



Help Members by Identifying Subservicing Best Practices

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Millions of American homeowners are having trouble paying their mortgage because of the coronavirus pandemic. The need for mortgage assistance continues to be significant.

But unlike the last financial crisis, the mortgage industry is acting with urgency.

In response to the coronavirus pandemic, CU Servnet, in partnership with Cenlar FSB, has identified best practices for mortgage loan subservicing. The practices are designed to deliver options that credit unions might find useful in dealing with mortgage subservicing during these extraordinary circumstances.

1 Be Vigilant about Government Agency Guidance

To understand the ever-changing guidance shared during the pandemic, pay close attention to federal government and GSEs (HUD, FHA, VA, USDA, and FHLB), NCUA and, in some cases, state and local governments. The best subservicers have a robust regulatory change management process that leverages their legal and compliance expertise to digest, interpret and synthesize government information and make it easy for you to use.

A subservicer also needs to implement any new available mortgage assistance options quickly to benefit members.

2 Collaborate and Customize with Your Servicer

Make certain you communicate your

specific needs and objectives to your subservicer. Determine how your subservicer can create custom programs to handle asset loans beyond what is allowed under the CARES Act and state law/guidance.

Expect your subservicer to communicate regularly about its actions on behalf of your members.

“Getting the answers you need has never been more important. Ask your subservicer to be available to you and your members.”

3 Prioritize Member Education and Communication

Make member education and communication a priority. As you probably know, there’s a lot of consumer confusion about mortgage-relief terms such as forbearance and deferment and what members may be entitled to under the CARES Act.

Be sure your subservicer encourages members to use online resources so that they can quickly get the support they need. Many companies have robust online tools to help members understand and pursue mortgage assistance options. Additionally, the Consumer Financial Protection Bureau (CFPB) offers mortgage assistance content that may help with member education.

4 Confirm Accessibility to Your Servicer

Getting the answers you need has never been more important. Ask your subservicer to be available to you and your members. With a high volume of homeowners having questions and needing support, call centers should have extended hours on week days as well as throughout weekends.

Help from the CFPB

- The federal Consumer Financial Protection Bureau offers mortgage assistance content that may help with member education. To learn more, go to www.consumerfinance.gov.

About CUServnet and Cenlar FSB

As a Credit Union Service Organization (CUSO), CUServnet has helped credit unions benefit from member-focused mortgage loan servicing solutions for nearly 20 years. Through its relationship with Cenlar, CUServnet delivers all of the traditional benefits of subservicing with a high emphasis on the member experience.

For more than 25 years, mortgage loan subservicer Cenlar FSB has been providing quality, flexible and innovation solutions. Leaning on its servicing best practices, as well as guidance from an expert legal and compliance team, Cenlar delivers mortgage assistance options that are right for homeowners.

As Executive Director of CUServnet and Senior Vice President of Business Development for Cenlar FSB, Lori Pinto is responsible for sales and business development at



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Cenlar. She has more than 30 years of experience in the mortgage banking industry. A member of the Mortgage Bankers Association, Pinto also served as Chairman of the Certified Mortgage Banker (CMB) Society. She teaches at Lock Haven University’s School of Mortgage Banking.