



Capital for Communities –  
Opportunities for People

Community Reinvestment Fund, USA  
SERVICING

## Contract Loan Servicing

CRF's Contract Loan Servicing team can service all or part of your housing assistance or business loan portfolio, enabling you to maximize your internal resources to focus on activities that directly fulfill your mission.

### **CRF is an active Fannie Mae-approved and Standard and Poor's-rated loan servicer.**

Lenders who sell these types of loans to CRF have a choice between servicing the loans or assigning loan servicing to CRF. Additionally, other agencies and organizations can choose to only contract with us to provide servicing for loans in their portfolios.

### **FLEXIBILITY, SEAMLESS, HASSLE-FREE**

We can service an entire portfolio of loans, or a specific portion of a portfolio if you prefer to service some loans in-house. CRF also can service loans as they originate and add them to a portfolio on a flow basis. Our loan servicing process is flexible, seamless and hassle-free. Bottom line: we work with you on your terms to support your loan servicing requirements.

### **COMPETITIVELY PRICED WITH A FOCUS ON SERVICE**

CRF's Contract Loan Servicing team has more than 70 years of cumulative servicing experience in both for-profit and nonprofit settings. We currently service more than 5,600 loans – nearly 2,500 deferred loans and 3,100 amortizing loans – with a total value of approximately \$605 million.

We are experienced at providing the level of support your borrowers may require. The loans we service typically are non-traditional and frequently require a greater level of servicing to ensure consistent payment performance. We develop customer-friendly relationships with borrowers to provide the service and support necessary to help maintain consistent loan performance.

Our competitive pricing includes a set-up fee, monthly servicing fee and loan pay-off fee.

### **COMPREHENSIVE CONTRACT LOAN SERVICING OFFERING**

CRF's Contract Loan Servicing program includes a comprehensive set of loan servicing activities. The program's components include:

- Loan set-up
- Transaction instructions
- Payment processing
- Delinquency policies
- Payoff policies
- Direct point of contact regarding servicing issues

## CUSTOMIZED, STREAMLINED REPORTING

Our program also includes a robust reporting function that makes this often arduous task considerably easier for you. We replace the maze of Excel spreadsheets typically used for reporting with Interlinq MortgageWare software that efficiently generates all reports traditionally required of servicing departments. These include reports for investors, loan committees, specialized client groups (e.g., neighborhood organizations) and compliance regulations.

We also can help make compliance easier for your organization by quickly creating specialized, ad-hoc reports that fulfill specific reporting requirements.

## COMMITTED TO MEETING

### YOUR LOAN SERVICING REQUIREMENTS

Since 1993, CRF has serviced loans for numerous community lenders across the country. Through this process, we've identified ten requirements that are common across nearly every lender that has utilized our Contract Loan Servicing. We are committed to continually meeting these requirements to enhance the servicing operations for all of our servicing customers. The requirements include:

1. Receipt of the expected cash stream to maximize cash flow, and for loans to be current to enhance their marketability.
2. A clear understanding of what CRF Contract Loan Servicing will do for the lender's organization to provide a seamless loan servicing process and enhanced customer service.
3. An understanding by CRF of the loan terms, servicing requirements and applicable laws to enhance customer service and meet legal requirements.

### CASE IN POINT: CITY OF MINNEAPOLIS

**The City of Minneapolis has been a CRF Contract Loan Servicing customer for many years, tapping our ability to customize a critical reporting component of the City's community development financing program. Specifically, the City has relied upon CRF to provide ad-hoc and customized reports to meet various industry and regulatory requirements. These reports often require information that is not typically included in standard reporting documentation, and, as a result, the needed information is not always readily available through a loan servicer. Not so, with CRF. When the City needed timely turnaround of a specialized report to meet a critical compliance mandate, CRF responded by building an ad-hoc report in the specific format requested by the City in less than two days.**

4. A clear definition of the responsibilities of the lender to ensure it is in compliance with the servicing agreement.
5. An understanding by CRF of the lender's and borrower's programs to drive efficient and effective loan servicing.
6. High quality asset management to improve the likelihood of receiving payment of the loan in full.
7. Excellent customer service provided to the borrower as defined by the service agreement.
8. Competitive price for value to maximize high-touch service within budget constraints.
9. Specialized and ad-hoc reporting capabilities.
10. Effective communications between CRF, the lender and borrower.

We look forward to the opportunity of bringing our loan servicing commitment to you.

**For additional information, please contact one of our Market Managers:**

**Western and Southern U.S.:**  
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Licensed by the Department of Corporations under the California Residential Mortgage Lending Act.

### ABOUT CRF

Community Reinvestment Fund, USA (CRF), a nonprofit organization and certified Community Development Financial Institution (CDFI), is the nation's leader in bringing capital to public and private, nonprofit community development lenders through the secondary market for community development loans. Formed in 1988, CRF has injected more than \$1 billion into low-income and economically disadvantaged communities around the country to help stimulate job creation and economic development, provide affordable housing, and support community facilities. CRF is headquartered in Minneapolis, Minn. [www.crfusa.com](http://www.crfusa.com).

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