

Innovation Through Automation: Loan Protector Hosts Third Annual User Conference in Las Vegas

In August, we hosted our 2006 Annual User Conference at the Four Seasons Hotel Las Vegas, attracting a record number of attendees from financial institutions across the U.S. This year marks the highest participation yet!

During the two-day conference, key industry initiatives were discussed, and new enhancements to products and services were previewed. In addition to President Ron Wiser's opening keynote address, "Innovation Through Automation: Empowering Your Staff," clients attended user sessions and presentations given by our expert staff. The educational breakout sessions, designed as interactive roundtable discussions, provided an open forum for attendees to discuss lender-placed insurance, outsourcing, current industry trends and Loan Protector's full line of products and services.

Notable presentations include "Product Overview and Direction: Accomplishments and Vision for EasyTrack®, EasyData®, EasyNOR® and EasyPlace®", "Operational Quality Initiatives" and "Technology and Security Initiatives."

"This year's conference was the best thus far in terms of user participation and valuable product information," said John Williamson, Vice President, Mortgage Servicing at Johnson Bank. "It is a great opportunity to connect face-to-face with key

Loan Protector leaders, and I look forward to many years of a continued, successful business relationship."

"This conference is an excellent way for Loan Protector to maintain a solid understanding between our clients and our company. We want to ensure that we are building positive working relationships and that we provide technology and service solutions that will help you run your business more efficiently. Our overall goals with this type of client-focused gathering are to closely interact with our users, provide information about Loan Protector and solicit valuable input that will help us to continue to enhance and improve our offerings," said Ron Wiser, President of Loan Protector.

Each attendee also had a one-on-one, client-specific session that initiated interactive dialog with Loan

Protector's management, development and service teams to discuss ideas, issues specific to their portfolios as well as strategies.

"The conference gave me an opportunity to meet and discuss my institution's needs with

the Loan Protector team," said Debbie Vecellio, Vice President of Loan Servicing at Northwest Savings Bank. "It was an excellent forum to share ideas and information and also hear about all the products and services Loan Protector has to offer."



FOUR SEASONS HOTEL
Las Vegas



Photos from the 2006 User Conference at the Four Seasons



Winter 2006-2007

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SEATTLE MORTGAGE Uses EASYTRACK® For Reverse Mortgage Portfolio Servicing

Seattle Mortgage Company, a division of the Seattle Financial Group, has selected EasyTrack® to track insurance information in its reverse mortgage portfolio. Also included is EasyData®, our service that collects insurance records directly from an X12 interchange eliminating paper documents.

“Loan Protector was selected to service the insurance tracking needs of Seattle Mortgage Company’s reverse mortgage portfolio because of the years of experience they have in this unique industry,” said Ken North, President and CEO of Seattle Savings Bank, which runs Seattle, Wash.-based Seattle Mortgage. “Loan Protector offers a program that provides a hands-on approach in dealing with our reverse mortgage customers which is very important to our customer support department.”

A reverse mortgage is unique and is designed specifically for older homeowners who need access to additional cash. No payments are required as long as the borrower occupies the home. The outstanding amount is due in a single payment when the last surviving

spouse sells the home, permanently vacates the residence or passes away.

EasyTrack® collects the latest insurance information on loans in portfolios, provides detailed information on non-compliant borrowers and is able to place insurance, if necessary, to help lenders protect their collateral. Used in an outsourced environment, EasyTrack® removes the need for manual processing of insurance mail from a lender’s operations and offers real-time, online access to the images as well as advanced reporting capabilities.

Seattle Mortgage has specialized in reverse mortgages for more than 11 years and is the third largest originator and servicer of reverse mortgages in the nation. The direct lender provides underwriting, funding and servicing for FHA-Insured Home Equity Conversion Mortgages (HECM) as well as Fannie Mae’s HomeKeeper reverse mortgage. Seattle Mortgage and their wholesale partners (for whom they service) originate loans in every state in the nation.

For more information on Reverse Mortgage of America or Home Equity Conversion Mortgages (HECM) call 800.233.4601.



LENDER CONNECTION

New Product Highlight,

EASYDIRECT®



Loan Protector understands the pressure facing servicers to reduce costs, improve productivity and provide quality service. We are here to help. Loan Protector can now arrange direct data entry services for lenders using Fidelity MSP or MortgageServ products with our new service, EasyDirect®. There is no interface required and is a great solution for lenders satisfied with the functionalities of their current servicing system. EasyDirect® includes the EasyNOR® service, our Web-based, automated borrower notification and lender-placed insurance service that detects exposures in coverage, initiates the notification cycles on exposed loans and subsequently orders lender-placed insurance on property.

Contact us for more information.

2006 Industry Article Reprints

Loan Proctor continues to contribute leading-edge thinking to the insurance tracking industry. Throughout 2006, our articles have been seen in the following industry trade publications. If you are interested in reading the entire article, please contact us for a reprint of these highlighted articles or go online to our Articles section.



Servicing Management, December 2006 **“Wind and Flood Insurance: A Temporary Predicament?”**

Borrowers in some coastal states are paying high prices for insurance or can’t afford the coverage they can find. Discover why insurance companies are limiting the amount of coverage they offer in many high-risk coastal and wind-exposed areas, and explore the recent trends that may place servicers in the same situation as the clients they serve – having to pay a lot more money for lender-placed insurance.

Servicing Management, May 2006 **“Tackling Insurance Data Manually Can Create a Host of Issues”**

This article describes the process, benefits and costs of moving from manual insurance processing to an automated electronic data interchange (EDI) program. It explores the inefficiencies of processing insurance documents manually and helps readers understand how EDI can improve overall efficiency and minimize errors associated with manually inputting borrower insurance data.

Year in Review: Enhancement Recap of our EASY Software Products

In order to ensure that our EASY software solutions continue to help our clients realize process efficiencies and eliminate mistakes, repetition and oversight, we have seven scheduled product enhancements per year. Our enhancements are based on direct feedback from our customers and industry research.

Below is a list of highlighted enhancements from 2006. For more details or to read all the enhancements from 2006, please check our website: www.loanprotector.com/news.shtml



EASYTRACK®

Policy scheduling feature: Enables servicers to 1) store different lines of coverage specific to a collateral under the same policy; 2) add or cancel coverage to a specific collateral without affecting the policy's "in-force" status; 3) display the insured location on bills to better define which location a bill is paying for; and 4) store loss payment endorsement, loss payee, mortgagee and additional insured information.

EASYNOR®

Enhanced tracking of policy deficiencies: Enables servicers to track coverage amount under minimum, deductible amount over maximum, carrier rating, and/or lapse of insurance.

EASYPLACE®

Reporting capability enhancements: The activity report now allows more specific grouping features.

Custom borrower notification letters: Users can now initiate letters from the "order certificate" screen. This will give users two places from which to initiate letters to the borrower and eliminate the need to switch screens.

Billing statements: Users can now view billing statements online and create a current billing statement on demand.

LPWeb

Using our LPWeb portal, customers can now gain access to all Loan Protector's EASY Web-based applications using a single sign-in for ease of use and to save time.

EASYNOR® Automates FIRST HAWAIIAN BANK'S Lender-Placed Coverage Process

Honolulu, Hawaii-based First Hawaiian Bank selected Loan Protector to help it more effectively service its loan portfolio. The bank implemented EasyNOR®, our automated borrower notification and lender-placed insurance service, in August 2005, and now services its diverse mortgage portfolio more efficiently.

"We selected Loan Protector to support our lender-placed insurance processing because they offered automation with Web interface support," said Lovina Ah Mow, Mortgage Service Center, Manager at First Hawaiian. "Loan Protector offered a way for us to improve our business process – if

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IDAHO HOUSING AND FINANCE AUTHORITY Automates Insurance Tracking Operations using EASYDATA®

Idaho Housing and Finance Association (IHFA), a financial services and housing organization that provides funding for affordable housing in communities, will implement EasyNOR® and EasyData® to automate its insurance tracking operations.

Susan Semba, Director of Homeownership Lending at IHFA, said, "In the past, we had to manually input data into our servicing system as we received each billing from our customers, and pass the information to our lender-placed insurance partner on a weekly basis. We realized we needed to implement an EDI [electronic data interchange] application to automate our tracking operations. Loan Protector's technology is the most efficient way for us to exchange homeowner's insurance information and track our borrowers without current insurance."

EasyNOR® is our Web-based, automated borrower notification and lender-placed insurance service that detects exposures in coverage, initiates the notification cycles on exposed loans and subsequently orders lender-placed insurance on property.

Semba continued, "Automating this process will really streamline the entire operation for us and create efficiencies within our business that save time, improve data quality and reduce expenses."

Using EasyData®, Loan Protector's electronic clearinghouse for homeowner's insurance information, enables IHFA to reduce the amount of paper it receives by up to 80 percent by electronically providing insurance information from all major property insurers. "We looked at other insurance tracking systems, but Loan Protector's software stood apart from the competition," Semba said. "The customer service and personal attention has been outstanding."



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CHANGE SERVICE REQUESTED



EASYNOR® Automates FIRST HAWAIIAN BANK'S Lender-Placed Coverage Process

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presented with the opportunity to automate any part of your current manual process, why not convert?"

With more than \$10 billion in assets and 61 branches throughout Hawaii, including three in Guam and two in Saipan, state-chartered First Hawaiian is the oldest and largest financial institution in Hawaii. First Hawaiian is a subsidiary of BancWest Corporation, a regional financial services company with total assets of more than \$66.3 billion. In addition to servicing its own portfolio, saleable and investor loans, the bank provides sub-servicing for Bank of the West, another subsidiary of BancWest Corporation.

EasyNOR® is our Web-based, automated borrower notification and lender-placed insurance service that detects exposures in coverage, initiates the notification cycles on exposed loans and subsequently orders lender-placed insurance on property.

Ah Mow believes First Hawaiian will continue to see an increase in operating efficiencies because of EasyNOR®.

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 our state-of-the-art proprietary EASY software systems, 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 every residential loan servicing platform including Fidelity MSP, MortgageServ, FICS, Miser and Jack Henry Silverlake 2006. Our custom interfaces with commercial loan servicing platforms include McCracken and Enterprise.

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