



***SUCCESS STORIES***  
2016 Ginnie Mae Summit

# Subservicer Roundtable

Challenges and Successes



# Welcome!

## Moderators

- **Rene R. Mondonedo**, Director Monitoring and Asset Management
- **Angel R. Hernandez**, Policy and Program Development Specialist

# Welcome!

## Panelists

- **Brian Head**, Director, Business Development, PHH Mortgage
- **Shelley Ward**, Senior Vice President, Loan Conversions and Escrow, LoanCare
- **Dave Allison**, Senior Vice President, Marketing and Business Development, Dovenmuehle
- **Mark Landschulz**, Executive Vice President, Mortgage Servicing, Flagstar
- **Jeanne Bader**, Senior Vice President, Client Management, Cenlar

## Agenda

1

Landscape of Ginnie Mae Subservicing

2

Roundtable Discussion Topics

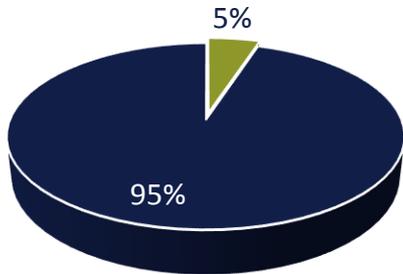
3

Final Questions and Observations

The audience is encouraged to contribute to the discussion or ask questions of the participants.

# Landscape of Ginnie Mae Subservicing

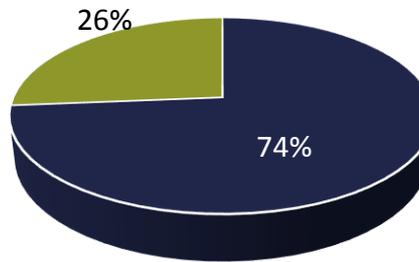
Subservicers in the Program



■ Issuer-Subservicer ■ Issuer

19 of 380 Issuers are Subservicers

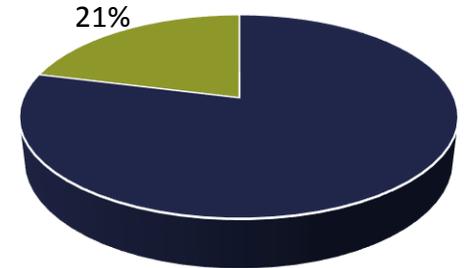
Subservicing by Program Type



■ SF Only ■ MF Subservicers

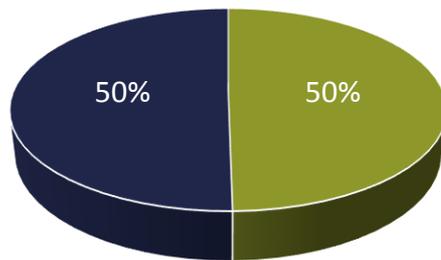
5 of 19 Subservicer operate in MF

Business Model



■ With Own portfolio ■ Without Portfolio

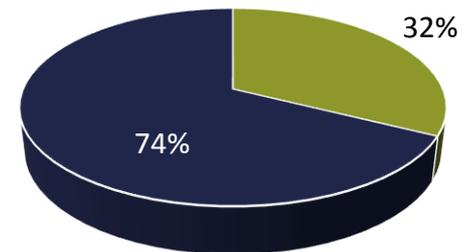
Subservicing by Issuer Count



■ Issuers with subservicer ■ Issuers without subservicer

189 out of 380 Issuers use a Subservicer

Subservicing by Program RPB



■ Subserviced RPB ■ RPB Serviced by Issuer

552 Billion out of 1.7 Trillion is subserviced.

# Landscape of Ginnie Mae Subservicing

## Concentration

- The top three Subservicers handle over 21% of Ginnie Mae's total RPB or approximately 64% of the subserviced portion.

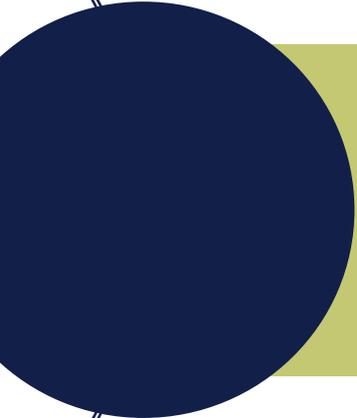
Ginnie Mae's Guide Chapter 4-2(c) and 4-3(a) spell out what the sub-servicer can and cannot do in terms of servicing Ginnie Mae loans/pools.

Ginnie Mae will always hold the Issuer responsible for the actions of their Subservicer.

## Discussion Topic No. 1

What are the major challenges that  
Subservicers encounter in the industry?

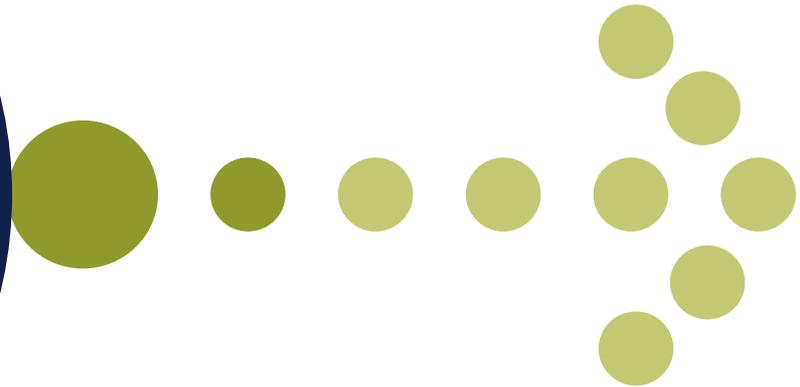
## Discussion Topic No. 2



What are the major challenges that Subservicers encounter in servicing Ginnie Mae loans?

## Discussion Topic No. 3

What have you found that has contributed to making the issuer/sub-servicer relationship more efficient and effective?



# Final Questions

# Observations



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## CONTACT INFORMATION

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