



Robots-as-a-Service

Mortgage Robot Experience

Originations

- **Initial Disclosures** – Scrubs the loan, fixing any outstanding issues, then validates, generates, orders and sends an initial disclosure package within the LOS.
- **Assign Processor** – Stores information from the LOS, then assigns a processor within the Mercury Portal.
- **Loan Setup** – Validate Signed Disclosures have been received, determine credit card charge for the appraisal purchase (if needed), then enter appraisal details into the LOS.
 - **VA Appraisal** – If the loan is VA, the appraisal will first be entered into the VA portal and then completed in the LOS.
- **Verify AKAs** – Checking on each borrower, the bot will check outstanding credit, fraud, and application documents to determine if any other aliases are present.
- **Loan Inquiries** – Within the UDA Section, the bot will perform validation into any past inquiries the borrower may have made on a mortgage.
- **Run Fraud** – Utilizing DataVerify, the robot validates the borrower has not partook in any fraudulent behavior, then attaches the report to the loan file.
- **Order Flood Certificate** – Triggered by markers within the LOS, the robot will order the Flood Certificate and attach it back to the loan file.
- **Order Title** – Determines which Title Company to order from, enters the order details into the applicable Title company portal.
- **Work Number Ordering** – Attempts to order the work number for the borrower(s). This will be present for large scale employers and, if present, will be attached to the loan file.

- **Initial Change of Circumstance** – Validates, generates, orders and sends an initial change of circumstance disclosure package within the LOS.
- **Closing Change of Circumstance** – Validates, generates, orders and sends a closing change of circumstance disclosure package within the LOS.
- **Final Disclosures** – Validates, generates, orders and sends closing disclosure package within the LOS.
- **Future Appraisal Order** – If appraisal needs to be ordered in the future, the robot queries the background of the LOS for loans that have been previously set up, but have an appraisal date set in the future.
- **Lock Desk** – Once lock request is received, auto-parses an email request, scrubs the loan, validates the contents of the lock, sets up the locked loan within the secondary market portal, completes locking in the rates and, if needed, sends locked disclosures.

Performing Servicing

Escrow Administration:

- **Escrow Setup** – Sets up escrow on an account.
- **Escrow Analysis** – Performs an individual escrow analysis.
 - **Exceptions** – Resolves exceptions from mass escrow analysis.
- **PMI Cancellation** – Cancels PMI upon borrower request.
- **Escrow Cancellation** – Cancels escrow upon borrower request.
- **Database Transfer** – Logs tasks in the access database and routes to the right group to process.

- **Escrow Worksheet** - Gets the last positive escrow balance, copies escrow details from that point forward to the escrow worksheet, posts to Sunrise.
- **Taxes** - Determines taxes and gathers corresponding docs from county site, fills out the CoreLogic tracker. CoreLogic then returns tax docs that FNMA accepts.

Administration:

- **Assurant Hazard Policy Pages** - Logs into Assurant, takes screenshots of policies and distribution, saves them in NIS.
- **Invoices** - Reads the item date on the invoice and copies it to the manual form.
- **Step Code** - Completes a step in MSP when a claim is filed.

Document Custodianship:

- **Collateral Document Request** - Submits request to Doc Custody to provide images missing from NIS.
- **Underwriting Document Request** - Submits request to Iron Mountain for documents determined missing by Doc Custody in the NIS.

Default Servicing

Loss Mitigation:

- **Decision Information Completion** - Inputs underwriting information to portal.
- **Final Document Generation** - Generates final documents if account passes all the checks, including the calculation eligibility. Once passed, runs the final calculation.
- **Close Case** - Logs Loss Mitigation in HSSN and WP portals. Closes the workup upon completion.
- **Reclass Request** - Requests reclass after second trial payment is received.

Foreclosure:

- **Eligibility Review** - Checks eligibility like NOD Expired, Active BK LM. Creates a checklist and saves it to NIS.
- **Bid and Sale** - Reviews at 30, 15, and one day prior to sale date, includes payoff reinstatements.
- **Timeline Review** - Reviews accounts for upcoming FLAD Deadlines.

Bankruptcy:

- **Payment Change Notice** - Populates Nationwide form with information in SOR.
- **Bankruptcy Setup/Proof of Claim** - Populates Nationwide form with information in SOR; Auto-triggers tasks within SOR based off of completed MSP steps.
- **Post-Petition Fee Notices** - Populates Nationwide form with information from feed and portal.
- **Motion for Release** - Creates a referral form with all delinquency information, enters information pulled from portal and feed.
- **Closing Bankruptcy Workstation** - Populates information from several different MSP screens utilizing end user input it observes on the initial screen.
- **Docket Monitoring** - Utilizes daily summary of all filed documents to populate applicable MSP steps and/or launches referral processes.

Property Preservation:

- **Vacancy Date** - Updates Vacancy date in MSP from FNMA Report.

Claims Processing:

- **Claim Filing** - Uses the info from the manual form to fill out claims in LoanSphere, attaches document, and submits claim.

About HPA, A Cognizant Company

HPA is a provider of fully-managed robotic process automation services; documenting, building, deploying, and managing digital workforces on our clients behalf. Learn more at www.hpa.services.

About Cognizant

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