

All the right tools



CMG Mortgage Insurance Company

 **CUNA MUTUAL GROUP**

CMG Mortgage Insurance Company
www.cmgni.com



Welcome to CMG Mortgage Insurance Company

The first private mortgage insurance company to recognize the inherent quality of Credit Union business, CMG MI is the leading provider of credit enhancement products and services to the industry. We are committed to giving our customers the best possible experience when they work with our company.

As CMG MI is a joint venture, we can leverage the resources and investments of two parent companies, CUNA Mutual Group and PMI Mortgage Insurance Co. – both leaders in their respective fields. The result is a higher level of performance:

- Easy transaction processes and state-of-the-art technology platforms
- Convenient online access for ordering MI, servicing transfers, loss mitigation, billing, filing claims, finding market resources and more
- Responsive phone support from CMG MI employees – never a remote call center or third-party vendor



Whether you're a current customer or just getting started, you'll appreciate the personal touch and expertise that CMG MI employees bring to every stage of the loan cycle.



Getting Started with CMG MI

- CMG MI makes it easy to become our customer. Visit www.cmgmi.com/territorymap to identify your local CMG MI Account Executive. The AE will help you begin the process of securing a CMG MI Master Policy.
- Once you're approved for a Master Policy, your AE will guide you through the process of signing up for our online Origination and Servicing System, [e-cmgmi](http://e-cmgmi.com).

Most of your transactions with CMG MI – from origination through servicing to loss mitigation and claims filing – utilizes this convenient online system. It's fast and easy, requires minimal keystrokes, reduces the need for paper, and works with most industry loan origination systems.

You can also sign up for your new User ID and password at www.cmgmi.com/ecmgmisignup.

For some customers, Electronic Data Interchange (EDI) may make more sense than using e-cmgmi. If you use EDI, CMG MI offers seamless integration with most loan origination systems. This integration is also available with most Credit Union servicing platforms, billing, loss mitigation, and claims-related processes.

For a complete current list of loan origination systems integrated with CMG MI, please visit www.cmgmi.com/connectivity. You can also ask your CMG MI Account Executive about EDI options for your Credit Union.



Tip: Read your CMG MI Master Policy

Review your Master Policy upon receipt. Make sure you understand the terms of coverage and your responsibilities as a policyholder. Questions? Simply ask your CMG MI Account Executive.



Originating Mortgage Insurance with CMG MI

To help you select the best insurance product for members, accurately estimate the cost and maximize operational efficiencies in ordering coverage, CMG MI has created an array of tools and guides.

1. Work with your member to help them make their home purchase financing decision and understand the costs involved.

Our online tools can assist in identifying the best home purchase financing options for a member's individual circumstances:

- **Payment Estimator at www.cmgmi.com/estimator**
– Compares multiple MI premium scenarios and provides examples of the benefits MI provides in the event of claims.
- **FHA Comparison Calculator at www.cmgmi.com/fhacalculator**
– Shows how CMG MI compares against the FHA's mortgage insurance.
- **Rate Quote at www.cmgmi.com/ratequote (also available in e-cmgmi)**
– Provides a rate quote based on the information submitted; you may then immediately order MI using that rate.

2. Review CMG MI's program guidelines and Risk Underwriting Manual to determine if the loan is eligible for mortgage insurance.

- Our current program guidelines are available online at www.cmgmi.com/guidelines.
- The Risk Underwriting Manual is online at www.cmgmi.com/uwmanual.
- In those states where guidelines specify checking to determine if areas may be subject to additional restrictions, access CMG MI's convenient ZipMap tool at www.cmgmi.com/map, and enter the property's zip code to determine if indicated limitations apply.

3. Fill out the CMG MI Application Form

- Standard, EZ or Delegated.
- Complete the form online in e-cmgmi Origination and submit – no faxing or extra paper required.
- Use the Document Upload feature in e-cmgmi to send required documentation – including appraisals – online for review by a CMG MI underwriter.

4. Once the application is approved, you can view the MI Commitment and Certificate of Insurance online and download it to print.



Questions about CMG MI's program guidelines and support? Visit www.cmgmi.com or talk to your CMG MI Account Executive.

CMG MI Resources

- See CMG MI rates at www.cmgmi.com/rates.
- CMG MI e-mail notifications for changes to our program guidelines and updates.
- Review our "Checkpoint" flyers at www.cmgmi.com/checkpoint to identify required documentation and avoid unnecessary delays by correctly completing the 1003.
- Watch our informative Videos on how to perform basic MI transactions, including Document Upload and signing up for an e-cmgmi password, at www.cmgmi.com/videos.
- Sign up for one of our complimentary Webinars on underwriting and processing topics, at www.cmgmi.com/webinars. You can also register for other valuable courses, such as Mortgage Lending Fundamentals, a 2-day session for both new employees and experienced staff.
- Find our MI forms and applications at www.cmgmi.com/forms.



Underwriting a Loan with CMG MI

CMG MI's Underwriting Network is available to assist you Monday-Friday, at **(888) 746-6264**.

They're trained to work with you to reduce delay and find appropriate ways to help you put your members in homes, while maintaining a commitment to sustainable homeownership.

- All loans initially declined are automatically sent for a second review to an Underwriting Network supervisor.
- Prior to a loan being submitted for a second review, the underwriter will seek alternative scenarios under which the loan might be approved.
- Any questions regarding the loan file will be discussed in a live conversation with the customer.

Questions? Contact your CMG MI Underwriter about:

- Program guidelines
- Specific loan questions, such as receipt of file or follow-up on conditions
- Changes to a loan in progress
- Finding out current approval times
- Requesting a loan to be expedited

Tip: Consider Becoming a Delegated Customer

There are two ways of originating loans with CMG MI. Non-delegated customers work with the Underwriting Network to get their loans underwritten and approved by CMG MI.

Delegated customers may perform the credit risk underwriting of their loans themselves. To become eligible for delegated status, Credit Unions must demonstrate a proven track record of strong quality control processes and loan files that exhibit consistent adherence to CMG MI program guidelines.

- Delegated authority gives Credit Unions greater control over the underwriting process and the ability to further reduce turnaround times.
- Delegated files submitted through e-cmgmi receive **Instant Alerts** when one or more primary loan characteristics fall outside CMG MI's program guidelines

Talk to your CMG MI Account Executive to learn how to qualify for delegated authority.

CMG MI Resources

- Get to know your CMG MI underwriter by visiting www.cmgmi.com/uwteam for contact information and schedules.
- Check the daily status of your loans being underwritten at www.cmgmi.com/uwstatus.
- For additional details, visit our "Underwriting Network Services" webpage at www.cmgmi.com/uwservices.



Servicing Your CMG MI-Insured Loan

Once loans are approved for mortgage insurance, use e-cmgmi Servicing or your EDI connectivity to manage them efficiently online, at your own convenience:

- Verify certificate status, premium amount and premium payment history
- Enter loan closing dates to activate EZ Monthly certificates
- Terminate coverage when loans pay off or reach 78% LTV, and confirm that MI has been cancelled
- Transfer certificates to another servicer
- Update loan numbers
- Order copies of certificates and bills
- Review your Certificate Expiration and Outstanding Commitment reports in real time to ensure coverage is activated and premiums paid, to prevent coverage lapses

Use the Import Transaction function to:

- Update large numbers of certificates
- Transfer certificates to another servicer (for large groups of loans)

Use e-cmgmi Servicing for your CMG MI Billing, Too!

Paper bills lead to clutter and confusion. When you use e-cmgmi to track billing and remit MI premium payments, you have instant, easy access to payment history and avoid delays that might lead to certificate expirations.

Please note: If you are an EDI customer, CMG MI offers seamless EDI integration with your own system to manage your billing needs.

- Instant access – no waiting for the mail to arrive
- Customize your billing statements for easy review and reconciliation against the premium payment records, by billing frequency type and age of unpaid bills.
- Verify premium amount, certificate status and premium payment history
- Access key reports on your certificate status, ensuring that MI remains in force
- Eliminate certificate expiration as a result of non-payment

Please note: Wire payments and ACH (Automated Clearing House) are available upon approval. Credit Unions must already be signed up for electronic billing and premium payments. Please talk to your CMG MI Account Executive for more information.



Questions about servicing or billing? Contact CMG MI's Policy Servicing and Billing staff at **(415) 284-2575** or email: billing.support@cmgmi.com

CMG MI Resources

- Review our MI Origination workflow flyer at www.cmgmi.com/mioriginationflyer.
- For additional details, visit our Policy Servicing webpage at www.cmgmi.com/policyservicing.



Mitigating Loss on Your CMG MI-Insured Loan

When delinquency occurs or seems likely to occur on a CMG MI-insured loan, we can help you immediately. Our team of loss mitigation specialists is trained to support Credit Unions develop workout options that fit the individual circumstances of the member.

Our goal is to keep members in their homes – by working with you to devise commonsense solutions that can bring members current and set them on a path to long-term success.

1. Call us at **(415) 284-2576** or email us at claims.support@cmgmi.com if you are concerned about your member's loan, even if it is not yet delinquent. CMG MI's loss mitigation support may be able to help you put your member back on track to keep them current before delinquency occurs.

2. Use e-cmgmi Servicing to:

- **Report delinquencies 45 days past due.** Our system will not accept Notice of Delinquency until the loan is at least one month past due.
- **Update CMG MI on your loans' delinquency status each month.** Monthly updates are also essential as the delinquency ages.
- **Upload any required documentation for workouts.**
- **Update multiple records online by using the Delinquency Turnaround Report.**

Talk to our Loss Mitigation Team!

Our Loss Mitigation specialists are available to consult at all stages of delinquency. There's no outsourcing of responsibility to call centers or third parties, and you can always count on a genuine CMG MI staffer to assist you.

- Multiple-party conference calls can be arranged by request
- Customized presentations available for Credit Unions
- Note that short sales or deed-in-lieu transactions in which CMG MI is being asked to participate require prior approval.



CMG MI Resources

- Check your CMG MI Master Policy before calling. This review will help you understand CMG MI's responsibilities and your own in handling delinquencies.
- Consult the CMG MI Delinquency & Claims Manual, posted at www.cmgmi.com/claimsmanual.
- CMG MI's CU HomeKeepers Suite provides loan modification options in accordance with the U.S. Treasury's HAMP and HARP programs. Visit www.cmgmi.com/cuhomekeepers for information, forms, service-level agreements, and more.
- Use e-cmgmi Servicing to ensure that full MI coverage remains in-force on HARP refinances and HAMP modifications.
- Sign up for a complimentary CMG MI Loss Mitigation Webinar, recognized throughout the industry as an essential tool for Credit Unions. Held periodically, these Webinars feature updated content as the programs change and new initiatives are introduced.
- For addition details, visit our "Loss Mitigation for CMG MI-Insured Loans" Webpage at www.cmgmi.com/lossmitigation.



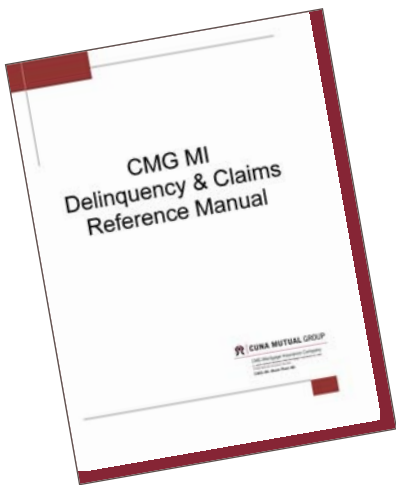
Filing a Claim on Your CMG MI-Insured Loan

We take seriously our responsibilities to customers under the terms of the CMG MI Master Policy. As an MI provider, our business is to pay claims and we take pride in paying them accurately.

If you need to file a claim on your CMG MI-insured loan:

1. Consult the CMG MI Delinquency and Claims Reference Manual at www.cmgmi.com/claims.

2. Use e-cmgmi Servicing or your EDI integration to file your claims on CMG MI-insured loans.
3. Reduce delays by submitting any required documentation in a timely manner.
4. Check on the status of filed Claims with e-cmgmi Servicing or through your EDI integration.
5. Call us at **(415) 284-2576** or email us at claims.support@cmgmi.com if you have concerns regarding a Claim or need to update us on any information associated with it.



CMG MI Resources

- **Check your CMG MI Master Policy** before filing your Claim. This review will help you understand what CMG MI is responsible for and the timeframe in which you can expect your claim to be perfected.
- For additional details, visit our “Filing Claims for CMG MI-Insured Loans” webpage at www.cmgmi.com/claims.



LEARN



LEAD

Exploring Educational Opportunities and More from CMG MI

Online Resources

At every stage of the loan cycle, Credit Unions need timely, insightful information to make informed decisions. CMG MI offers Credit Unions access to valuable market resources:

- *Economic and Real Estate TrendsSM* (ERET Report)
- *Housing and Mortgage Market Report* (HaMMR)
- White Papers published by the Mortgage Insight Panel
- CMG MI's *Signals* Executive Newsletter
- CMG MI's *Home Preserver* Newsletter
- Blaine's Sound Bytes Podcasts on various lending-related topics

Available online at

www.cmgmi.com/publications, these knowledge tools provide assessments and guidance on the current state of the economy, mortgage markets, Credit Union real estate lending operations, and more.

Credit Union Training

CMG MI is an industry leader in training designed specifically for Credit Union needs. We offer online Webinars and more intensive multi-day classroom programs on various topics, focusing on mortgage origination.

Whether you are new to mortgage lending or an experienced professional, CMG MI offers a format or schedule convenient to you. Visit www.cmgmi.com/training to learn more about our educational offerings and to register.

Interested in entering the Credit Union mortgage lending space? Offering mortgage lending can be a crucial way to grow your Credit Union, reduce your dependence on auto loans, and strengthen bonds with your members and community. Contact your CMG MI Account Executive to learn more about implementing a mortgage lending program and exploring the execution strategies that can benefit you and your membership.

Secondary Market Support

CMG MI periodically hosts complimentary Secondary Market Webinars for Credit Union leaders, often featuring knowledgeable professionals in the Secondary field. Ask your CMG MI Account Executive about upcoming sessions.

Talk to CMG MI if you'd like to learn more about the risks and rewards of a wholesale lending approach versus a correspondent, and other executions that allow you to fund and close loans in your Credit Union's name.





Contact phone and fax numbers

Claims and Loss Mitigation: (415) 284-2576

Operations: (415) 284-2574

Policy Servicing and Billing: (415) 284-2575

Corporate Phone: (800) 909-4264

Corporate Fax: (800) 490-6757



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