



SECONDLOOK

AUDIT SOFTWARE

**THE LEADER IN
MORTGAGE QUALITY CONTROL
SINCE 1982**



ABOUT *SECONDL*OOK

THE TRUSTED QC EXPERTS

Since its founding in 1982, TENA has been at the forefront in providing comprehensive QC audit services to the mortgage industry. TENA was the first to provide a suite of reliable, cost-effective and in-depth QC audit solutions developed specifically for mortgage lenders and servicers. Extensive experience, commitment to excellence, and an innovative approach to auditing have secured TENA's position as the premier provider of Quality Control services.

TENA's *SECONDL*OOK audit software includes tools for auditing all types of mortgage loans, including Fannie Mae, Freddie Mac, FHA, VA, FHLB, USDA/RD/RHS or other lender-specific guidelines. There are four versions of *SECONDL*OOK software; Mortgage Origination QC, Mortgage Servicing QC, Consumer Loan Origination QC and Consumer Loan Servicing QC. Whether you are auditing Origination files or Servicing activities, *SECONDL*OOK audit software will save you time and money, as well as improve your QC workflow.



THE *SECONDL*OOK DIFFERENCE

TENA's powerful *SECONDL*OOK audit software ensures that the unique characteristics and circumstances of each of your individual loan transactions are accurately and thoroughly reviewed. Dynamic testing scripts enable *SECONDL*OOK users to complete comprehensive audit reviews both faster and more accurately.

*SECONDL*OOK can be implemented to accommodate any Origination or Servicing workflow process, without the need for professional programming to set up or keep updated, allowing it to scale to any size, large or small, and support any QC endeavor.

- Continually updated testing scripts to meet Agency, Federal and State guidelines.
- Fully customizable workflow, functionality, audit processes and output.
- Exhibit Handler can link testing script questions to various fraud databases, any URL, or any document provided as an exhibit.
- Application level security is user controlled.
- Automated sampling is fully customizable; statistical, random, nested, targeted, stratified, discretionary or any combination thereof.
- Question pool includes thousands of pre-written questions plus unlimited customized questions to handle all loan and audit types.
- FlexView is an exclusive feature that tailors the data displayed on the screen to your specifications.
- APR Validator uses both imported and auditor-supplied data to independently compute the APR.
- Consumer versions offer tools for auditing secured loans, unsecured loans, credit cards, HELOCs and private student loans.

SECONDL00K KEY FEATURES

ORIGINATION QC

Covering all aspects of the mortgage origination process, testing scripts for Pre-Funding, Post-Closing, Canceled/Denied, Early Payment Defaults and a number of targeted audits are available in *SECONDL00K* and maintained monthly by TENA. These testing scripts enable users to efficiently and accurately complete a comprehensive review of virtually any origination procedure.

- Foreclosure
- Collections/Default
- Claims Submissions
- Bankruptcy
- ARM Adjustments
- Assumptions
- Escrow/Tax and Insurance
- Property/Management
- New Loan Set-Up
- Paid in Full
- Payment Processing
- Servicing Transfers

SERVICING AOIs

To ensure a thorough review of the entire mortgage loan servicing process for both forward and reverse mortgages, *SECONDL00K* segments the servicing process into numerous specific Areas of Inquiry (AOIs). AOIs include, but are not limited to:

- Loss Mitigation Efforts

SELECTION METHODOLOGIES

Powerful statistical algorithms drive sophisticated, flexible sampling procedures. Fixed, variable, targeted, stratified, nested, statistical and calculated defect rate sampling methodologies are just some of the protocols that can be integrated into the sampling process. The end result is a fully customizable state-of-the-art

selection process capable of executing any selection criteria. *SECONDL00K*'s exclusive Selection Optimization function can be used to eliminate the problem of over-selection, which occurs when selection criteria are not mutually exclusive.

SUPPORT RESOURCES

SECONDL00K offers a full range of on-site and web-based training. The TENA Help Center houses training documents and access to support, and in-app wizards streamline detailed processes.

The Resource Center support staff is available to assist clients with general application configuration, customization, training, and the daily use of *SECONDL00K* software.



TENA WEB SERVICES

With TENA's cloud-based platform, TENA Web Services (TWS), clients are able to manage the remediation process for audit findings and receive audit results electronically on any device. Track responses, generate reports, assign audit findings, create and monitor action plans and more, with no additional cost to TENA clients.



AUDIT REPORTS

Pre-built and custom reports are available to meet each client's unique business needs. Reports provide valuable insight into the various elements of the audit process. Graphically enhanced, statistical and trend analysis, individual audit summaries and gross/net defect are just some of the many reports available.



STATE-SPECIFIC

TENA continually updates state-specific testing scripts to address the vast array of regulatory and statutory requirements of all 50 states, as well as Washington, D.C. and Puerto Rico. TENA's auditors utilize *SECONDL00K* audit software to modify the audit testing script to include appropriate state-level questions for the subject loan file.

MORTGAGE QUALITY CONTROL

QC FROM A TO Z

Since 1982, TENA has been the nationwide leader in Mortgage Quality Control, providing a wide range of dependable, accurate and cost-effective Mortgage QC solutions & *SECONDLOOK* audit software. Contact us today to learn how TENA can help your organization stay compliant in an ever-changing regulatory landscape.

CONTACT TENA



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TENALERT

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