



FOR IMMEDIATE RELEASE:

CMC Loan Mod Solution Increases Modification Pull-through and Keep Rates

Mortgage Servicers' Use of FlexCollect® Mod Streamlines Modification Workflow and Lifts Borrower Compliance

Wilmington, DE., April 30, 2010—Collections Marketing Center, Inc. (CMC), the leading provider of comprehensive self-service collections strategies, today announced that its FlexCollect Mod solution -- installed with a top US mortgage servicer -- has dramatically increased the pull-through and effectiveness of modification efforts.

CMC's solution enables servicers to flexibly control the entire modification process:

- selecting high-risk borrowers and notifying them proactively
- managing an integrated call center/self-service workflow
- providing complete eligibility review through to modification completion
- leveraging CMC FlexCollect's native decisioning engine and pre-integrated contact channels (letter, email, SMS, dialer, manual agent calls and IVR)

"We designed FlexCollect Mod to leverage our comprehensive self-service strategy controls that manage each individual modification per the client's design, combined with intelligent workflow," said Vytas Kisielius, CEO, CMC. "I am pleased with the results we have seen to date and expect continued expansion of benefits as clients adapt to changes in borrower responses and regulatory 'updates' – a powerful capability of FlexCollect Mod."

FlexCollect Mod's core decision engine delivers intelligence around identifying borrowers for specific modification treatments and also manages contacts and queues to streamline abandonment from the process -- reducing application evaluation and modification enrollment time by more than 40%. Further, keep rates have increased through use of rules-based screening to ensure borrowers are put into the right kind of modification, often after additional "fresh" information on a borrower's situation is collected. The net effect is significant operational savings and reduced losses.

FlexCollect Mod is delivered as a managed service solution with no hardware or software to install, and is pre-packaged to allow organizations to be up and running in weeks, not months or years. The solution leverages the FlexCollect platform, which combines rapid integration to client's existing collections and billing systems with ease of use and adaptability geared towards all types of account holders spanning credit cards, mortgage and home equity loans, student loans, phone and utility bill payments.

About Collections Marketing Center, Inc.

Collections Marketing Center, Inc. (CMC) pioneered the industry's first completely virtual, adaptive collections platform providing comprehensive self-service strategies geared toward all types of account holders spanning credit cards, mortgage and home equity loans, student loans, phone and utility bill payments. The FlexCollect® platform combines advanced decisioning technology, a marketing focus and responsiveness to changing consumer behavior to optimize



results for creditors in their credit risk, default management and loss mitigation operations. For more information, visit www.cmcagile.com or call (302) 230-9262.

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