

CONSUMER MORTGAGE FINANCIER CASE STUDY JANUARY 2010



Financial Servicing



\$80 BILLION CONSUMER MORTGAGE FINANCIER - CLIENT#323

CONTROLLING MORTGAGE DELINQUENCIES IN AN ECONOMIC DOWNTURN

Client #323 manages 80 billion in mortgage portfolios each year. PRS began working with the Mortgage Lender in November of 2007 to support their collection efforts due to the economic downturn. #323 faced an economic climate that hit the entire banking industry; The high rise of unemployment and the collapse of capital infrastructure. These conditions created a need for additional collection resources to aid #323's in-house recovery efforts. Losses pertain to general servicing, short sales, deficiencies and widespread foreclosures.

PRS INSURED A POSITIVE CHANGE

It was the first time #323 used an outsourced collection service so they approached PRS with caution. There was a 6 month testing phase with careful approach to the specific guide lines for negotiation, customer sensitivity, understanding of the various state regulations and mortgage laws.

LONG-TERM SOLUTION & RESULTS

PRS was successful throughout the learning phase and #323 began consistent mortgage account placements. The average account balance was \$90,000 and 12 months past due upon arrival at PRS. Prior to PRS, non-performing accounts were managed by letter campaigns, customer service calls and a legal process. PRS focused on each case file and applied specific strategies to create workout plans. PRS negotiated a higher payout by using the specific line items from the HUD's, BPO's, buyers and sellers financial resources. The results shown an increase of 3% in delinquent revenue from total dollars placed of \$601,609,784,173.00. The breakdown of recoveries consisted of secured, unsecured, short sale, settlements and deficiency revenue.



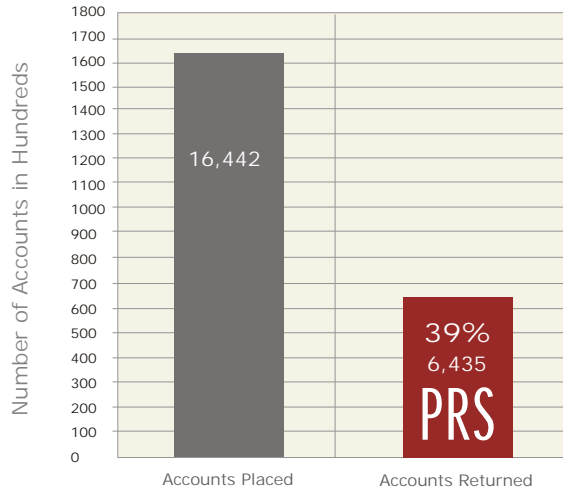
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3% INCREASE IN REVENUE 39% OF ACCOUNTS CURED FOR LENDER

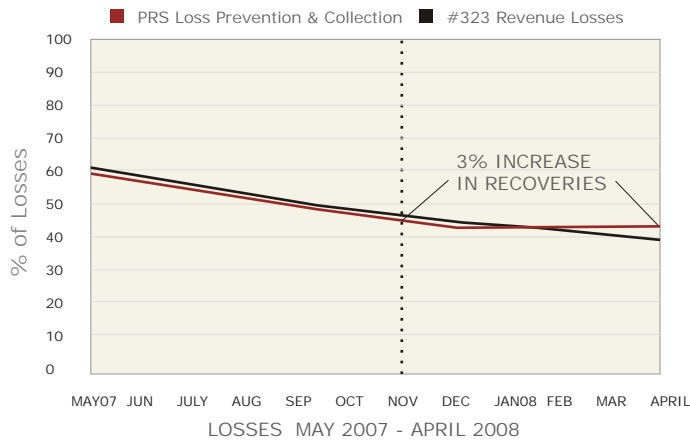
39% OF CUSTOMERS RESOLVED AND RETURNED TO MORTGAGE LENDER

NUMBER OF ACCOUNTS NOVEMBER 2007 - APRIL 2008



Between November 2007 and April 2008 PRS Returned 6,435 Customers to Mortgage lender with a cure rate of 39%.

3% INCREASE IN REVENUE



Over 6 Months PRS help control #323' losses and increase their revenue 3%.

*Dollar Values Rounded to the Nearest Whole Number

** Request Comprehensive Reports and References Please Call: 800-972-7984



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