

## National Mortgage Foreclosure Settlement

---

### **First Addendum to RFP for Settlement Administration Services<sup>1</sup>**

The Monitoring Committee is providing the following information in response to questions it received from interested settlement administration companies. Candidates are encouraged to continue to visit the National Mortgage Foreclosure Settlement website for possible further Addenda. See <http://www.nationalmortgagesettlement.com/>

**Question #1:** Will the Monitoring Committee provide the working draft of the claim certification form referenced in footnote 5 of the RFP to interested settlement administration companies?

**Answer:** Yes, the Monitoring Committee will provide the 3-page working draft to interested settlement administration companies upon request, with the expectation that the draft will be kept confidential.

**Question #2:** Has the Monitoring Committee created a working draft of an initial notice letter to claimants?

**Answer:** No, the Monitoring Committee has not drafted an initial notice to claimants.

**Question #3:** What is the Monitoring Committee's preferred method by which the Settlement Administrator will field calls from borrowers? Will the Monitoring Committee require live operators, or is a combination of automated answering systems and live operators acceptable?

---

<sup>1</sup> This RFP is available online at <http://www.nationalmortgagesettlement.com/>

Answer: Written proposals from settlement administration companies should include an initial Program design plan that includes options and recommendations on how best to field calls from borrowers. An automated answering system to provide basic information regarding the Program, combined with the option to speak to a live operator, will likely be acceptable to the Monitoring Committee.

**Question #4:** What call volume rate should the Settlement Administrator anticipate for purposes of submitting a written proposal? How will the toll-free number be provided to borrowers?

Answer: Call volume is expected to be heavy because approximately two million notices will be sent to eligible borrowers and public interest in the Program has been high. The Monitoring Committee anticipates that both the States and the Servicers will provide the Settlement Administrator's dedicated toll-free number to borrowers who inquire about the Program. In addition, eligible borrowers who receive claim certification forms will be provided with the toll-free number and may call the Settlement Administrator with questions. Interested parties should demonstrate an ability to handle a heavy call volume.

**Question #5:** What are the "three mailings" the Monitoring Committee anticipates will be part of the administration process?

Answer: Written proposals from settlement administration companies should include an initial Program design plan that includes options and recommendations regarding the purpose, content, and projected number of mailings to ensure an efficient and cost-effective process. The Monitoring Committee anticipates that administration will likely require the following mailings: (i) initial notice letter from State AG enclosing the claim certification form (4 pages); (ii) reminder letters at 45-60 days to non-responders (1 page) or new mailings for corrected addresses (4 pages); and (iii) distribution of checks with possible tax information document (1 page).

**Question #6:** Will the Servicers or States provide the Settlement Administrator with borrower email addresses and will the Monitoring Committee approve of use of such email addresses as a part of the notice campaign?

**Answer:** The Monitoring Committee anticipates that the Servicers and States will provide borrower email addresses when such information is available. The Monitoring Committee approves of the use of email addresses as a part of the notice campaign.

**Question #7:** What is the Settlement Administrator expected to do with the information that many states are collecting from borrowers?

**Answer:** The primary purpose for collecting such information is to obtain the updated addresses of eligible borrowers to ensure that they receive claim certification forms. The Settlement Administrator will be expected to match the borrower information collected by the states with the information provided by the Servicers on each eligible borrower and work with the Servicers to resolve discrepancies.

**Question #8:** What rate of undeliverable mail should the Settlement Administrator anticipate for purposes of submitting a written proposal?

**Answer:** Given that eligible borrowers will have lost their homes to foreclosure, the Monitoring Committee anticipates that a significant percentage of initial mailings will be undeliverable.

**Question #9:** How many eligible borrowers will receive initial notice letters and claim forms?

**Answer:** Approximately 2 million borrowers who meet the baseline eligibility requirements described on page 2-3 of the RFP will receive initial notice letters and claim certification forms.

**Question #10:** Will the Servicers provide the Settlement Administrator with unique borrower identifiers (i.e., SSN, TIN, loan numbers, etc.) that can be used for secure online claims validation?

**Answer:** The Monitoring Committee anticipates that the Servicers will provide loan numbers along with the contact information for each eligible borrower.

**Question #11:** How many eligible borrowers does the Monitoring Committee estimate will submit complete claim certification forms and receive checks?

**Answer:** The Monitoring Committee estimates that 750,000 claimants will complete a claim certification form and receive a check.

**Question #12:** Will the Settlement Administrator be required to request and review documentary proof from claimants who submit claim certification forms in order to determine eligibility?

**Answer:** No. Other than reviewing the claim certification forms to ensure that claimants properly made the required certifications, the Settlement Administrator will not be required to request and review documentary proof from claimants in order to determine eligibility.

**Question #13:** Will the Settlement Administrator be required to validate the information the Servicers provide regarding eligible claimants?

**Answer:** No, the Settlement Administrator will not be required to validate such information.

**Question #14:** Will the Settlement Administrator be given information regarding potentially eligible claimants from any source other than the Servicers?

Answer: Yes. Many states are collecting the information from borrowers who inquire about the Program which they will provide to the Settlement Administrator. The primary purpose for collecting such information is to obtain the updated addresses of eligible borrowers to ensure that they receive claim certification forms. The Settlement Administrator will be expected to match the borrower information collected by the states with the information provided by the Servicers on each eligible borrower and work with the Servicers to resolve discrepancies.

**Question #15:** Will the Monitoring Committee require any specific form of notice such as published notices, reminder mailings, or media campaigns to engage eligible borrowers who do not promptly submit claim certification forms?

Answer: Written proposals from settlement administration companies should include an initial Program design plan that includes options and recommendations on how best to maximize the claims return rate. The Monitoring Committee anticipates that press releases and public statements issued by the Attorneys General will be helpful to engage eligible borrowers.

**Question #16:** Will borrowers have the ability to dispute the amount of the payment?

Answer: No. Each claimant will receive the same flat payment amount.