



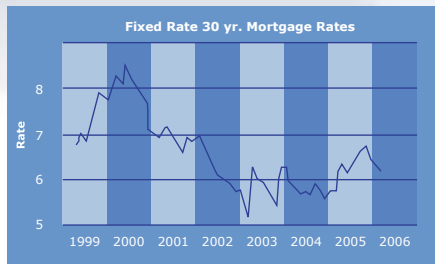
Introducing IBM Lender Business Process Services, Inc.
The loan fulfillment advantage



Continued interest rate volatility. Profit pressure. Complex, expensive, and fragmented origination processes. Increasing technology cost. Challenges delivering consistent quality customer service.

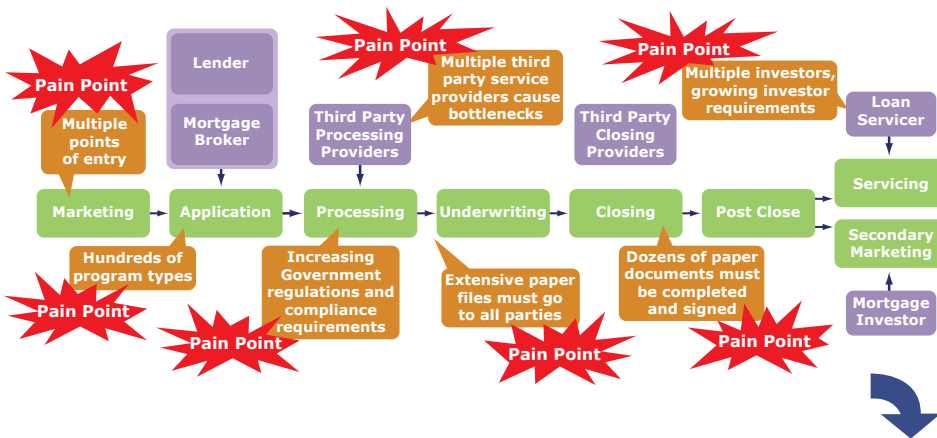
Mortgage industry dynamics

Lenders face an increasingly difficult operating environment, marked by volatile rate fluctuations, and significant margin pressures.



Mortgage lenders today find themselves in the midst of unprecedented shifts and challenges in the marketplace. Simply put, the right technological, operational, and people investments will determine which lenders remain competitive from this point forward—and IBM has made key moves to secure its place as the solution provider delivering that edge.

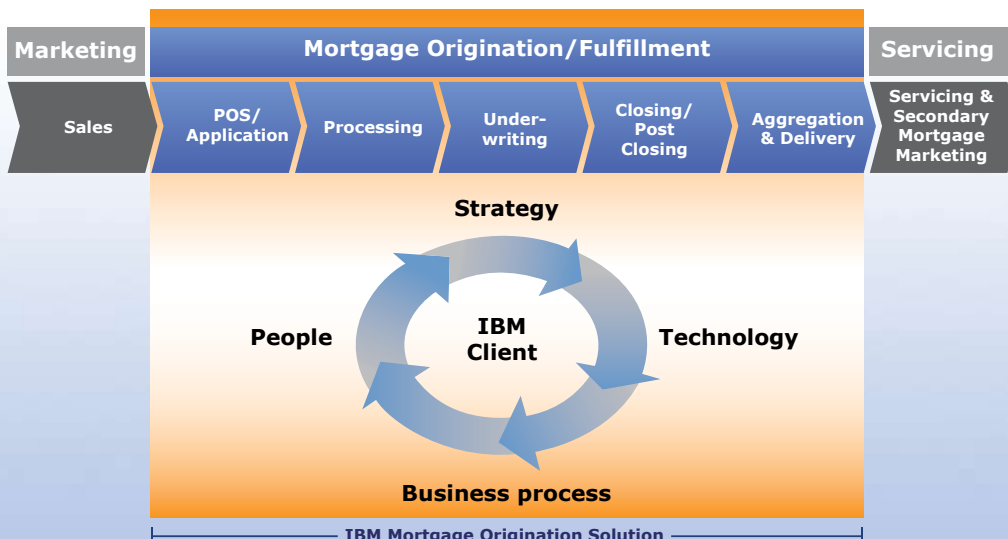
Compounding the difficult rate environment, today's mortgage origination processes are highly fragmented, complex, inefficient, and expensive.



Focus on core capabilities

More than just a technology partner, IBM has entered the mortgage space with the creativity and energy to fundamentally change the way business is done in the industry. IBM has recently invested over \$1.3 billion (US) in strategic assets—such as FileNet, the leading enterprise content management solution for financial services, and Palisades Technology Partners, the mortgage origination software choice of top mortgage lenders—to build a world-class mortgage fulfillment solution.

IBM will help mortgage lenders address these challenges by becoming the leading manufacturer of loans for the mortgage industry.



Our clients are telling us they need to focus their resources on activities that competitively differentiate them with the consumer: their brand, products, distribution network, and service experience. IBM now offers lenders a complete end-to-end, private-label mortgage fulfillment solution that drives down costs while delivering mortgage products with a more predictable, reliable, and consistent customer experience. In turn, our clients will gain renewed focus on their “front office”—driving the differentiating brand, product development, business rules, distribution network, and service culture they need to grow.

Service overview

Turnkey solution

IBM offers a complete, private-label mortgage loan fulfillment solution utilizing best-in-class mortgage technology and processes supported by access to a proven global delivery model.

Maximize the customer brand

IBM's service experience reinforces the customer brand during all customer interactions.

Broad support across industry

Products supported include:

- 1st mortgage residential loans
- 2nd mortgage home equity loans
- Home equity lines of credit

All lines of business/channels

Enables loan processing from multiple lines of business, including retail, wholesale, and correspondent. Supports loan officers, brokers, and call center agents—all Web-enabled.

Benefits overview

Reduced costs to originate

Significant cost savings through IBM technology, digitization, and automation of mortgage fulfillment processes, plus massive-scale and best-in-class people and processes.

Variable cost structures

Per-loan cost structure enabling variable cost model, allowing more consistent performance through market cycles.

Increased revenue

New revenue opportunities through increased loan throughput, scalability, shorter cycle times, and improved speed-to-market for new products.

Maximum customer satisfaction

Boosts customer satisfaction through improved response times, higher quality through digitization, and advanced self-service capabilities.

Risk mitigation

Process standardization and automation reduce defect rates. Less dependence on high-risk technology projects.

Why IBM?

IBM market leadership

IBM is committed to becoming the leading provider of services to the mortgage industry, already investing over \$1.3 billion in assets and people to deliver world-class lending services.

Mortgage domain expertise

IBM and its partners have the proven mortgage domain expertise required for success.

Next-generation technologies

IBM lending services are designed with Service Oriented Architecture for maximum flexibility. IBM leads in development of SOA-driven services.

Leading systems integrator

Market-leading consulting and systems integration capabilities.

Worldwide delivery capabilities

IBM is a globally integrated company with the ability to leverage a proven worldwide resource model.

IBM—moving the industry forward

IBM's recent investment in mortgage capabilities offers lenders a powerful partner in helping identify and embrace the most innovative services—streamlining the complexities that add time, expense, and frustration to every layer of the mortgage environment. With deep industry expertise, industry-leading applications, and unmatched technology and operational capabilities, IBM will redefine how competitive lenders meet today's marketplace challenges.

For more information

To find out more about IBM and mortgage industry solutions, please contact:

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