



eLending Services eDelivery



Accelerate the Disclosure Process Speed is Everything.

Stop the shopping and move your borrower to the next step—commitment.

Capture customers with fast, secure delivery of upfront disclosures and other pre-closing documents. Fiserv eDelivery helps you outpace your competition by ensuring borrowers have your documents as quickly as you create them in your loan origination or document preparation system. Borrowers will appreciate your responsiveness and you'll motivate them to commit to your company instead of continuing to shop. The process is convenient, quick and easy to use—borrowers simply electronically sign the documents online. You'll also help your bottom line by reducing shipping and courier costs.

Improve your customer experience while decreasing cost

Electronic delivery of disclosures and other pre-closing documents is a fundamental electronic loan strategy for cultivating a richer customer experience.

With eDelivery, you can:

- Track compliance with 72-hour RESPA disclosure requirement
- Improve your pull-through application rate and customer experience by reinforcing your brand identity and providing “anytime, anywhere” access to disclosures for borrowers
- Streamline the disclosure process by offering borrowers the choice of electronically signing documents or printing them for ink signature
- Enhance the borrower experience with document versioning
- Provide document access to loan processors, underwriters and loan officers
- Reduce follow-up with borrowers for signed disclosures
- Avoid re-disclosing at the closing table
- Increase investor confidence with tamper-evident seal on each document

Deliver. Collaborate. Close.

Secure online initial document delivery/presentation to borrowers

Allows borrowers to review, print, eSign documents

Gives borrowers instant access to documents anytime, anywhere they have an Internet connection

Sends automatic e-mail notification to borrowers when new documents are ready for viewing

Includes borrower identity verification and presentation of E-SIGN consent

Provides borrower activity status updates to lender

Tracks document versions

Provides true electronically signed documents including tamper-evident seal on each document

MISMO-based web services integration for loan origination systems and document provider systems

Convert applications to closings

Converting loan applications into closed loans is your primary goal, but creating, printing, and mailing mortgage disclosures can be a real hassle. And now with the greater regulatory burden to protect private information, e-mail is now longer considered a secure delivery method. But the law stating that you have to send disclosures within three days hasn't changed. This process takes time and money and can cost you even more money if you are found to be not compliant with RESPA/TILA.

By delivering upfront disclosures electronically to borrowers and giving them the option to electronically sign the documents, you can increase your pull-through application rate by getting documents to borrowers fast. You'll keep them busy reviewing the details of your loan products instead of shopping for other loan providers. By providing disclosures electronically, you'll differentiate yourself to borrowers and demonstrate your customer service advantage. You'll also make your internal compliance group happier by improving your audit records with independently certified server time and date stamps that show you've disclosed within 72 hours of receiving an application, per RESPA requirements.

Increase staff productivity

Disclosing electronically decreases the amount of time your personnel have to spend on routine tasks that don't directly

increase your bottom line. By increasing your applications-to-closings ratio and spending less time on paperwork, staff can spend more time on finding the right loan for a borrower and emphasizing that personal touch.

Easy to implement, easy to use

Electronic delivery saves you money with every loan file by providing a secure, customizable and easy to use method to deliver documents to borrowers, track document reviews and allow customers to electronically sign the documents.

Using eDelivery, you provide your staff with a way to stay connected to your borrowers until the loan closes. Use the system for only initial disclosures, or for all pre-closing documents including re-disclosures and rate lock agreements. With automatic alerts sent to the borrowers as new versions are uploaded, and full access to previous versions, your borrowers will love the online loan folder you create just for them.

No proprietary downloads or special plug-ins (other than Adobe Reader) are required for borrowers to access or sign their documents—just an Internet connection and a Web browser. The borrower process is intuitive and easy to follow. Present documents with additional information, including innovative, helpful pop-up document descriptions, previous document versions and other loan information.

WHAT YOU HEAR TODAY

Did we disclose on time?

The borrowers didn't return the disclosures yet.

What version of the GFE are we on?

The borrowers said they never got the disclosures.

Do you know if the borrowers actually signed yet?

WHAT YOU WILL HEAR TOMORROW

Here's a report of the disclosures sent.

We don't have to re-disclose at closing!

We've got copies of all the versions sent.

The borrowers loved the convenience!

We had the eSigned documents back instantly.

Control the borrower experience

The system automatically creates the borrower's login credentials the first time a document package is sent for review. ESIGN and UETA best practices are incorporated throughout the workflow, including initial and recurring identity authentication; presentation and capture of the borrowers' ESIGN consent; and audit trail information for non-repudiation purposes.

The service can be integrated into your existing borrower Web site, and private labeled to reinforce your consumer brand experience. You control the borrower experience, with real-time access to change the branding as well as the document information presented.

Access for the lender is provided through a Web browser, but is also available through MISMO-standards based web services system-to-system integration with your LOS or document provider. This enables seamless uploading of the loan documents whenever changes are made, integrated updates of document-level statuses for workflow purposes, and the automatic return of copies or originals of the eSigned documents.

Complete document protection

Need more peace of mind regarding document security? eDelivery stores all documents in encrypted format, and documents are accessed by borrowers through Secure Socket Layer (SSL) technology, which encrypts the documents as they are shared between the server and the borrower's computer.

In addition, the system applies a tamper-evident seal to all documents. This tamper-evident seal is independent of the method that document signers use to electronically sign the documents.

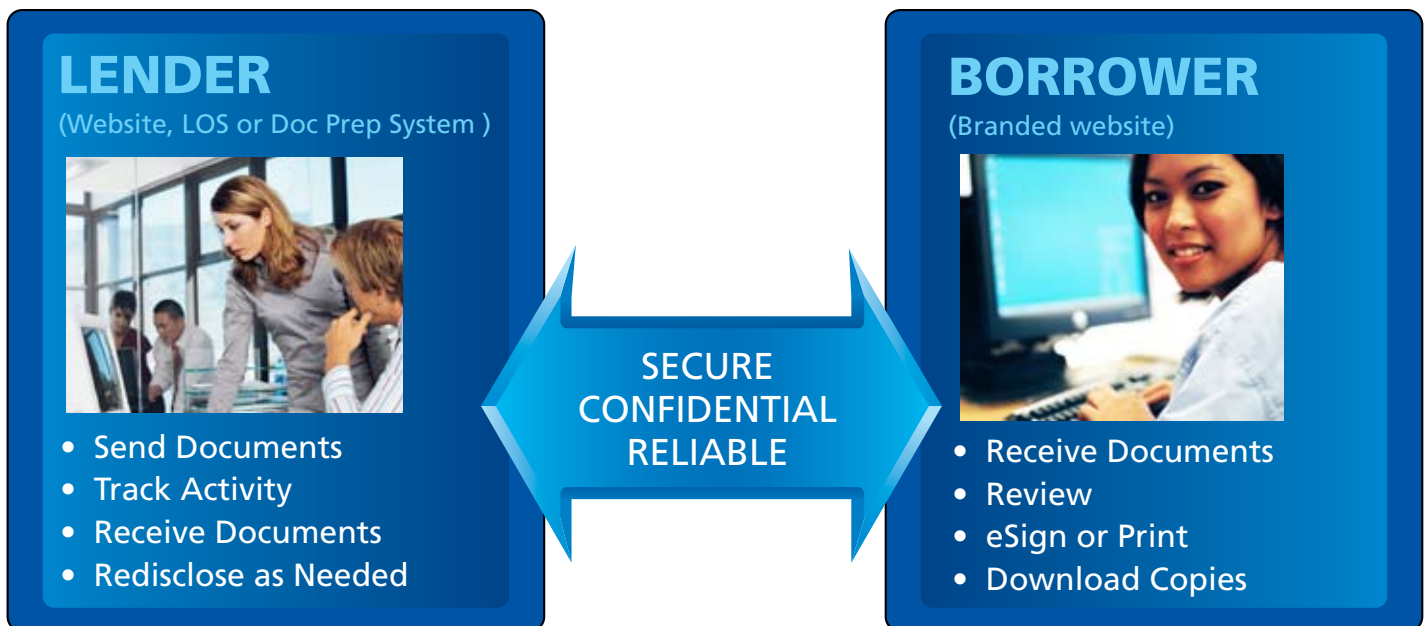
Based on digital signatures (digital certificates), this method demonstrates that the document content has not changed since the time of signing. The tamper-evident seal serves as a guarantee for document signers and downstream parties, like investors and auditors, who rely on the document being unaltered.

Compatible with PDF documents, SMART Documents™ and imaged documents, the system automatically prepares each document for electronic signature and tamper-evident seals each document after signature. In addition, audit trails provide a history of activity for each document, for extensive non-repudiation purposes.

Archiving the signed disclosures is easy, whether you need short term or long term storage. You can use the Fiserv eVault, which is seamlessly integrated with the eDelivery service; export copies of signed documents to your local file drive; or systematically download copies or the eSigned originals to your imaging system.

Start paperless, end paperless

eDelivery streamlines your document management processes and helps you realize the benefits of the paperless mortgage. But it doesn't have to end there. You can also close the loan electronically using the integrated Fiserv eClosing service. If you use both services, you can give your borrowers access to all of their loan documents with one User ID and password. With Fiserv, we'll work with you to ensure you can take advantage of every benefit electronic delivery, collaboration and signature provide.



Reliable and secure

The Fiserv eLending Services platform, which provides this service, can be used directly over the Web or through system-to-system Web services-based integration with a system of record such as a loan origination system or servicing system. The platform allows lenders to perform several eMortgage functions as listed below:

- Ordering and receiving settlement services
- Electronic delivery and eSigning of the initial disclosures and other pre-closing documents
- Electronically managing the closing including collaborative document sharing with all parties, and optional eSign function
- Securely storing the electronically signed documents and other loan file documents, legally transferring note ownership and/or servicing rights to investors and servicers, and updating the MERS® eRegistry as needed for loan lifecycle events

Business continuity and disaster recovery

The eLending Services platform is hosted at a Fiserv owned-and-operated data center in Philadelphia, PA. An extensive business continuity plan is in place for the data center which includes the ability to run it for several days with back-up power sources. The eLending platform runs in a robust “N + 1” architecture which includes redundant network and hardware components, load balancing on multiple servers and provides horizontal and vertical scalability.

Disaster recovery is provided through a back-up data center in Arlington Heights, IL. Fiserv follows a disaster recovery plan that is tested semi-annually. In addition, Fiserv performs both hot and cold backups on a frequent basis.

Communication, application, and data security

As a Web-based platform offered in a service bureau (ASP) model, the data center is SAS70, ISO:9001, and CyberSecure certified. Access requires multi-factor security. It supports 24 x 7 x 365 operations, and hosts various applications for several Fiserv Fortune 500 clients. The data center follows Gartner best practices, and the staff welcomes the opportunity to provide a tour to current or prospective clients.

The eLending platform uses 128-bit Secure Socket Layer (SSL) for Web-based usage; B2B transmissions use XML messages over HTTP/S or VPN connectivity.

Multiple firewalls, router access control lists and intrusion detection software monitor all incoming requests. All incoming and outgoing requests/responses are sent to proxy servers to ensure that the appropriate security precautions are taken. Web-based access to the platform is controlled by User IDs and passwords, while B2B access is controlled through the use of digital certificates and User IDs and passwords.

Every user action is cross-checked by an extensive privilege management framework before it is executed. In addition, the client can also control which functions an end user may execute, through product level and function level permissions.

To support privacy requirements, sensitive data is encrypted “at rest” within the database, and documents are stored in encrypted format also.

One system to meet all your needs—sharing instant access to the same file

