



Management Challenge

- Whole Loan to Mortgage Backed Securities ("MBS") transition
- Interest rate risk
- MBS structuring experience
- To Be Announced ("TBA") market and settlement knowledge



Opportunity

- Internal review results
 - Positive revenue generation in Year 1
- Third party vendor collaboration
 - Knowledge training capacity and transition
- Cost savings and increased revenues
 - Reallocated to financing affordable housing



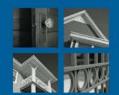
Implementation

- Post-implementation cost savings
- Increased revenue(s)
- Reduction in interest rate risk
 - TBA and MRB delivery
- Full control throughout settlement process



Improvements

- Customer Identification
 - Focus on investors
- Leveraged new technology
 - Pipeline management software
- Impacts
 - Program creation(s)
 - Performance/opportunity gaps





Impacts - Performance GNMA Payup Differential

