

MBA's COMMERCIAL/MULTIFAMILY SERVICING and TECHNOLOGY CONFERENCE 2010

MAY 23-26, 2010 + NYC

HUD Section 232 Servicing

Michael Vaughn

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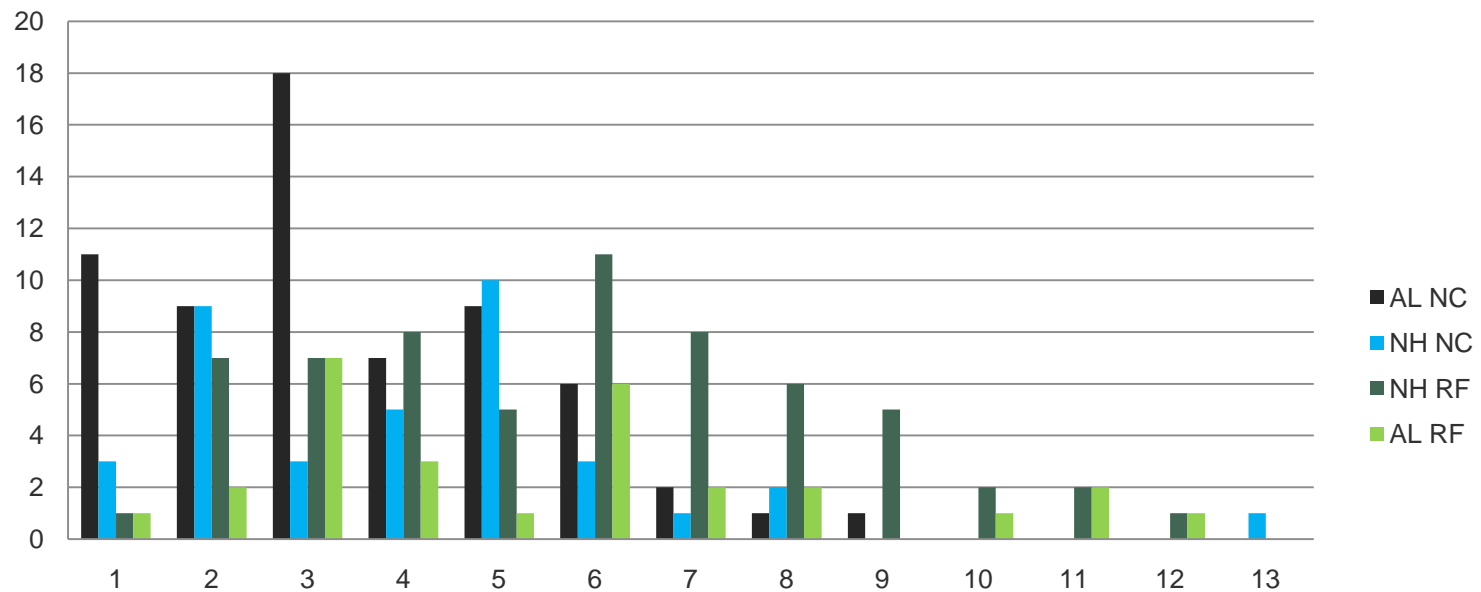


- Control Risk to FHA Fund
- Improve Customer Service
- Empower the Employee
- Involve the Lender/Servicers
- Continuous Improvement

- ❖ Highly qualified staff from HUD and Healthcare Sector
- ❖ AE's assigned by servicer to manage each portfolio
- ❖ Turnaround Team established to work out projects
- ❖ Servicing files scanned and digitized for nationwide access by AE's, DEC, OGC
- ❖ FAST (Financial Assessment Specialist) Team formed for centralized financial analysis and customer service.
- ❖ Emphasis on Claims Reduction and Customer Service, rather than concentration on minor enforcement issues
- ❖ Increased communication internally, with OGC, with Lenders
- ❖ Flat Organization, responsive HQ. Permits responsive-ness to customers, implement needed changes.

- » Enhanced Monitoring by HUD
- » Periodic Reports for Servicers and AE's
- » Meetings set with servicer throughout year to review portfolio
- » Macroanalysis based Risk Segmentation
- » Collaborative Relationship between HUD and Lender/Servicers
 - Different lenders use different approaches to accomplish Risk Assessment/Management
 - Dashboard Reports based on survey and financial data will be made available to lenders asap.
- » OIHCF Proactive approach to loss prevention
- » Borrower Communication

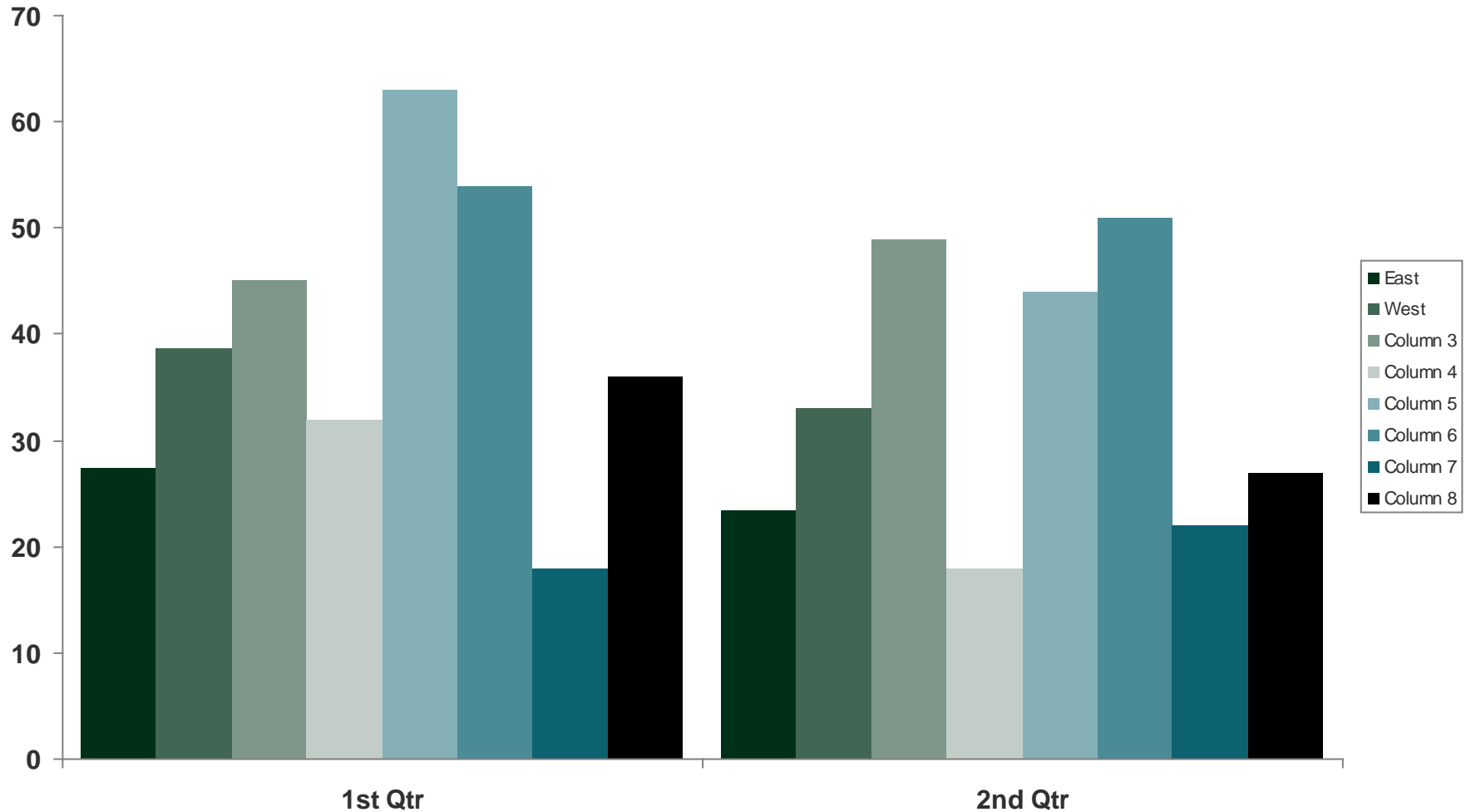
Loan Year of Claim



- Partial Payment of Claim
- TPA/Mod for “White Knight”
- Expedited A7
- Reassignment/ Op Loss

- Operator Financial statements
- State Inspection Reports
- Servicing Initiatives

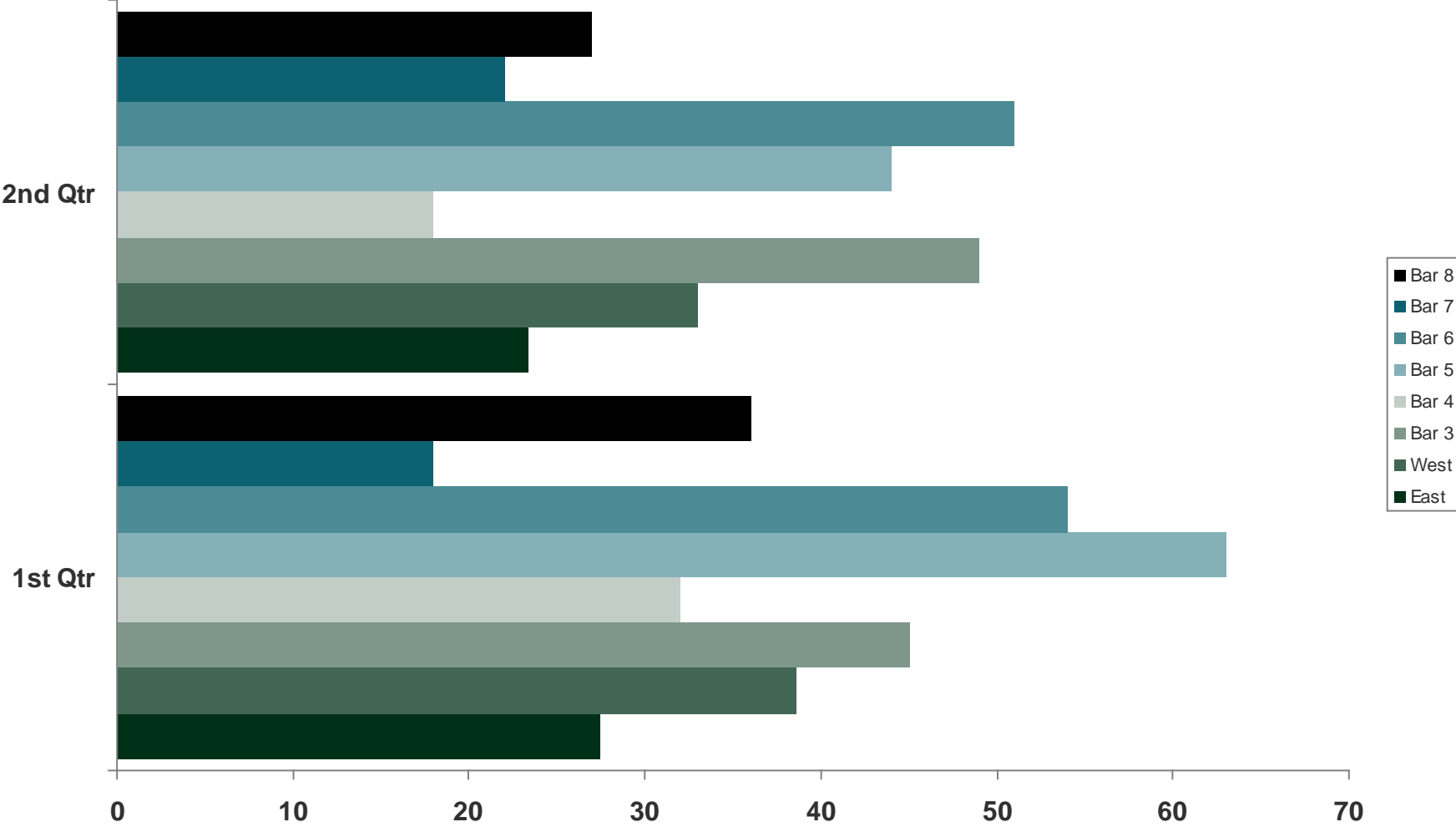
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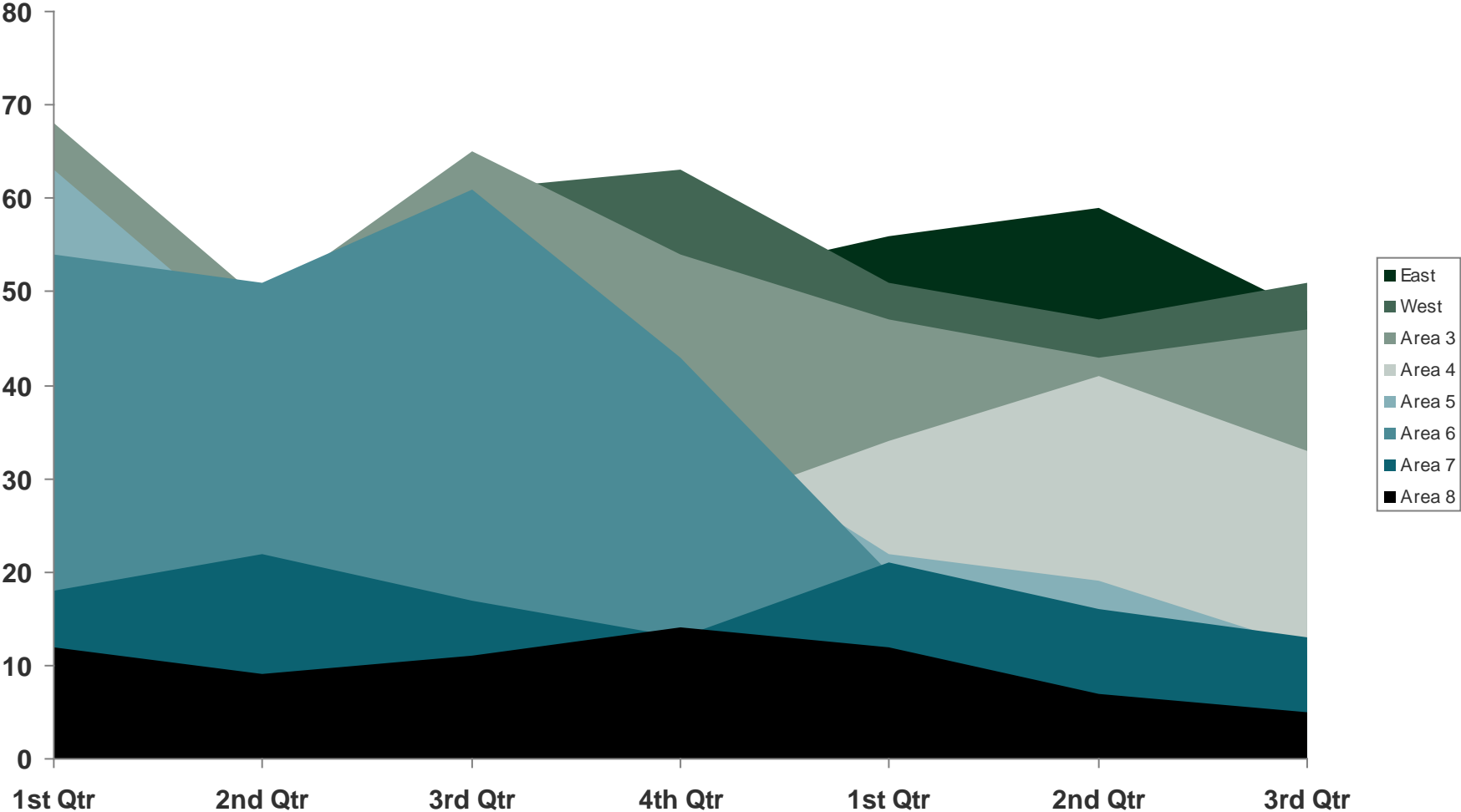
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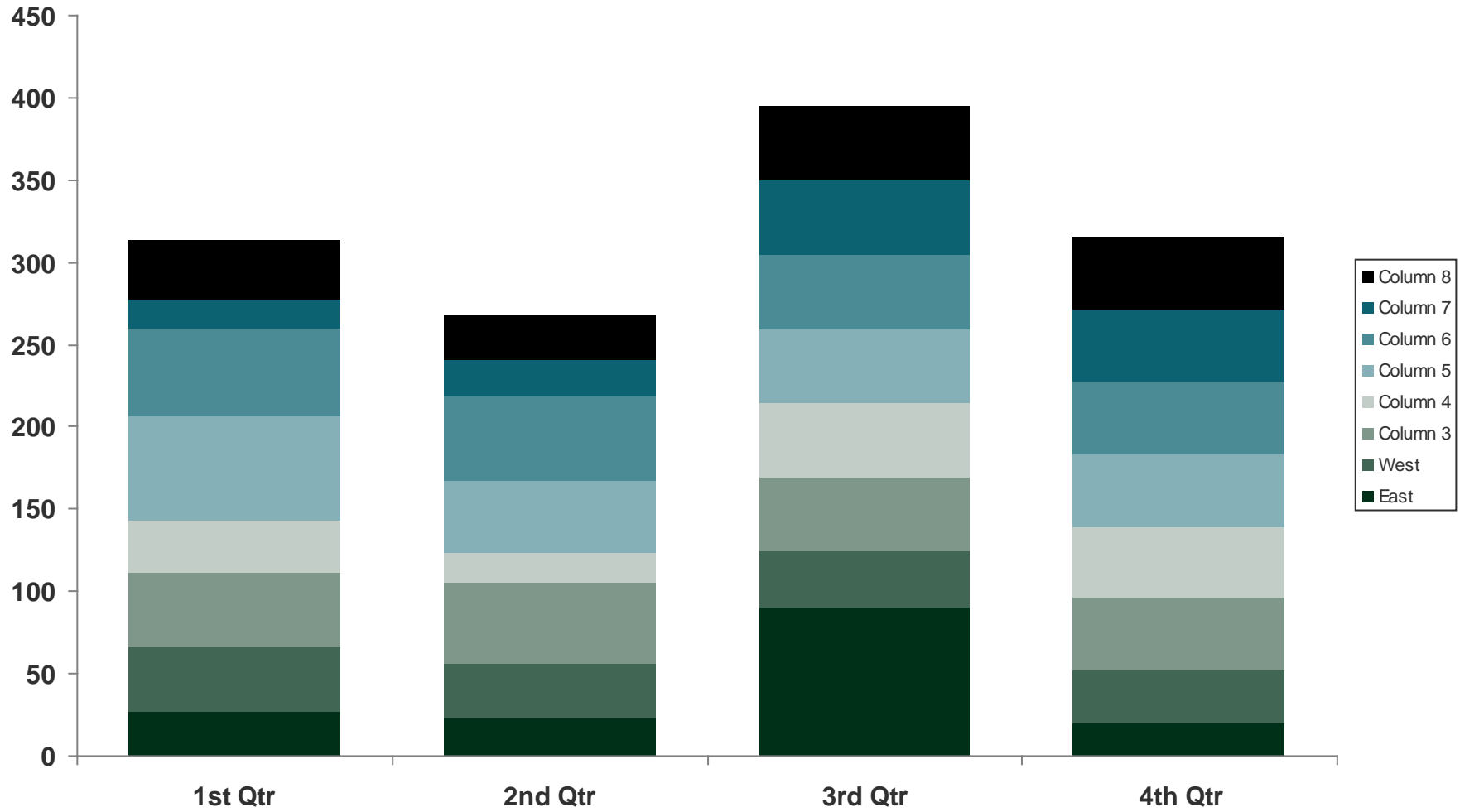
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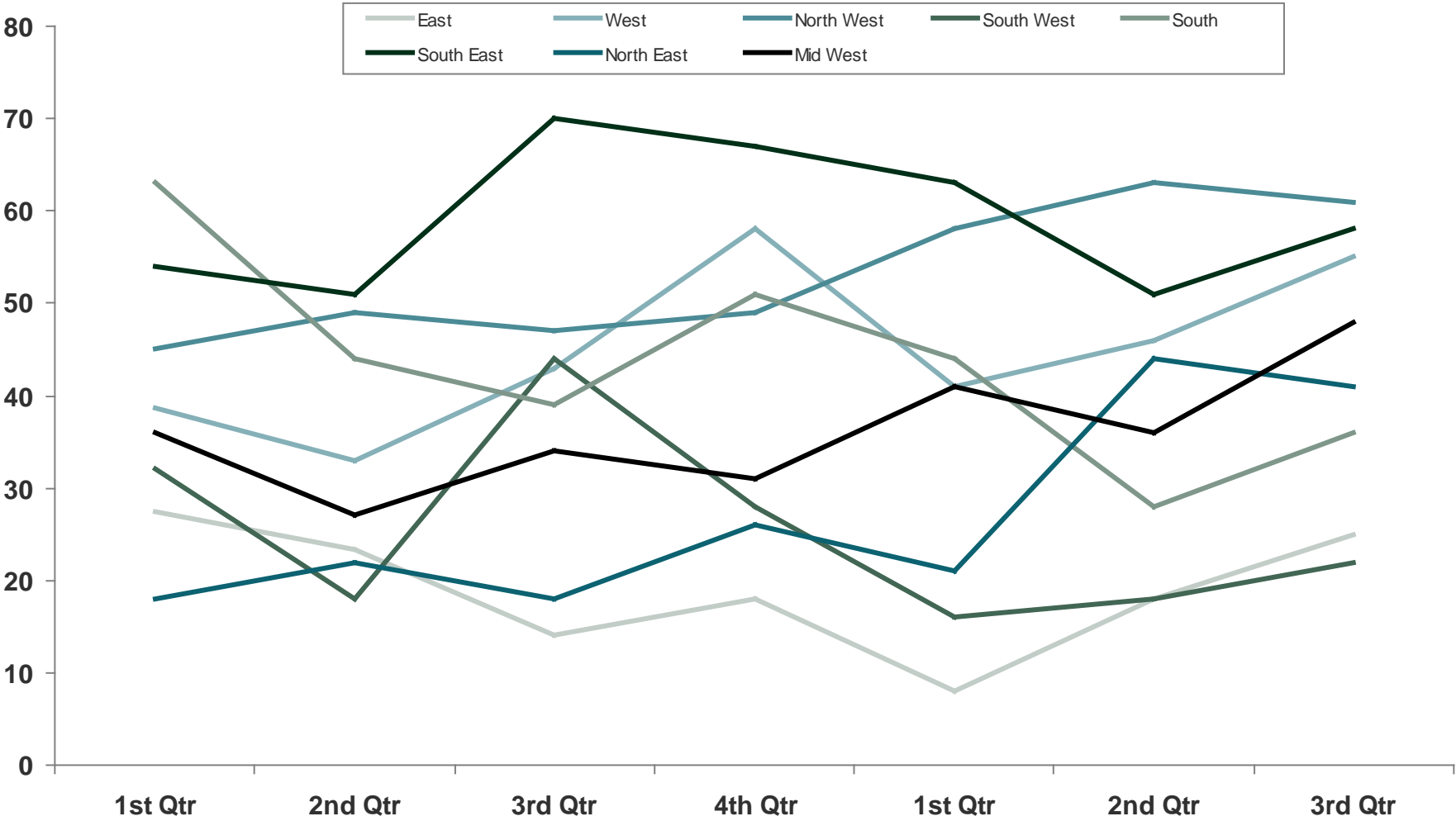
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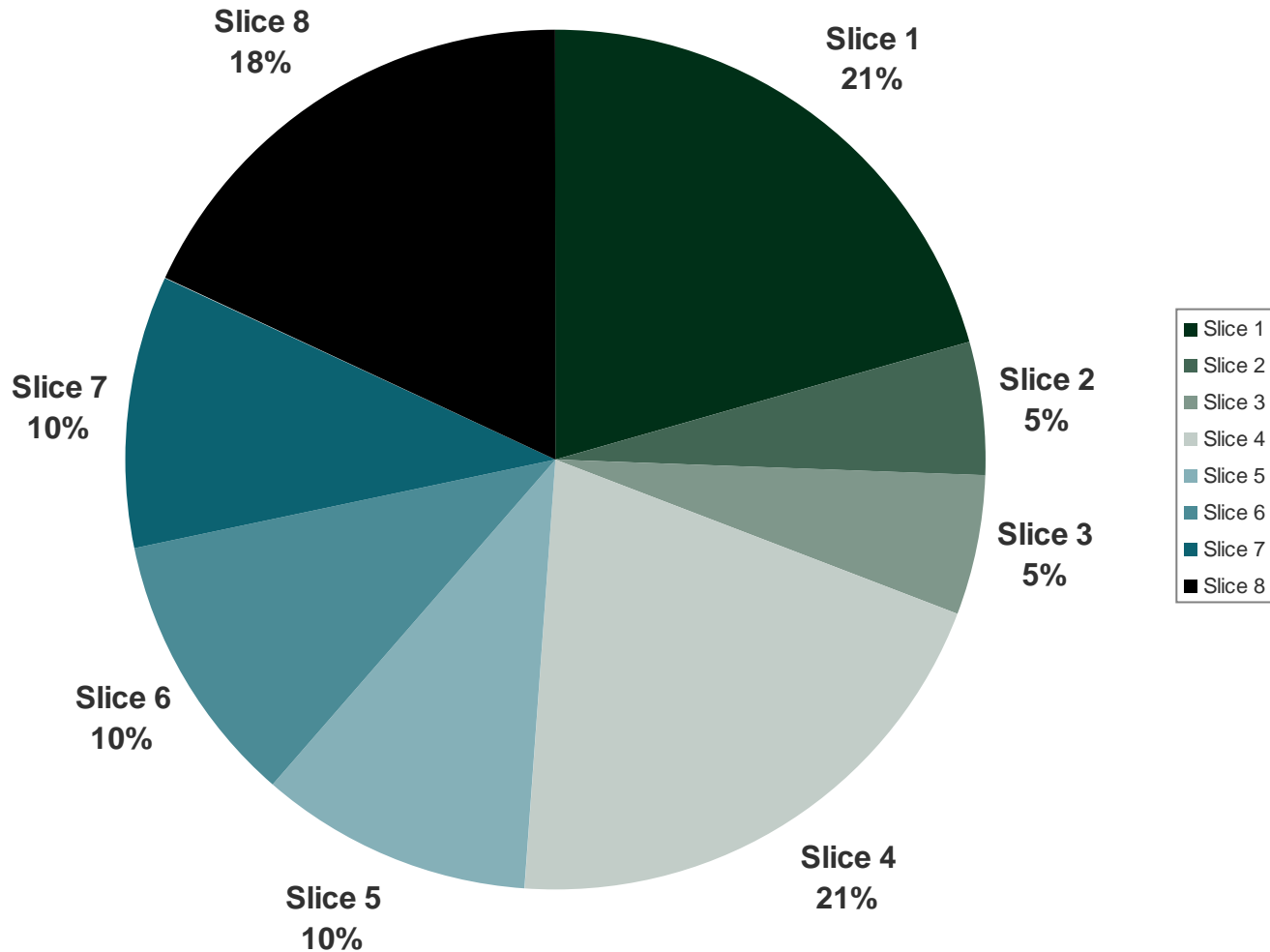
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