Enhancements to Meet the Expectations of Today's Connected Consumer

In today's on-demand world, customers expect the ability to request and receive information instantaneously over the internet. Commercial borrowers are no different. They want to access their loan information with a few clicks from where ever they are and they want to make their loan requests and follow up on their status in the same way. What if borrowers could access their account, make the request, upload required information, and receive updates on the request's progress through Borrower Inquiry in real time?

And what if you, the servicer, were immediately aware of an incoming request; could easily check to see what supporting documentation is required, requested, and received; track that all the required internal documentation is received, know reviews/approvals are complete, and were able to notify the borrower easily every step of the way?

Borrowers Make a Request through Borrower Inquiry

Borrower Inquiry is already a great way for borrowers to access their loan information instantly from anywhere. McCracken is proposing the addition of electronic forms to Borrower Inquiry providing the borrowers the ability to submit a loan request or change quickly. By integrating these forms with Strategy Process Templates, servicers can immediately assign the request, track the tasks/approvals associated with the request, and automatically update the borrower on the status of their request.

Enhancements to Borrower Inquiry proposed for this include:
- Electronic forms integrated into a Borrower Request page available from the left hand menu
  - Forms will be specific to request type
  - Information requested via the form will be specific to the request type.
  - Borrowers will be able to upload documentation specific to the request from the Request Page
  - Forms can be associated with a user defined Strategy Process Template to track the request.
  - Borrowers will access the request and see status notifications throughout the process
- New Preference options for borrower
  - Borrowers will have the ability to enter an email address to receive status notifications via email in addition to displaying the notification on the Request page.
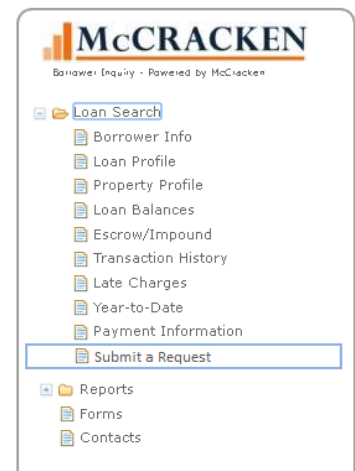
Servicers easily assign and track the request using Process Manager

Several features and enhancements to Process Manager will assist with the streamlining the request process.

- Tying the online form to a Strategy Process Template automatically starts the workflow and assigns the request to the appropriate user upon submission of the electronic form. The work automatically appears in the assigned user's or group's Process and Task queue in the Portal.
- Document Checklists integrated into Process Templates are specific to the request type and insure that the analysts request and receive all of the correct information for each request.
- Adding the ability to create default status text at the task level will generate messages to Borrower to keep them informed of the request, e.g. 'Thank you for your reserve disbursement request, we have received your

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request and will update you within x business hours.' Servicers will also be able to modify a message while processing a task to customize it to the specific situation.

- We have several requests for the ability to start a secondary process automatically when certain conditions are met. This allows you to start certain steps only when appropriate. A simple example is 'request missing documentation'. You could monitor the document checklist for unreceived items, and only start a 'request missing documentation' process, if documents are missing. Strategy's Process Manager will allow you to designate which tasks will call a sub process and select the rule that will trigger that process.

- Another possible Process Manager enhancement is the ability to integrate with e-signature software, such as Adobe® Mega Sign or Docusign®, allowing the borrower to sign electronically from wherever they are.

Other Benefits from Form and Process Manager Integration

- Servicers can sign into Borrower Inquiry and enter a request received through traditional means (email or telephone). This enables both:
  - Process Manager process providing consistent tracking, request history, and audit trails, and
  - Automated status notifications, updating the borrower throughout the request.
- Automated assignment and messaging managed through Process Manager allows for a shortened turnaround.
- Using Process Manager to track borrower requests allows servicers to document the entire request process with Notes and associated documentation creating an electronic audit trail.
- Process metrics collected on all processes demonstrate service level performance.
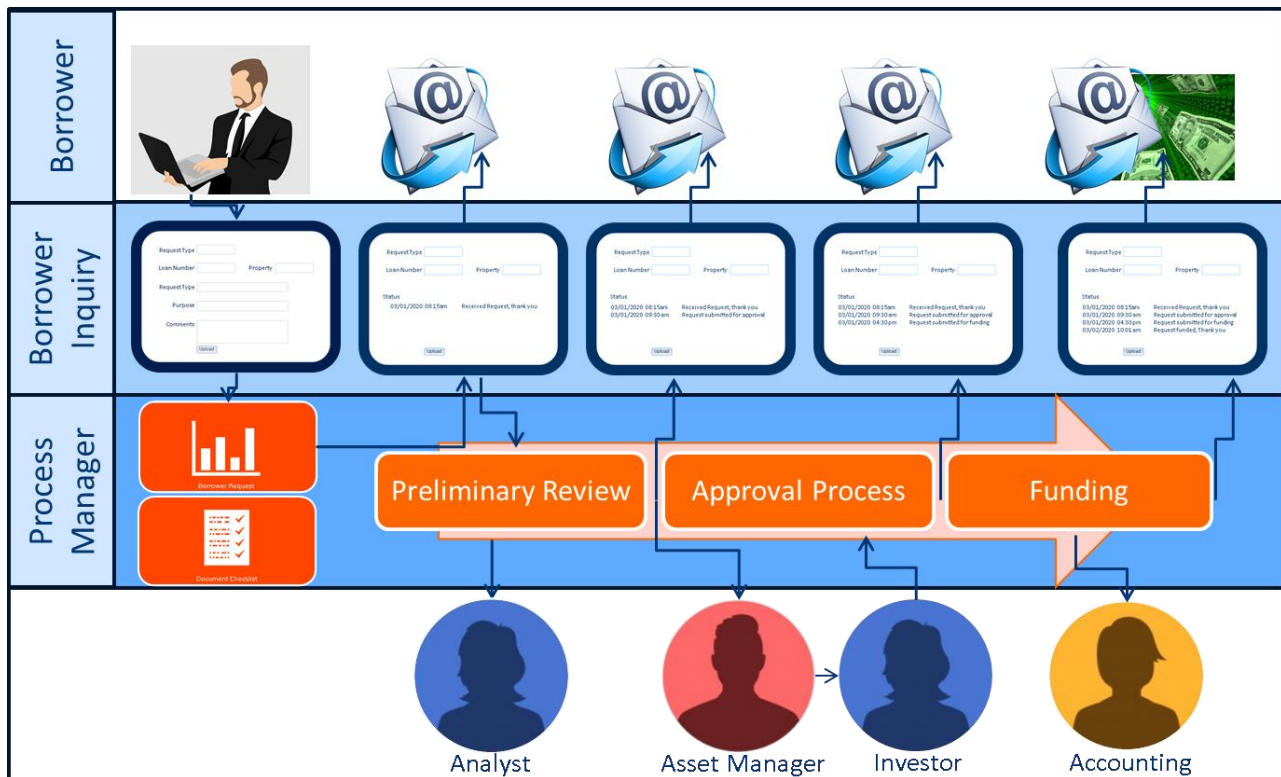
Your Feedback is Requested (input requested)

Agree that the ability to submit a request via electronic form in Borrower Inquiry will enhance the borrower experience.

5	4	3	2	1
Strongly Agreement		Neither Agree or Disagree		Strongly Disagree

Agree that the ability to tie the electronic request to Process Manager will enhance the borrower experience.

5	4	3	2	1
Strongly Agreement		Neither Agree or Disagree		Strongly Disagree

Agree that the ability to tie the electronic request to Process Manager will enhance servicing performance.

5	4	3	2	1
Strongly Agreement		Neither Agree or Disagree		Strongly Disagree

Any changes/additions to the above requirements?

What requests/forms should come first?

Attend the Borrower Inquiry Sub-Committee meeting on May 20th, 2020 at 2:00 pm to discuss with others looking to enhance the borrower experience. The committee meets monthly on the 3rd Wednesday of the month at 2:00 pm.