McCRACKEN UNIVERSITY

WEBINAR SERIES

Using the Borrower Inquiry Website to Improve the Customer Experience

Meet the team.

Anthony Villa
Moderator
Director of Marketing & Sales

Nick McCracken
Lead Developer

Today you will learn:

1. **The benefits for Servicers using our Borrower Inquiry portal**
2. **New enhancements and features**

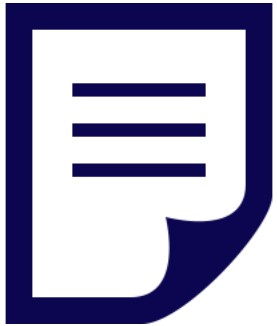
Our agenda.

- What is Borrower Inquiry?
- Benefits of BI for Servicers
- The Borrower’s Website Experience
- “Should I be using Borrower Inquiry?”

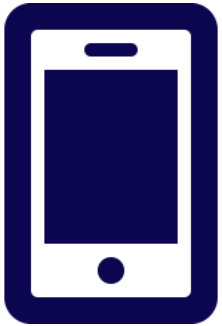
Servicers are in the age of **Borrower Transparency**

Increase in the number of CRE investors to manage

Increase in auditor requests for data



Increase in reporting obligations



Increase in borrower's expectations of communication and technological capabilities

What is Borrower Inquiry

Our web-based, customer self-service website for the modern borrower

McCRACKEN

Borrower Inquiry - Powered by McCracken

- Loan Search
  - Borrower Info
  - Loan Profile
  - Property Profile
  - Loan Balances
  - Escrow/Impound
  - Transaction History
  - Late Charges
  - Year-to-Date
  - Payment Information
- Reports
  - Account Status Summary
  - Amortization Schedule
  - Reserve History Report
- Forms
- Contacts

Loan Balances

Loan Number 200000001

Log Out

Loan Balance and Payment Information

Outstanding Principal Balance:	36,788,411.15
Next Payment Due Date:	04/01/2013
Last Transaction Activity Posted Date:	03/03/2014
Amount Last Posted:	7,128.41
Suspense Escrow:	374,601.04

Escrow and Reserve Balances

TAXES:	-555,533.75
INSURANCE:	-91,097.67
PMI/FHA:	0.00
RESERVES:	
REPAIRS	2,462,950.95
RR TENANT IMPROVEMENT	399.98
ADA RESERVE	0.00
ACHIEVEMENT CD	0.00
COMPLETION GS	0.00
GENERAL RESERVE	0.00
RESERVES Total:	2,463,350.93

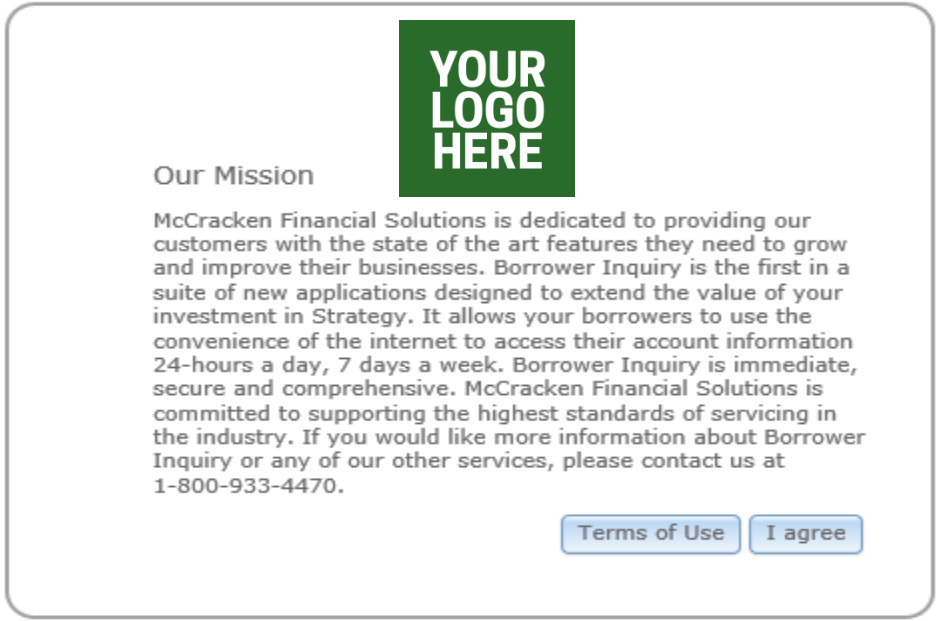
All Funds Are In U.S. Dollars

Benefits of Borrower Inquiry for Servicers

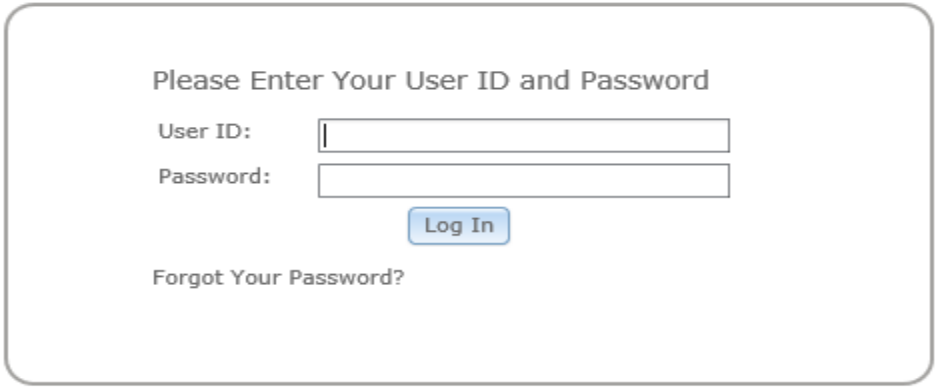
- Allow customers to access their loan information instantly, from anywhere
- Improve the borrower experience with 24/7 customer service with no additional staff
- Reduce Servicing staff intervention for everyday, common Borrower requests (especially during times of high call volumes)
- Borrowers can access the following themselves:
  - Bills (Write Track)
  - Account Status Summary
  - Escrow Analysis Letters
  - Amortization Schedule
  - Reports
- Rapid cloud-based deployment
- Customize naming and appearance of screens & field labels
- Include your own branding and logo

The Borrower’s Website Experience

Disclosure Screen



Log on


Please Enter Your User ID and Password
User ID:
Password:
Log In
Forgot Your Password?

Administration & Security

- Administrator Role Controls Access to Application
  - Unique User Accounts
  - Control Loan Access
  - Control Screen Access
  - Internally Administered
    - Contact Information and Forms
  - Security Access Based on
    - Loan Groups and User Profile

Loan Search

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- Forms
- Contacts

Loan Search

Log Out

*(Search by any or all of the criteria below. To do a wildcard search, enter search criteria followed by an *)*

Loan Number:

Property Name:

Property Address:

Property City: ---Select---

Property State: ---Select---

MCA Number:

Tax ID:

CIF Number:

Search

Loan Number	Property Name	Property Address	Property City	Property State	MCA Number	Tax Id	CIF Number
15	Peabody Apartment	100 Sherman Street		ILLINOIS		28-*******	
15	Carlton Arms of Ocala	5001 SW 20th St.	OLYMPIA	ILLINOIS		28-*******	
30	Turner Building	2347 Turner Street		CALIFORNIA			
35	Turner Building	2347 Turner Street		CALIFORNIA			
40	Turner Building	2347 Turner Street		CALIFORNIA		02-*******	
444	Applegate Place	300 Applegate Street		CALIFORNIA			
445	Senior Living	741 N Franklin		CALIFORNIA			
445	Senior Living Plaza	1400 Beecher		ILLINOIS			
447	Solana Beach Sand	1565 Lomas Sante Fe Drive	SAN DIEGO	CALIFORNIA			
107329	Langston Partnership	1114- N Lincoln Lane	ARLINGTON	TEXAS		12-*******	692003

Borrower Information

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- Contacts

Borrower Info

Loan Number 200000001

Log Out

Primary Borrower

Opal Management Company
375 Maple Street
Cleveland, OH 43215

Titleholder

Co-borrower

Loan Short Name

CHARTER OAK A

Contact Information

Type	Description	Information
Telephone	Primary Borrower	(614) 658-8888
Email	Primary Borrower	Joan.Sittard@mccrackenfs.com
Fax	Primary Borrower	1 877-631-1234
Fax	Office Manager Fax Number	(978) 432-2345
Email	office manager email	officemanager@opalmgmt.com

Servicer

DOE JANE

Officer

JANE DOE

Property Information

Name	Address	Manager
Charter Oak Apartments	9785 Monica Lane Hartford IL	MFS Management Co
Apple Tree Estates	22 North Apple Street Hollis MA 03049	MFS Management Co
Glen Lane Apartments	123 Glen Lane MA 02127	

Loan Profile

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Loan Number 200000001

Log Out

Loan Profile

Original Principal Balance:	36,500,000.00
Outstanding Principal Balance:	36,200,989.55
Note Date:	06/03/1998
Maturity Date:	06/01/2026
Loan Term:	11 Years, 00 Months
Loan Type:	A NOTE
Rate Type:	FIXED RATE
Current Interest Rate:	7.0000000000000
Next Payment Due Date:	04/01/2013
Loan Status:	MFSDATA
G/L Matrix:	INVESTORS
Branch:	HOME OFFICE
Officer:	JANE DOE
Servicer:	DOE JANE
Broker:	JONES, MARK
Balloon Payment:	Yes

All Funds Are In U.S. Dollars

Property Profile

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Loan Number 200000001

Log Out

Property Profile

Properties:	Charter Oak Apartments 9785 Monica La
Appraisal Value - Building:	0.00
Appraisal Value - Land:	0.00
Appraisal Value - Business:	0.00
Appraisal Value - Total:	0.00
Sales Price:	100,000.00
Total Number of Units/Beds:	
Squared Feet Leased:	6,005
Last Appraisal Date:	
Last Inspection Date:	12/03/2013
Next Inspection Date:	12/19/2013
Property Condition:	GOOD OVERALL CONDITION

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Loan Balances

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Loan Number 200000001

Log Out

Loan Balances

Loan Balance and Payment Information

Outstanding Principal Balance:	36,200,989.55
Next Payment Due Date:	04/01/2013
Last Transaction Activity Posted Date:	10/03/2013
Amount Last Posted:	6,761.53
Suspense Escrow:	374,601.04

Escrow and Reserve Balances

TAXES:	-569,954.25
INSURANCE:	-91,097.67
PMI/FHA:	0.00
RESERVES:	
REPAIRS	2,462,950.95
RR TENANT IMPROVEMENT	399.98
ADA RESERVE	0.00
ACHIEVEMENT CD	0.00
COMPLETION GS	0.00
GENERAL RESERVE	0.00
RESERVES Total:	2,463,350.93

All Funds Are In U.S. Dollars

Escrow / Impound

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Borrower Inquiry - Powered by McCracken

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Escrows and Reserves

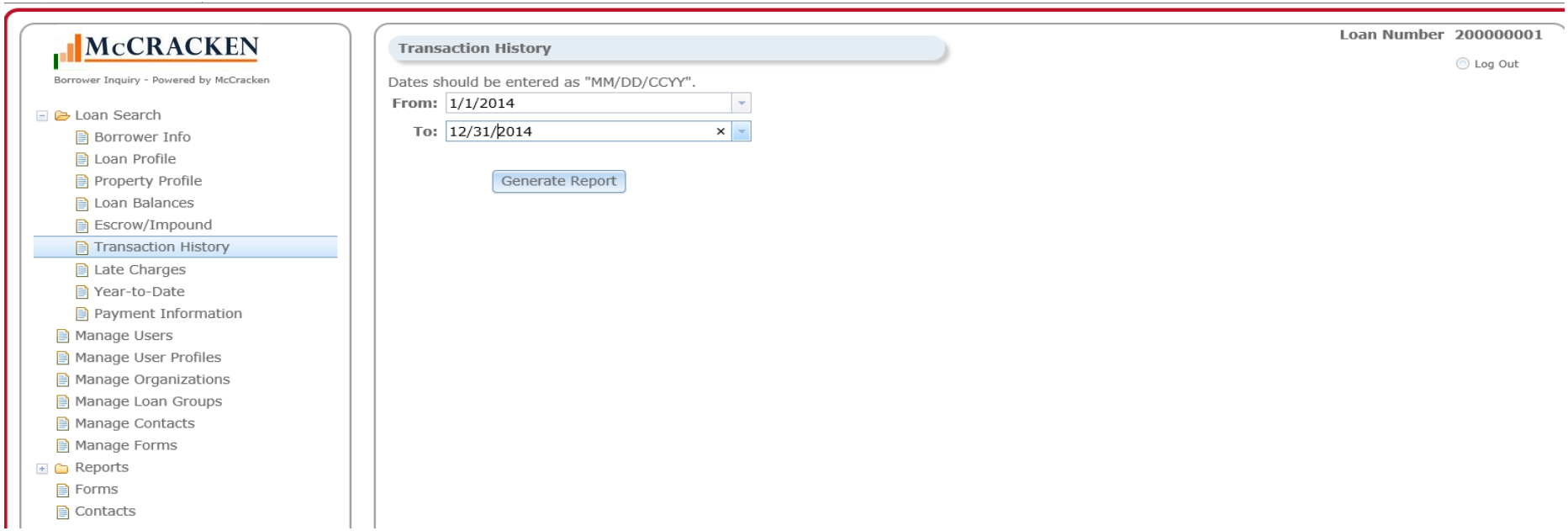
Loan Number 200000001

Log Out

Escrow or Reserve Description	Last Amount Disbursed	Last Disbursement Date	Next Scheduled Disbursement Amount	Next Scheduled Disbursement Date
TAXES	22,000.00	07/02/2013	22,000.00	09/01/2013
INSURANCE	1,200.00	01/02/2009	1,200.00	03/01/2014
REPAIRS	350.00	02/01/2008		

All Funds Are In U.S. Dollars

Transaction History



Account Status Summary Example

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Account Status Summary for 01/01/2014 to 12/31/2014

Loan Number: 200000001

McCracken Financial Solutions
8 Suburban Park Drive
Billerica MA 01821

Opal Management Company
375 Maple Street
Cleveland, OH 43215

Orig. Loan:	36,500,000.00	Cur. Balance:	36,200,989.55	Cur DFLT Int Balance:	2,513,725.25
Beginning:	06/03/1998	Dial Balance:	3,769,803.68	DFLT Interest Rate:	3.00000%
Term:	11 Years	Interest:	7.000000000%	DFLT Interest @ Mature:	3.00000%
Ending:	06/01/2026	Dial Rate:	5.00000%	Next Payment Due Date:	04/01/2013
		Type:	F	Frequency:	M001

Date	Transaction Description	Paid For	Principal	Interest	PMI/FHA	Taxes	Insurance	Reserves	Misc	Misc Exp	Suspense	Late Charge	Principal Balance	Effective Date
		Beginning Balances	36,200,989.55		0.00	459,954.25	91,097.67	2,463,350.93	0.00	600,658.11	374,601.04	41,146.65		
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
		Ending Balances	36,200,989.55		0.00	459,954.25	91,097.67	2,463,350.93	0.00	600,658.11	374,601.04	41,146.65		
		Total Paid	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Late Charges

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Loan Number 200000001

Log Out

Late Charges

Late Charges Due:	41,146.65
Late Charges Paid YTD:	0.00
Number of Times Late YTD:	7
Total Number of Times Late:	19

All Funds Are In U.S. Dollars

Year to Date

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Loan Number 200000001

Log Out

Year To Date

2013 Year to Date Information

Principal Paid:	1,500.00
Interest Paid:	610,368.68
Taxes Paid:	55,000.00
Late Charges Paid:	0.00
Interest Paid on Escrow:	0.00
Loan Advances:	0.00

2012 Previous Year Information

Principal Paid:	6,000.00
Interest Paid:	898,651.97
Taxes Paid:	0.00
Interest Paid on Escrow:	23,218.62

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Payment Information

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Payment Information

Loan Number 200000001

Log Out

Billing Date	Amount Due	Amount Credited	Amount Remaining	Late Charge Assessed
01/01/2014	7,600.00		7,600.00	
12/01/2013	1,600.00		1,600.00	
11/01/2013	213,138.60		213,138.60	
10/01/2013	213,138.60		213,138.60	
09/01/2013	213,138.60		213,138.60	5,861.31
08/01/2013	213,166.90		213,166.90	5,862.09
07/01/2013	213,987.33		213,987.33	5,884.65
06/01/2013	213,987.33		213,987.33	5,884.65
05/01/2013	213,987.33		213,987.33	5,884.65
04/01/2013	213,987.33	2,635.85	211,351.48	5,884.65

Billing Date: 01/01/2014

	Amount Due	Amount Credited
Principal:	1,000.00	0.00
Interest:	0.00	0.00
TAXES:	0.00	0.00
INSURANCE:	0.00	0.00
RESERVES:	6,600.00	0.00
PMI/FHA:	0.00	0.00
MISCELLANEOUS:	0.00	0.00

Total Due:	6,228,768.00
Subsidy:	No
DIAL:	Yes

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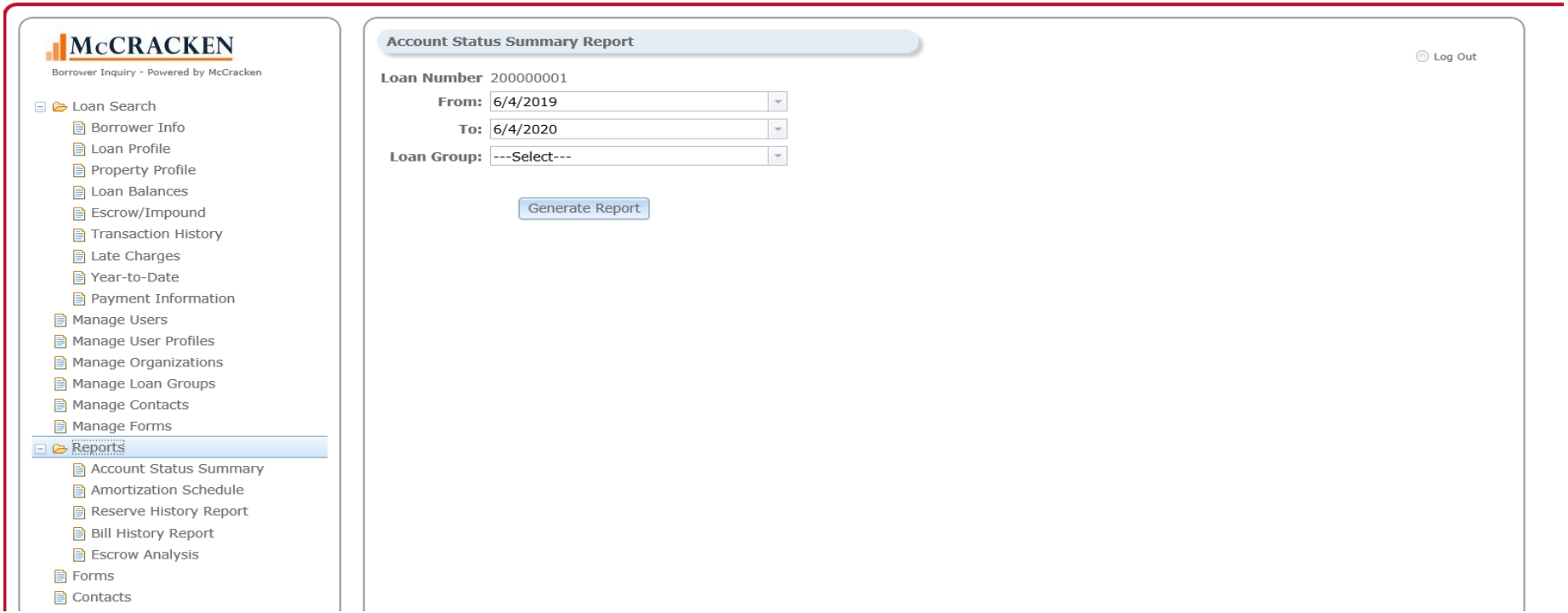
Reports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Reports
Account Status Summary
Amortization Schedule
Reserve History Report
Bill History Report
Escrow Analysis
Forms
Contacts
Account Status Summary Report
Log Out
Loan Number 200000001
From: 6/4/2019
To: 6/4/2020
Loan Group: ---Select---
Generate Report

Forms

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Forms

flower

Change of Address Submission Form

MFSC Support Calendar

flower

Change of Address Submission Form

MFSC Support Calendar

Submit Form

Contacts

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Contacts

Log Out

Customer Service

Customer Support
Jane Does
8 Suburban Park Drive
Billerica, MASSACHUSETTS 01821
Phone: 9784399000
Fax: 9784399068

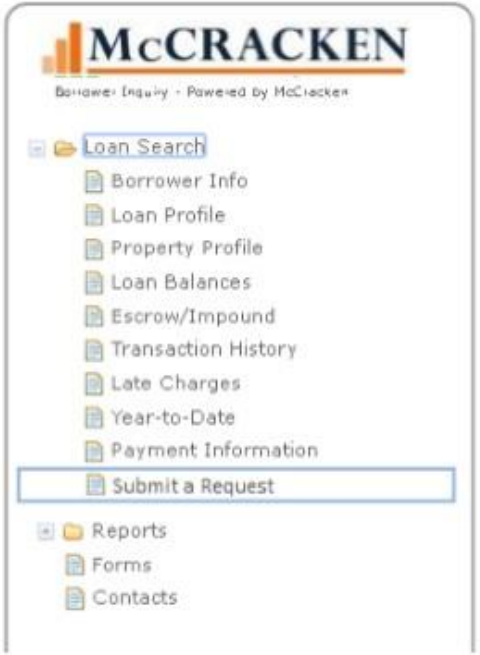
Reserve Questions

Escrow Administration
Jane Doe
123 Main Street, 4th Floor
Anywhere, MASSACHUSETTS 02134
Phone: 617-555-1212
Fax: 617-555-9999
Email: jane.doe@servicing.cmm

Future enhancements in development

Allowing borrowers to submit a request you can easily assign & track w/ Process Manager

- Adding electronic forms so borrowers can submit a loan request or change quickly
- Electronic signatures
- New preference options for the borrower to have the ability to enter an email address to receive status notifications and display the notification on the Request page
- 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
- Servicers can communicate with the borrower to confirm requests were received, provide status updated, and request need for additional information



Let’s wrap up

“Should I be using Borrower Inquiry?”

- My call volumes from borrowers occupy a lot of time and resources
- I don’t have a customer-facing website already in place
- Our customer experience could be improved with more self-service
- I want to integrate McCracken BI website functionality or information into our existing borrower inquiry website

Next Steps

- This presentation is available at www.mccrackenfs.com in the SUPPORT CENTER under WEBINAR PRESENTATIONS

- If you are interested in implementing **BORROWER INQUIRY** please reach out to the McCracken Support Center at:

SupportCenter@McCrackenFS.com

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Thank you for attending our webinar. Don't forget to:

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Contact McCracken if you'd like to learn more.

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