



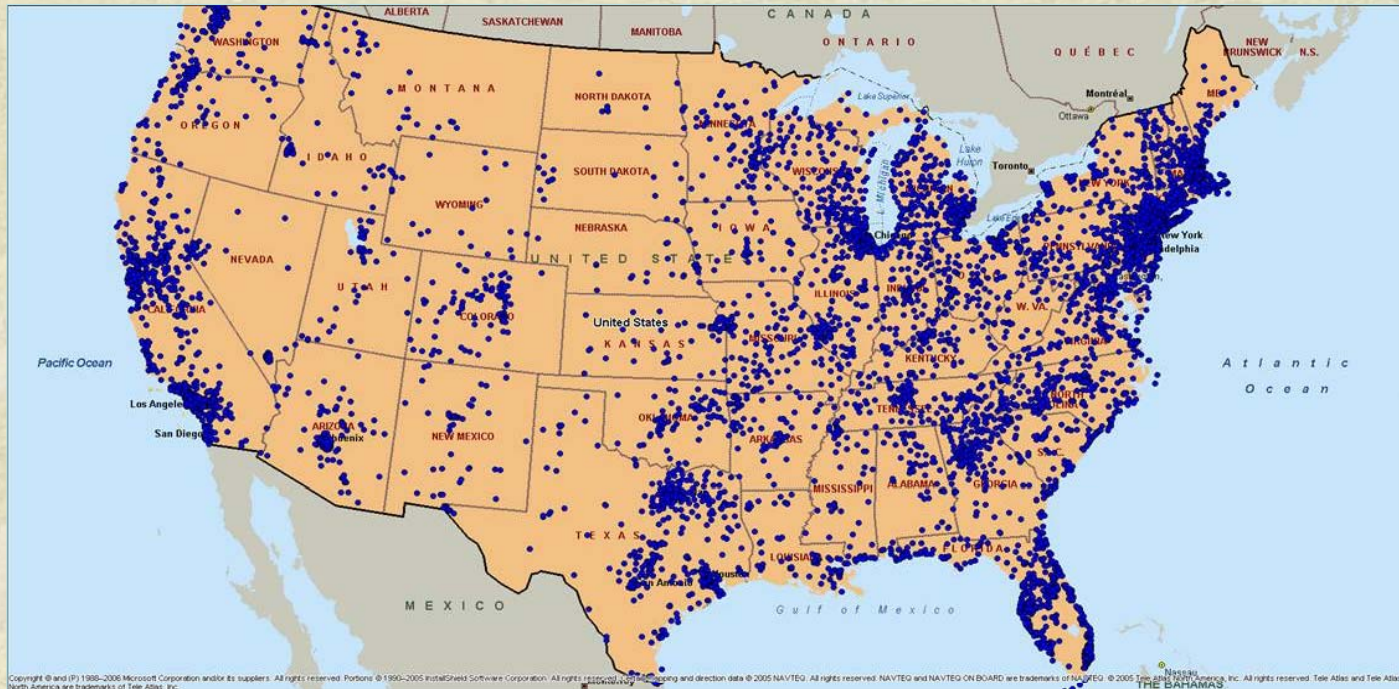
REO Property Services

1. REO Intro and Overview
2. Service Provider Qualifications
3. Unparalleled Market Coverage
4. Menu of Services Offered
5. Integrated Service Delivery Platform & Methodologies
 - Team Introduction & Sample Organizational Structure
 - Disposition Process
 - Reporting
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9. Benefits



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UNPARALLELED MARKET COVERAGE BY REALGY CORPORATION



REALGY
THE BUSINESS OF REAL ESTATE



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Menu of Services Offered

REALOGY

Global Client Solutions

REO Management & Marketing Turn-Key Solution



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Commercial/Residential ORE Property Services

- *Portfolio Management*
- *Site Inspections*
- *Property Management*
- *Title Curative*
- *Disposition & Leasing*
- *Project Management*
- *Web-Based Reporting*
- *Broker's Opinion of Value*
- *Lease Administration*
- *Property Tax Consulting & Administration*
- *Closing Management Services*
- *Market Research*
- *Security Services*
- *Valuation and Appraisal*
- *Due Diligence*
- *Data Management*
- *Document Management*
- *Environmental Consulting*



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Service Provider Qualifications

REALOGY

Global Client Solutions

REO Management & Marketing Turn-Key Solution



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ONCOR INTERNATIONAL

- More than 4,900 Commercial Real Estate Service Providers
- \$65B in 2007 Transactions
- 380 Offices Globally

REALOGY

- Unparalleled Commercial AND Residential Market Coverage
- Largest U.S. Real Estate Brokerage – 300,000 Brokers
- Real Estate Franchises in all 50 States, P.R and the V.I.
- Web Based Database Management

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REO Experts

- 20,000 Residential REO properties currently managed and marketed
- Average Days on Market: 143
- 2008 Asset Sales Projected at **\$5 Billion**

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Century
21

ERA
REAL ESTATE

Better
Homes
and Gardens

Sotheby's
INTERNATIONAL REALTY

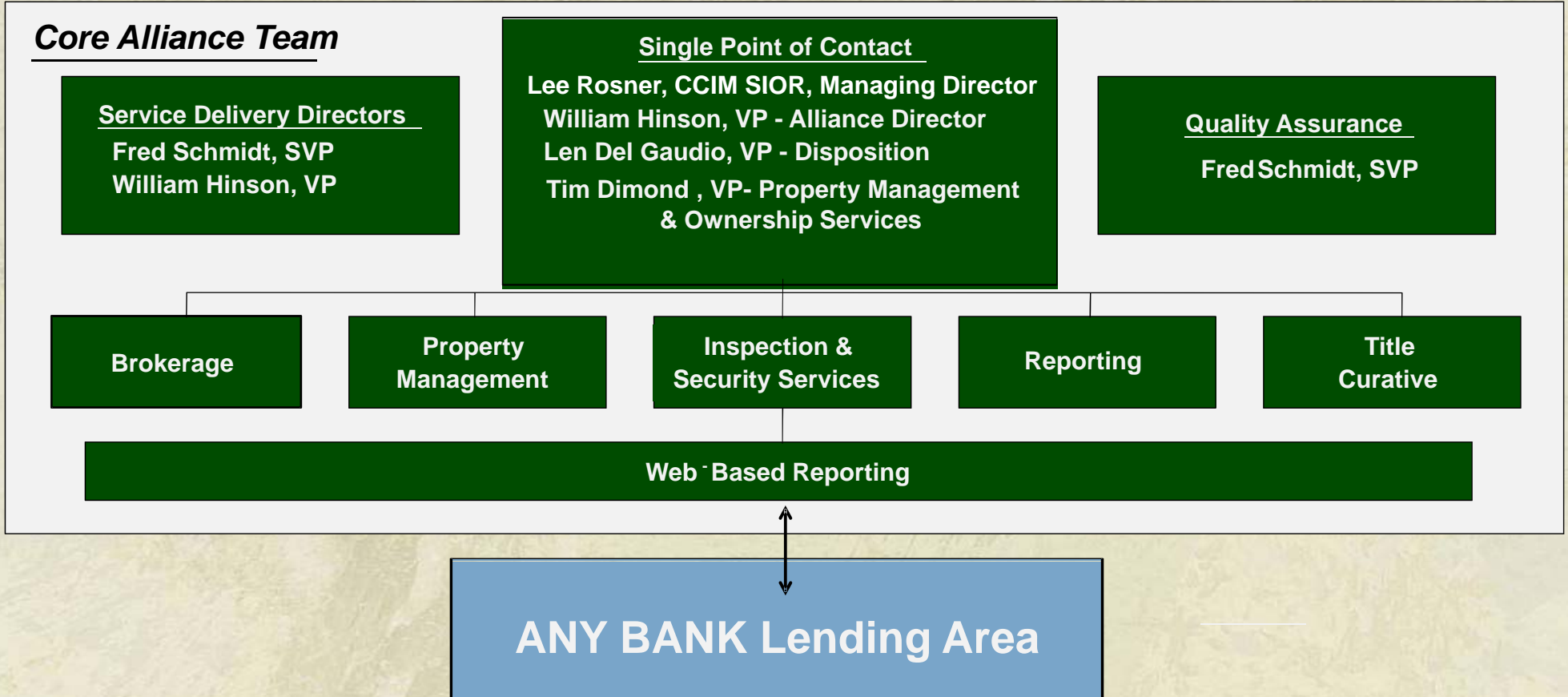
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Sample Team Organizational Chart



ORE Management Process

Through Extensive Ownership Services Capabilities Realty can Limit Costs to Carry and Exposure to Liability while Enhancing Disposition Opportunities

- 1. Transition Plan***
- 2. Staffing and Performance***
- 3. Inspection and Maintenance Plan***
- 4. Repair and Preventive Maintenance***
- 5. Service Call Log-in System***
- 6. Subcontracting Plan***
- 7. Relations and Communications Plan***
- 8. Customer Oversight of Facility Support Services***
- 9. Risk Management/Safety Plan***
- 10. Emergency Plan***
- 11. Environmental Compliance Plan***
- 12. Budgeting Control, Financial Review and Operational***
- 13. Disaster Recovery Plan***
- 14. Record Keeping and Administration***
- 15. Quality Control and Compliance Review Programs***



Disposition Process

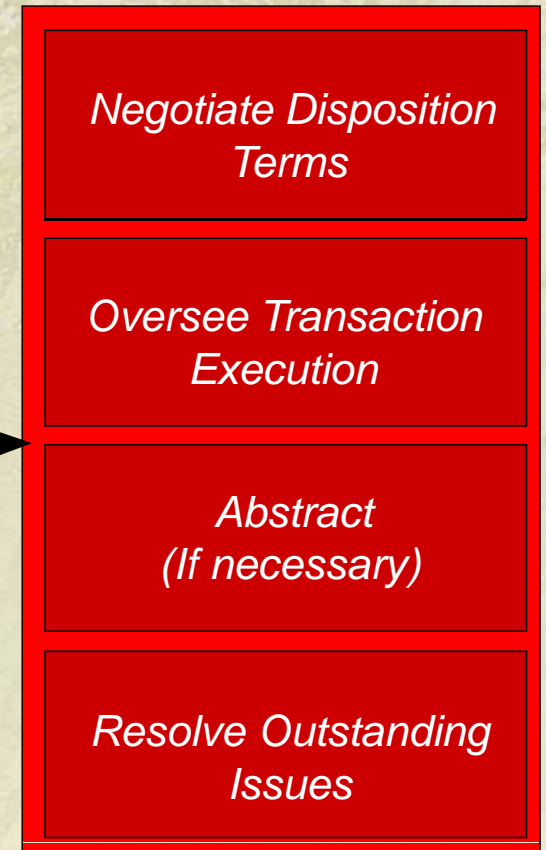
Develop Disposition Strategy



Implement Disposition Strategy



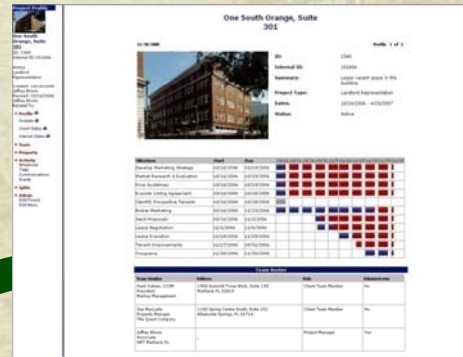
Transaction Negotiation & Closeout



Technology and Reporting Delivery

Reporting & Key Performance Indicators (KPIs)

- Reporting Format Standardization
- Pre-determined KPI's Metric Integration
- Service Application
- Critical to Quality
- Perspective Metrics



Category	Value	Unit	Comparison
Overall Score	85	Score	Target: 80
Client Satisfaction	92	Score	Target: 90
Report Accuracy	98	Score	Target: 95
Service Timeliness	95	Score	Target: 90
Compliance Adherence	100	Score	Target: 100

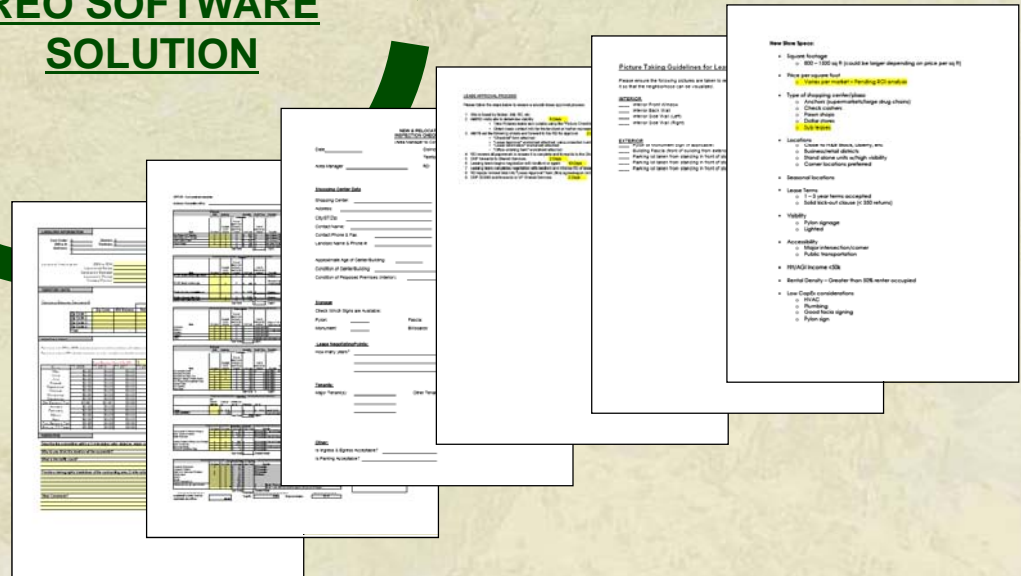
Quality Assurance

- Customer Satisfaction Report Cards
- Quantitative and Qualitative



REO SOFTWARE SOLUTION

Bundle Book



Technology

- Web-Based Reporting
- 24/7 Property/Project Status
- Document Management & Imaging



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RGCS Portfolio Services Case Studies

Federal Deposit Insurance Corporation



PHH Mortgage

PHH





Capabilities

- **Rapid REO Servicing Deployment**
- **Single Point of Contact Model Coordinating a Full Spectrum of National REO Management and Marketing Services**
- **Unparalleled Coverage of Primary, Secondary and Tertiary Real Estate Markets Across All Property Sectors Throughout All 50 States, Puerto Rico and the Virgin Islands**
- **Web-Based Reporting for Documentation Management and 24/7 Real-Time Property/Project Status**
- **Scalable Model**



Benefits to REO Portfolio Manager

- **Decreased Exposure to Property Ownership Carrying Costs and Liabilities**
- **Unsurpassed Local Property Trend Knowledge and Experience**
- **Standardization of Tracking and Reporting Methods to Facilitate Internal Communication**
- **Key Performance Metric Analysis to Ensure Maximum Portfolio Management Efficiencies**



REO TEAM CONTACT INFORMATION

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