



## Loan Modification Service



LenderLive's Loan Modification Service is designed to provide servicers with the ability to conveniently meet the demands of their customer base in need of a loan modification.

Working with some of the largest lenders in the country, LenderLive is currently leading the way in performing loan modifications that adhere to the government's Home Affordable Modification Program (HAMP) or your own modification criteria.

We offer customer contact services through our private-labeled call centers, underwriting review of loans, gathering of all borrower program requirements, legal document preparation through our Guardian Mortgage Documents Division, title endorsements and policies as required, and recording services where applicable.

Through the utilization of our technology platform you will have convenient, real-time access to the modification information as the borrower moves through the entire process.

**Experience, Innovation, Vision**

*Complete, private-labeled solution to help servicers meet today's high demand for modifications as an alternative to foreclosures.*



# LenderLive™

Your partner in the mortgage industry.

4500 Cherry Creek Drive South  
Suite 200  
Glendale, CO 80246

**Call us today!**  
**800.891.2281**

*LenderLive's private-labeled Components Solution allows clients to outsource specific functions within origination\* and fulfillment processes, adding overall efficiency to their residential mortgage business. (\*Subject to Safe Act)*

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



## The SOLUTION

- Counseling functions through our private-labeled call center services to gather information, answer questions, identify qualified borrowers and communicate loan status
- Conduct borrower surveillance calls during the trial period as mandated by HAMP
- Receive documents via paper, fax, or electronic delivery
- Manage imaging and indexing of all files
- Prepare modification documents, package and deliver to borrower(s)
- Manage the return and countersigning of modification documents
- Review and approve all required loan modification conditions and requirements
- Coordinate with borrower and notary to sign the modification agreement(s)
- Provide title endorsements and recording services when applicable
- Deliver hard copy documents to servicer or designee upon completion



## The BENEFITS

- Complete, private-labeled service
- Modifications as lower cost alternative to foreclosure
- Experience with FDIC, HAMP and HAR guidelines as well as other proprietary lender modification programs
- Ability to handle complex document campaigns
- Web-based access to the modification information as the borrower moves through the process
- Increased capacity to respond to the demands of servicing operations, currently supporting hundreds of thousands of transactions a month
- Improved servicing operational performance



*LenderLive has served the mortgage industry as a preferred mortgage solutions provider for institutions of all sizes for over 20 years. We bring **EXPERIENCE, INNOVATION** and **VISION** to a constantly changing industry, assuring our clients a solid and prosperous partnership.*