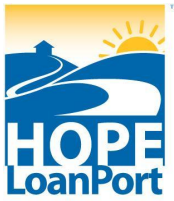


**Baltimore Homeownership  
Preservation Coalition  
The Future of Homeownership in Maryland**

Larry L. Gilmore  
HOPE LoanPort, President and CEO

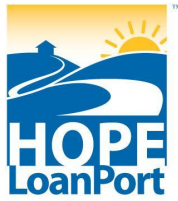
May 11<sup>th</sup>, 2010

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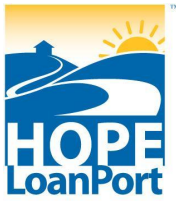
# Agenda

- History and review, HOPE LoanPort
  - State of market “perception is reality”
    - Boston Fed Reserve Meeting, April 13,2010 (6 packages on average sent per loan)
    - Test: Investor feedback, 4/12/10. 3,000 loans, ave 4.5 months response on status
    - Counselor Feedback, NHS Chicago, June HOPE NOW meeting, 500 plus loans, 17% response rate 60 days later
  - Scope, Board of Directors / Leadership,
  - Current partners and pipeline
  - Partner Value Proposition
  - Q and A / Next Steps
-

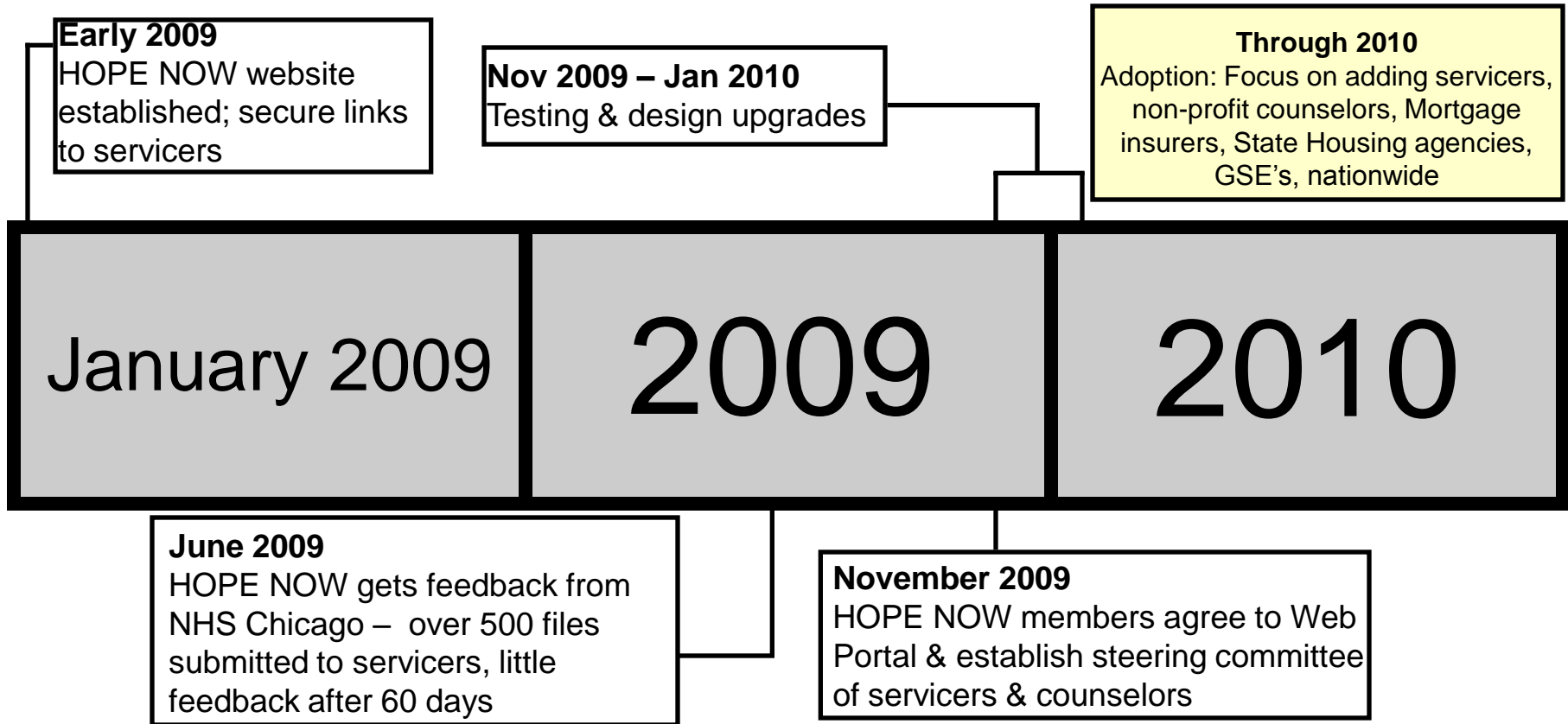


# Why Create a Web Portal?

-  Natural progression for HOPE NOW to migrate from web site w/ secure connectivity to servicers
  
  -  Complaints about multiple touch & lost docs - policy makers, public, homeowners
    -  Servicers and Counselors are HOPE NOW members
    -  Collaborative response by Industry regarding complaints
    -  Stakeholders are looking for solutions
  
  -  HOPE NOW has relationships with all stakeholders & created a group to design what works & what would make a difference.
  
  -  Simple, transparent Web Portal will make a difference in outcomes for homeowners, servicers and counselors working together.
-

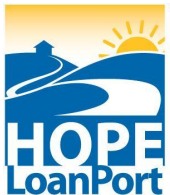


# Timeline



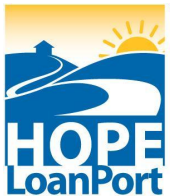
**Expectations: Up to 200 different housing counselor offices will adopt by May 2010**

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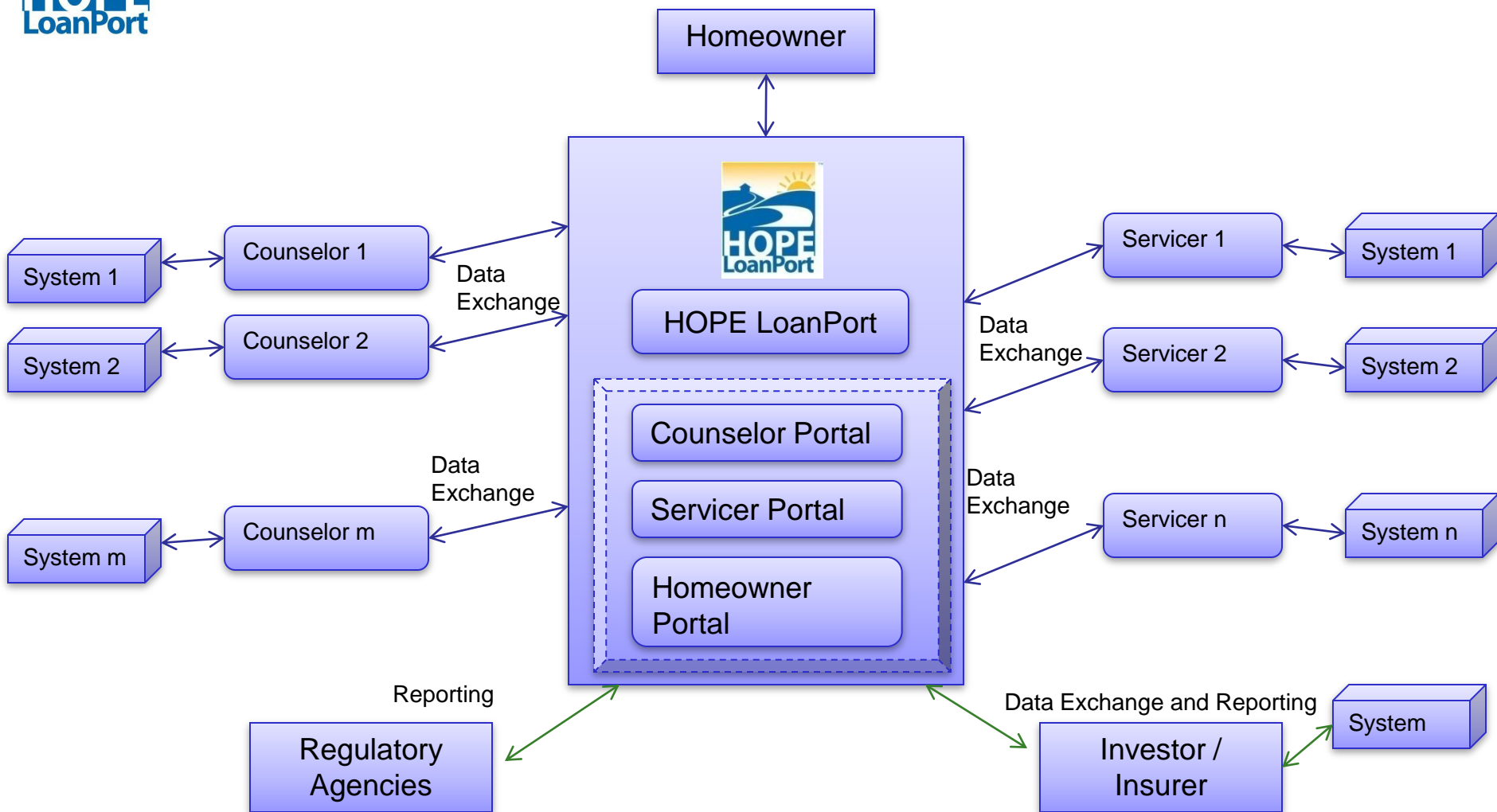


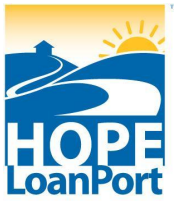
# Scope of Hope LoanPort

- No Pre-approval/Decisioning; only used to capture all data and docs to submit to Servicer
- Uniform Definition of “Complete Package” determined by pilot participants
- Initial focus on HAMP Modifications with enough information to finalize additional solutions
- All counseling organizations are NFMC/HUD approved
- Minimal Status Updates from Servicer; Received, In Process, Pending, Decision-
- Open architecture allowing servicers to obtain packages in multiple formats, multiple vendors participate



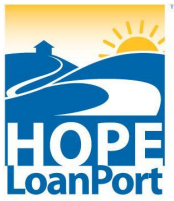
# HOPE LoanPort – High Level Architecture





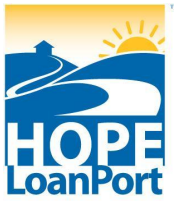
# HOPE LoanPort Board of Directors

- **William Longbrake**, University MD, Chairman and Executive Committee
  - **Ken Wade**, CEO, Neighborworks America
  - **Larry Gilmore**, President & CEO, HOPE LoanPort
  - **Camillo Melchiorre**, Radian, Executive Committee
  - **Faith Schwartz**, HOPE NOW, Executive Committee
  - **John Dalton**, President, Housing Policy Council
  - **John Courson**, President, Mortgage Bankers Association of America
-



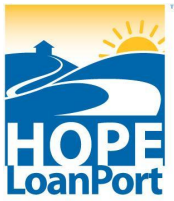
# Value Proposition: Loan Servicers & Counselors

- **Standard / Uniform Package Submission**
  - **NO LOST DOCS**
  - **Eliminate/Reduce back and forth**, faxes, calls and many touch points
  - Trusted Counselors / Single Port of Entry / providing Quality Control
  - **Promotes Community Led Outreach Initiatives** - Minimize expense of Outreach events where use of portal substitutes need for servicer participation on site (doc collection)
  - Improve information flow for investors, MI's, reporting, other
  - Improved counselor and community relations through communication
  - **Facilitates Outsourcing of Mod Process** based on need - Ability to use portal, proactively, to plug and play alternative solutions if capacity is an issue (i.e. vendor execution for backlog on actionable packages)
  - **Open Architecture** - Ability to map into servicing systems or other work flows (all counselor port of entry)
  - Free for Counselors
  - Counselor Status Updates
-



# Success based on Partner Participation

- 200 Counseling Offices live on HLP in May and over 1000 by the end of year
  - Thousands of counselors supporting portal throughout nation
  - Servicers
    - 6 Pilot Members (Chase, Saxon, GMAC, American Home Mortgage, PNC/National City, and SunTrust)
    - 3 New Servicers in April (Bayview Loan Servicing & Ocwen, One West)
    - 10-12 Servicers by end of June
  - Significant Investor and MI interest
  - State Housing Finance Agencies
  - Senate Majority Leader, Steny Hoyer endorsement, State of MD and State housing finance agency endorsement
-



# Counselor On boarding

- Weekly Introductory Web Demonstration
    - Wednesdays / 10 a.m. to 11:30 a.m. EST
  - On boarding Counselor Calls
    - Every Thursday from 3 p.m. to 5 p.m.
  - Three Weeks for Counselor On boarding
    - Counselors go-live on 15<sup>th</sup> and 30<sup>th</sup> of every month
  - Visit [www.hopeloanportal.org](http://www.hopeloanportal.org) to register
-