

# Indymac Loan Modification Program Meeting Washington, DC

IMFB Regional Default Management

Presented by:  
Barb Sedall, First Vice President



# What Is Our Philosophy and Approach in Working with Troubled Borrowers?

IMFB is committed to working with our borrowers, who experience financial hardship, to keep them in their homes.

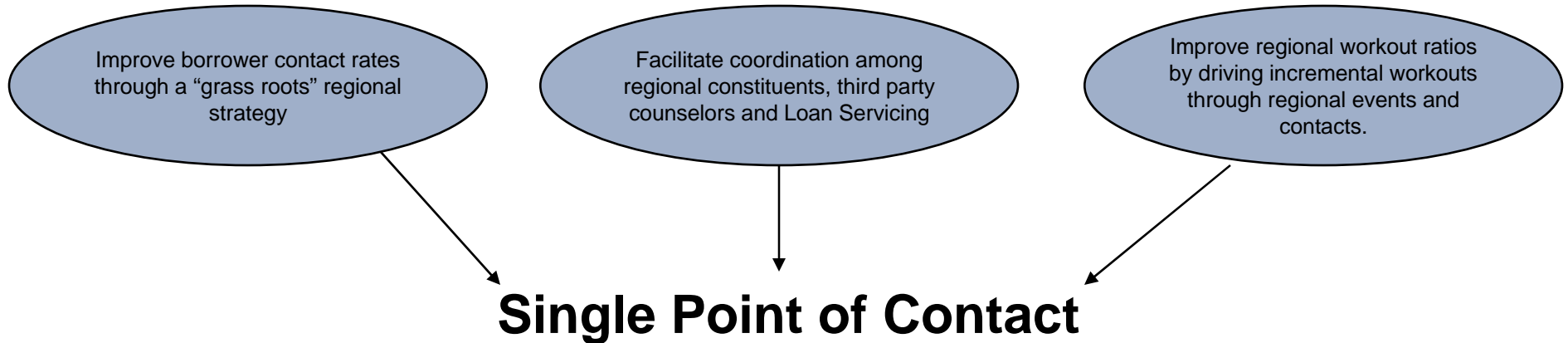
- Structure solutions to provide borrowers immediate relief and long term stability.
- Balance borrower needs with investor interests to ensure workout programs can be implemented broadly.
- Provide alternatives for borrowers who cannot afford reduced payments or do not wish to remain in their homes.

## IMFB home preservation efforts include:

- Proactive outbound mail and call campaigns
- Educate borrowers regarding workout alternatives
- Referrals to credit counseling and community groups, for necessary financial counseling
- Proactive pre-approved solutions
- **Regional Outreach Program**

# Regional Outreach Program Overview

**Objective:**  
**Improve the impact of IMFB's Loss Mitigation Program through Regional Loss Mitigation Managers**



<b>Non-Profit Community, Local Government and FDIC Outreach</b>	<b>"For-Profit" Third Party Relationships</b> (Credit Counselors, Loss Mitigation/Short Sale Companies)	<b>Regional Event Participation &amp; Support</b>	<b>Regional Pipeline Management, Exception/Escalated Complaint Handling</b>
---	--	---	---

# Primary Responsibilities for Regional Outreach Managers

## Community and Local Government Outreach

- Work through regional party advocates (Counseling Agencies, Housing Finance Authorities, Community Groups, etc.) to improve borrower contact rates and workout ratios.
- Clearly communicate IMFB's workout programs, process and requirements.
- Plan and implement regional events to increase awareness of IMFB solutions.
- "Servicer Days"

## For-Profit Third Parties (Credit Counselors, Loss Mitigation/Short Sale Companies)

- Leverage third party firms for increased contact and process efficiency.
- Educate real estate agents and associations on IMFB's loan modification and short sale process.
- Ensure third party firms submitting IMFB workouts are not overcharging borrowers.

## Regional Event Participation & Sponsorship

- Participation in and support of regional events to educate and contact troubled borrowers.
- Regional advertising/campaign strategy to reach out to and educate troubled borrowers.
- Develop standard loss mitigation marketing materials.
- "One-on-one" loss mitigation counseling for IMFB borrowers.

## Regional Pipeline Management, Exception/Escalated Complaint Handling

- "Own" every aspect of the assigned region and drive successful loss mitigation results.
- Single point of contact for a borrower, realtor, counselor, etc.
- Work with IMFB Servicing/Loss Mitigation to ensure workout decisions are made timely.

# FDIC/IMFB Solutions....Keeping the Borrower in the Home is Our Primary Goal

**Loan Modifications** – Improve “affordability” by reducing monthly housing payment (principal, interest, taxes and insurance) to 38% of household income:

- Cap the **interest rate** for life of the loan at the Freddie Mac survey rate (presently, about 6.00%) and temporarily reduce rate to as low as 3.0%.
- Extend principal **amortization period** (and in some cases, the loan maturity) to a total of 40 years.
- **Principal Forbearance** through calculation of payments based on reduced principal amount. The deferred portion is still due when loan matures or is paid off.
- Past due amounts capitalized into the loan balance.
- No fee or late charges assessed.

**Short Sales or Deed-In-Lieu (DIL)** - In the unfortunate situation where the borrower is unable or unwilling to stay in the home:

- Assist borrowers to make the transition to a different residence.
- Allows the homeowner to settle the mortgage loan obligation for less than the full amount owed.
- Borrower avoids the uncertainty and stress of foreclosure.
- Bank will provide cash to the borrower to assist in the transition.
- Impact to borrowers credit score less severe than foreclosure.
- Neighborhoods not impacted by the foreclosure/REO stigma.

# How Can You Work with IMFB to Assist Borrowers?

## Contact

- Reinforce IMFB's mission to help borrowers and encourage them to contact us.
- Use your Regional Manager as your "Single Point of Contact"

## Education

- Encourage borrowers to obtain financial counseling and inform us of any counseling the borrower has received.
- Refer borrowers to IMFB's website for a list and explanation of options.
  - Go to [www.imb.com](http://www.imb.com); "We Can Help"
  - Click on "Get Help Now"

## Process

- Put IMFB customers in touch with us as quickly as possible to assist in helping the customer stay in their home.
- Ensure documentation is accurate and received in a timely manner.
- Direct follow-up inquiries or escalated matters to your Regional Manager.

# IMFB Regional Program Managers

- Josh Cousins, Regional Program Manager, Southern California
  - (626) 535-8504
  - [josh.cousin@imb.com](mailto:josh.cousin@imb.com)
  
- Derek Giovinetti, Regional Program Manager, Southern California
  - (626) 535-7294
  - [derek.giovinetti@imb.com](mailto:derek.giovinetti@imb.com)
  
- Barbara Sedall, National Program Manager
  - (512) 250-3820
  - [barb.sedall@imb.com](mailto:barb.sedall@imb.com)
  
- IMFB Loss Mitigation
  - (877) 908-HELP
  
- IMFB Central Customer Service
  - (800) 669-2300