



MORTGAGE SERVICING QC SERVICES

THE LEADER IN
MORTGAGE QUALITY CONTROL
SINCE 1982



ABOUT TENA



SERVICERS TRUST TENA

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 comprehensive QC audit solutions developed specifically for mortgage 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.



SERVICING AUDIT DIVISION

TENA's highly trained auditors utilize our exclusive *SECONDLOOK* audit software to effectively address each client's unique audit requirements. Every auditor completes a comprehensive in-house training program prior to performing any audit functions. Ongoing education keeps each auditor current with respect to the statutory and regulatory changes that impact the mortgage industry. Every audit we perform is completed in-house by our team of attentive and skilled auditors.

The mortgage servicing QC review evaluates a servicer's compliance with statutory and regulatory requirements at both federal and state levels. This process identifies servicing deviations so that they may be remedied early; before disciplinary actions are taken. TENA's servicing audits gauge compliance with:

- Applicable federal and state mortgage servicing statutes.
- Program-specific servicing requirements (e.g. HECM, 203(k), and HELOC).
- Servicing regulatory requirements implemented by agencies including Fannie Mae, Freddie Mac, FHA, VA, USDA/RHS, as well as lender-specific servicing policies.



AREAS OF INQUIRY (AOI)

To make certain that audit results will be statistically valid, over two dozen key servicing functions can be targeted during the selection process. Each of these targeted areas are referred to as an Area of Inquiry (AOI). Sophisticated selection algorithms ensure that all impacted AOIs and all servicing "Life Events" applicable to the subject servicing portfolio are reviewed and analyzed. AOIs incorporated into typical mortgage servicing audits include, but are not limited to:

- ARM Adjustments and Conversions
- Bankruptcy Requirements
- Claims
- Collections/Default
- Escrow/Tax/Insurance
- Foreclosure
- Loss Mitigation Efforts
- Property Management
- New Loan Set-Up/Loan Onboarding
- Paid in Full
- Payment Processing
- Servicing Transfers

CLIENT RESOURCES



LEGAL DEPARTMENT

TENA's Legal Department monitors all federal and state statutes as well as agency requirements including Fannie Mae, Freddie Mac, FHA, VA, RHS, FHLB, CFPB and more. The Legal Department continually tracks all statutory updates as they apply to TENA's pool of nearly 20,000 testing script questions to keep you up-to-date with regulatory information.



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 with a web browser. Assign audit findings, generate reports, create and monitor action plans and more, with no additional cost to clients.



RULES TEAM

TENA's Rules Team leverages the Legal Department's monitoring efforts by developing audit questions and corresponding exceptions which conditionally build into the audit testing script only when they are applicable to the review being performed. The Rules Team also develops client-specific questions customized to reflect each client's unique requirements.



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 mortgage servicing process. Graphically enhanced, statistical and trend reports, individual audit summaries and gross/net defect are just some of the many reports available.



SERVICING QC TEAM

TENA's Servicing QC Team provides support, counseling, answers and guidance on mortgage servicing audit-related matters and helps clients navigate today's compliance challenges. With broad experience and extensive knowledge of compliance, logistics and audit strategies, team members serve as a powerful informational resource for TENA clients.



STATE-SPECIFIC

TENA continually updates state-specific testing scripts to address the vast array of regulatory and statutory requirements of all states territories. TENA's auditors utilize *SECONDLOOK* 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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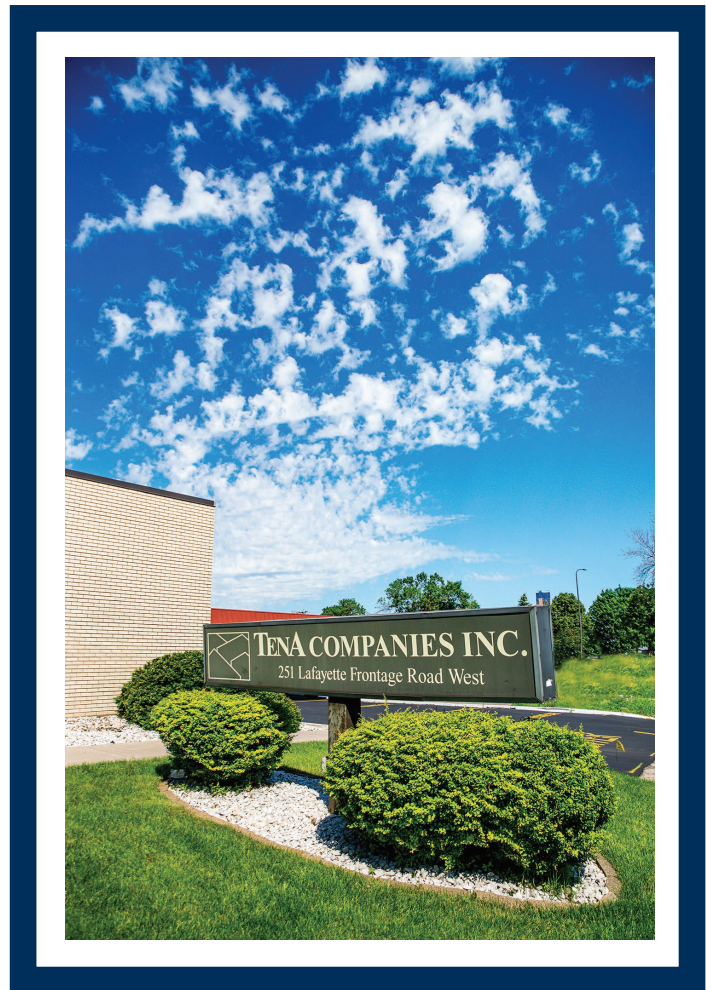
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TENALERT

Sign up for TENAlert today for the latest compliance and regulatory news for the mortgage industry, delivered right to your e-mail inbox! Stay current with updates from FHA, Fannie Mae, Freddie Mac, VA, RHS, individual state updates and more by subscribing to TENAlert. Visit our website to sign up: www.tenaco.com/blog

