

# LENDER Connection

**Loan Protector Insurance Services** is the leading independent outsourcer of customized insurance tracking and lender-placed insurance programs.

[www.loanprotector.com](http://www.loanprotector.com)

**VOLUME 2, ISSUE 2**

## Loan Protector's EasyTrack<sup>SM</sup> User Conference a Success

Attendees gather at the Four Seasons Hotel in Las Vegas for informational discussions and EasyTrack<sup>SM</sup> demonstrations

The second annual EasyTrack<sup>SM</sup> User Conference at the Four Seasons Hotel in Las Vegas in August attracted several of our insurance outsourcing clients and prospective clients from around the country. The conference theme was "Improving Borrower Relationships Through Technology" and highlighted several key topics for mortgage servicers. Topics included current and future trends, general insurance tracking issues, product visions and plans, as well as future enhancements. We also offered specific break out sessions for commercial and residential servicers, allowing attendees to interact with Loan Protector's senior management team regarding recent and future products and services.

Staff from Loan Protector led guided tours of EasyTrack<sup>SM</sup> to demonstrate the use and functionality of the system. Clients were able to see first hand how EasyTrack<sup>SM</sup> provides management, audit and maintenance of insurance tracking. Loan Protector officials also explained how the company is agile enough to make timely changes because it has an in-house software development group and does not rely on any outside vendors in the servicing process. Attendees also agreed to provide a scorecard of our products during

annual on-site visits to ensure clearer communication.

"It is so vital to have a business partner that understands our needs as servicers and has the flexibility to apply our feedback to their technology offerings," said Sandra Arias, default administrator at Missions Hill Mortgage. "This year's conference not only provided an opportunity to see their level of commitment to us as customers, but the depth of their knowledge about the industry. I look forward to continuing a strong relationship with Loan Protector."

Attendees shared information, soaked up the restful atmosphere of the Four Season's Hotel, and attended Cirque Du Soleil's newest show, KA.

"The theme of this year's conference was 'Improving Borrower Relationships

Through Technology,'" said Ron Wiser, president of Loan Protector. "The conference was designed to maintain a solid understanding between the clients and our company and showcase how flexible our technology is in helping

servicers meet the needs of their clients, the borrowers."

Next year's conference will be in Las Vegas in September.



**FOUR SEASONS HOTEL**  
*Las Vegas*



### Photos from the 2005 EasyTrack<sup>SM</sup> User Conference



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**LOAN PROTECTOR**  
INSURANCE SERVICES

# EASYDATA<sup>SM</sup> Streamlines Insurance Tracking for Lenders

This year, we continued to solidify the branding of our systems and services, which led to the enhancement of our Electronic Insurance Interchange system and renamed it EasyData<sup>SM</sup>. Since the system was introduced two years ago, it has saved lenders time and money by providing up-to-date, digital homeowner insurance information from more than 100 insurance carriers that is compatible with all the major servicing systems. Now the system will offer additional insurance information to lenders to help them save even more.

"This system shows lenders that we are committed to not only providing the automation to help them streamline their business, but the services that will simplify the insurance tracking process," said Ron Wisner, president of Loan Protector. "Our technology is allowing servicers of all sizes to take advantage of a solution that larger servicers have used for years."

EasyData<sup>SM</sup> is a digital insurance clearinghouse that gathers homeowners insurance information from over 100 major insurance carriers and allows lenders to access the information electronically. With this system, lenders do not have to outsource their insurance function but can still benefit from saving time and resources.

EasyData<sup>SM</sup> also includes the EasyNOR<sup>SM</sup> system. EasyNOR<sup>SM</sup> processes a master file or extract of the lender's portfolio and tracks all borrowers without current insurance. The software generates a series of custom warning letters to the borrower. During the cycle of letters, automatic coverage protects lenders from any hazard insurance losses. If a borrower does not respond to the series of letters, the system automatically requests lender-placed coverage on the property.

"With EasyData<sup>SM</sup>, payment of premiums and most of the manual data entry on renewal premium information is eliminated," said Kent Manion, first vice president of Capitol Federal, Topeka, Kansas. "While there are still some exceptions, the information that matches is accurate, and there is less chance for error because of the electronic updating of our records. We certainly improved our processing procedure and the processing of premiums by using EasyData<sup>SM</sup>.

"It also is a tremendous benefit to have a middleware process provided by EasyData<sup>SM</sup>, which can communicate between the lender and the insurance company while reaching a common understanding and a standardized process," he added. "This benefits the lender, the insurance company and our borrowers."

EasyData<sup>SM</sup> offers lenders real time access to insurance data and documents to allow them to manage their portfolios in the way that's best for them.

"We have been able to change the way the servicing industry approaches its business with our services and technology," Wisner said. "Servicers can work more efficiently, manage their portfolios better and save money. Every document we receive and generate is imaged and available to the client via a secured online connection or on a CD." Through the EasyData<sup>SM</sup> system, insurance records are saved instantly in the lender's servicing system, allowing real time access to the data and eliminating paper documents.

"We are most proud of the fact that we have a solution that can help servicers notice real benefits quickly," Wisner said. "That's the kind of value we like to bring to our clients."



LENDER CONNECTION

## We've Re-Branded Our Technology Systems

In an attempt to differentiate and clarify our technology systems, we started a renaming and rebranding initiative.

If you have any questions or feedback, or would like a product sheet, please contact our office at:  
1-800-545-6580



## EASYTRACK<sup>SM</sup>

OUTSOURCING OF INSURANCE TRACKING AND ESCROW

Using a secure, online environment, EasyTrack<sup>SM</sup> collects insurance data and matches it with the loan portfolio to update insurance status.

**Includes:** EasyNOR<sup>SM</sup>, EasyData<sup>SM</sup>

## EASYDATA<sup>SM</sup>

DIGITAL CLEARINGHOUSE OF INSURANCE INFORMATION

Electronic insurance information compiled from over 100 major insurance carriers.

**Includes:** EasyNOR<sup>SM</sup>

## EASYNOR<sup>SM</sup>

AUTOMATED BORROWER NOTIFICATION AND LENDER-PLACED INSURANCE

Detects exposures in insurance coverage. Initiates the letter, fax, and phone call notifications to the borrower and agent. Automatically requests lender-placed insurance upon no response.

## EASYPLACE<sup>SM</sup>

ONLINE ORDERING FOR LENDER-PLACED INSURANCE

Secure, online access to all information regarding lender-placed insurance coverage. Unique letter cycle reduces gaps in coverage.

# COLORADO HOUSING AND FINANCE AUTHORITY Uses EASYPLACE<sup>SM</sup> in their Servicing Operation

Colorado Housing and Finance Authority (CHFA) has streamlined its residential mortgage servicing operation using our newly renamed product, EasyPlace<sup>SM</sup>, a web-based ordering system for lender-placed insurance. EasyPlace<sup>SM</sup> was formerly named LPDirect.

By eliminating the need to work with paper forms, EasyPlace<sup>SM</sup> enables CHFA to dedicate more resources and time to its core competencies, which is providing housing alternatives to lower income households. Using EasyPlace<sup>SM</sup>, CHFA has direct access to all information regarding lender-placed insurance coverage, as well as the ability to immediately order and cancel lender-placed insurance. Additionally, all lender-placed insurance documents that we generate on behalf of CHFA are imaged and available in real time, through the secure EasyPlace<sup>SM</sup> web site.

“EasyPlace<sup>SM</sup> has significantly reduced the amount of time spent following up on insurance coverages and requirements,” said Tom Fleming, servicing manager for CHFA. “The technology is very sophisticated, but at the same time, very easy to use. We have access to all lender-placed insurance information, at any time of the day. EasyPlace<sup>SM</sup> greatly streamlines the lender-placed insurance process and allows us to concentrate on meeting the

needs of our borrowers.”

CHFA credits the technological enhancements and our dedicated support staff for its long-term partnership. “Whether I have a technical or insurance question, I can count on Loan Protector’s staff to get me an answer the same business day,” Fleming added. “That kind of support team is very reassuring. Loan Protector is a great company that is continually enhancing their systems to accommodate our needs.”

EasyPlace<sup>SM</sup> offers immediate coverage with deferred issuance, system-generated notification letters and e-mail reminders to help with the borrower notification process.

Additionally, servicers have the ability to customize notification letters according to the specific characteristics of their mortgage portfolio and the requirements of investors.

“EasyPlace<sup>SM</sup> is invaluable to servicers, significantly reducing the amount of time and resources spent obtaining lender-placed insurance coverages,” said Ron Wiser, president of Loan Protector. “To ensure a portfolio is secure, a lender must have a uniform lender-placed insurance policy in place. EasyPlace<sup>SM</sup>’s innovative design gives lenders the ability to place insurance 24 hours a day, significantly reducing the chance of an unsecured property resulting in a loss within a portfolio.”



## New Website for Borrowers and Agents Automates Servicing Process

We are proud to announce the rollout of a new, user-friendly website called [www.checkmyinsurance.com](http://www.checkmyinsurance.com). The website is a new tool for the EasyNOR<sup>SM</sup> system that allows borrowers and insurance agents to submit their insurance information online in a secure and timely manner.

“During our User Conference, our clients expressed a strong interest to offer such a website for their borrowers. Now we are using the latest technologies to improve the insurance servicing process for everyone involved and that also includes the borrower,” said Ron Wiser, president of Loan Protector.

Many mortgaged properties require owners to have both property (fire/homeowners) and flood insurance. In fact, the federal government mandates

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# FIRST MERIT MORTGAGE Selects EASYTRACK<sup>SM</sup>

FirstMerit Mortgage Corporation, a wholly owned subsidiary of FirstMerit Corporation (Nasdaq: FMER), selected our EasyTrack<sup>SM</sup> system to manage insurance for its residential mortgage portfolio. EasyTrack<sup>SM</sup> is a proprietary solution that helps mortgage servicers manage their insurance, escrow and verification processes in a secure, online environment.

FirstMerit has 161 branches in northeast Ohio and western Pennsylvania. FirstMerit’s focus is on total relationship banking and this requires the consistent delivery of high quality servicing for its bank customers. “Our customers are our priority and Loan Protector offers a service that makes it easy to track and maintain customer information in a safe and secure environment,” said Jerry Rudisill, chief operating officer of FirstMerit Mortgage Corporation.

EasyTrack<sup>SM</sup> allows FirstMerit to provide full-range tracking of hazard insurance and flood insurance, including construction loans, condominiums and deficient coverage on single-family dwellings, which the bank could not do before. And using EasyTrack<sup>SM</sup> allowed FirstMerit to automate services that they would normally handle manually, including payments, Rudisill said.

In addition to the time savings and automated features of EasyTrack<sup>SM</sup>, FirstMerit can turn over call center activity to us. However, Rudisill said because of EasyTrack<sup>SM</sup>’s detailed tracking and improved communications, “we are expecting the servicing to be more efficient and the number of calls to diminish.”

FirstMerit plans to increase its mortgage portfolio, and Rudisill said the mortgage corporation is confident that EasyTrack<sup>SM</sup> will be able to handle the additional loan volume.

“EasyTrack<sup>SM</sup> enables lenders to significantly improve the efficiency of loan servicing,” said Ron Wiser, president of Loan Protector. “We are taking full advantage of that, and our customers are reaping the benefits by being able to better serve their borrowers.”



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*CHANGE SERVICE REQUESTED*

## New Website for Borrowers and Agents Automates Servicing Process continued from page 3...

flood insurance coverage on properties located in a special flood hazard area (SFHA). If a borrower has an inadequate hazard or flood insurance policy, the EasyNOR<sup>SM</sup> system will send a letter notifying them of the inadequacies and prompts them to visit [www.checkmyinsurance.com](http://www.checkmyinsurance.com). The web site provides the borrowers with an easy method to submit the necessary information on policies, halting further lender-placed insurance action. Notification letters are sent under one of several circumstances: if the current property or flood insurance policy is missing, if the information on file is incomplete, or if the policy on file does not list the mortgage company's name and address as a "mortgagee." This information is required to properly comply with the insurance requirements specified in the mortgage contract.

Often when borrowers already have property and/or flood insurance in place, their policies do not reflect the correct name and address of the mortgagee. In this case, they just have to present the notification letter to their insurance agent. Their insurance agent will then update the policy by adding the mortgage company name and address as a "mortgagee." The insurance agent can then use the notification letter to submit the updated insurance information using [www.checkmyinsurance.com](http://www.checkmyinsurance.com).

"By offering additional options to maintaining current policy information, we are using technology to improve our ability to communicate with borrowers," Wisner said.

**The Lender Connection** is a publication of Loan Protector Insurance Services, the leading independent outsourcer of customized insurance tracking and lender-placed insurance programs, designed to fit each mortgage lender's specific requirements. We offer a complete line of insurance tracking products, including hazard and flood insurance tracking for residential mortgages and multi-line insurance tracking for commercial mortgages. Using its state-of-the-art proprietary software, EasyTrack<sup>SM</sup>, Loan Protector helps servicers manage their insurance verification, escrow premium payment and lender-placed insurance processes in a secure, online environment. Loan Protector has custom interfaces with most of the residential loan servicing platforms including Fidelity MSP, MortgageServ, and FICS. Our custom interfaces with commercial loan servicing platforms include McCracken and Enterprise.

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