

COMMONLY REQUESTED EXAMINATION DOCUMENTS  
MORTGAGE SERVICER

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To facilitate an examination of your institution, please be prepared to provide the following commonly requested documents. This list is preliminary and additional information requests specific to your company's business model should be expected. Exhibits provided as part of the examination may lead to additional questions and requests.

1. Describe what services and functions are performed for the customer beginning with the initial application through your final involvement with the transaction. Your explanation should be specific enough that a person will have an overview of your company's operations.
2. Organizational Chart
  - a. Corporate Organizational Chart (ultimate parent entity through all subsidiaries owned/controlled by the licensee and applicable affiliates). Include: Entity name, Address, Primary business activity, and Percentage of ownership
  - b. Personnel Organizational Chart (ultimate CEO through all individuals that are management level employees with departments that they supervise). Include: Name, Title, and Start date in that position
  - c. Contact people on file with the Department for Main Contact Person, Licensing, Complaint, Litigation, Examination, and Workout Contact. Include: Name, Title, Address, Phone, Fax, and Email
  - d. Provide a list of all locations that conduct NH business. Include Contact person, Address, Phone, Fax, and Web address.
3. Copy of the Information Security Program/Safeguarding Policy, including:
  - a. Policies that address both physical and electronic safeguards
  - b. The latest risk assessment
  - c. Documentation of testing for the prior year
  - d. The schedule of evaluations and any recommended changes to the program during the prior year
  - e. List of contracts or agreements in place with any third parties; examples include but are not limited to: document destruction, media storage, IT services, janitorial, Office rental/lease agreements, and ACH/EFT transmitters (examiner may select contracts to provide for further review)
4. Copy of any Marketing/Advertising Policies and all marketing materials and media advertisements for the previous 24 months. Materials should include but are not limited to:
  - a. Printed materials (ads, brochures, direct mailings, flyers, etc.)
  - b. Radio or television transcripts,
  - c. Telemarketing scripts
  - d. Internet screen shots
  - e. Electronic mail solicitations and
  - f. Any instructions on oral solicitations by sales staff

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5. Copy of any Complaint and Error Resolutions Policy and a list of any written consumer complaints/disputes filed concerning NH consumers during the past 24 months, including unresolved matters. Include the complainant's name, property address, date of complaint, issue, source of the complaint (i.e. Better Business Bureau, New Hampshire Banking Department, in-house, etc.), and resolution.
6. Copy of any Quality Control Policies and provide copies of internal audit reports and/or external audit reports by firms hired by the company relative to the operational and compliance activity, including exception and/or delinquency reports. If audits are not performed, explain how quality control is measured and how results are provided to management.
7. Copy of any Servicing, Collections, Workouts, Modification Policies, and for loans that are subserviced, who services the loans? Provide copies of the contracts with those providers.
8. A sample of the coupon book/billing statement issued to customers.
9. Copies of all other compliance policies and procedures not previously requested in effect for all operations. Examples include but are not limited to:
  - a. Record Retention
  - b. Privacy Policy
  - c. Regulatory Compliance
  - d. Red Flag/Fraud Controls
  - e. Fraud Controls
10. Summarize legal actions (civil or criminal) whether pending, settled out of court or found at fault; and agency enforcement actions in any jurisdiction which name the licensee or its owner, trustees, directors, partners, or senior officers as defendants. Include the name of the plaintiff or enforcement agency, state of filing, date of notification and summary of action.
11. Most recent year end and quarterly end financial statements. Include:
  - a. Balance Sheet
  - b. Income Statement
  - c. Statement of Changes In Owner's Equity
  - d. Cash Flow Statement
  - e. Note Disclosures