisal reviews
- Remittance to investor with record reflecting payment posting allocation and current loan balances



### Why Outsource Loan Servicing?

- Increased operating efficiency and servicing capacity
- Optimal staffing - service more loans without additional staff
- Reduced costs of servicing - IT and infrastructure investments
- Enhanced decision-making and risk management with access to in-depth expertise in critical exposure functions - guarantees, insurance, taxes
- Effective management of regulatory compliance, data security, and business continuity activities

- **Mortgage Loans - commercial and residential**
- **Adjustable Rate Mortgages/ARMs and Fixed**
- **Commercial**
- **Consumer**
- **Variable-Rate**
- **Interest-Only**
- **Irregular Payment Stream**

Contact us today to find out more and see if Young & Associates, Inc. can assist with your loan servicing needs.

For more information, contact Rhonda White:

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