



7505 Irvine Center Drive
Irvine, CA 92618

FOR IMMEDIATE RELEASE

MOS GROUP LAUNCHES NEW HAFA SUPPORT SERVICES
Company continues to hire in preparation for HAFA program launch

IRVINE, CA—February 23, 2010—MOS Group, one of the nation’s largest loss mitigation service providers to mortgage lenders and servicers, has launched a new HAFA (Home Affordable Foreclosure Alternatives) short sale support service. The HAFA service, which will complement MOS Group’s position as one of the largest loss mitigation service companies supporting the Treasury’s Home Affordable Modification Program (HAMP), will provide experienced, turn-key outsourced services to support servicers’ HAFA efforts. As part of this initiative, MOS has put into a place a HAFA team comprised of new hires and existing staff in its Irvine operations center and will leverage its proven technology platform that has been so effective in delivering results for servicers within HAMP.

MOS Group’s HAFA support services will focus on leveraging the company’s extensive experience in borrower contact and document retrieval, and will streamline the HAFA short sale and deed-in-lieu process, thereby accelerating the timelines for servicers to get borrowers qualified into this foreclosure prevention program.

HAFA is part of the Treasury’s Home Affordable Modification Program (HAMP). Under HAFA, homeowners that do not qualify for a HAMP loan modification may be able to avoid foreclosure by electing to participate in a short sale or a deed-in-lieu of foreclosure. According to program guidelines, every potentially eligible borrower must be considered for participation in the HAFA program before a lender forecloses. Guidelines also dictate that the borrower be contacted within 30 days of his or her initial eligibility for the program. HAFA goes into effect on April 1, 2010.

“The notion of a short sale is a delicate subject for borrowers as it requires our staff to discuss loss mitigation options that would require the borrower to leave their current residence. These conversations require experienced professionals that combine deep loss mitigation experience and HAMP and HAFA program knowledge with a high level of compassion and empathy,” says Greg Hebner, president of MOS Group. “In a situation like this, where the borrower has been declined a loan modification, it’s imperative to communicate and follow up with the borrower quickly and effectively, as this first conversation can often mean the difference between a successful short sale transaction and one that falls into foreclosure.” The HAFA program is not without its complexities, Hebner notes. “Like many government programs, there are a number of guidelines and reporting requirements that necessitate strong technology and

workflow to meet the demands of the program. Servicers can benefit from additional capacity and experience to support this program's requirements and MOS Group is ready to assist them."

MOS Group plans to grow its HAFA service staff aggressively in the next 60 to 90 days, and is anticipating a strong demand for these HAFA services. All MOS Group employees working within the HAFA program are selected on the basis of their knowledge of the short sale process as well as their effective communication skills. "Our servicer clients have come to expect MOS Group to communicate with borrowers in a way that represents servicers in the most positive light," says Hebner. "We choose and train our people very carefully. We've gotten an overwhelmingly positive response from our servicers on the way that borrower communication is handled throughout the loan modification process, and we fully expect that to carry through to the HAFA activities."

To date, MOS Group has worked with over 175,000 borrowers that are now in HAMP modifications.

About MOS Group

MOS Group is leading provider of outsourced loss mitigation services for the mortgage industry, offering a comprehensive set of solutions for mortgage lenders, mortgage servicers, and investors. The company's services include borrower contact and warm transfer of at-risk or delinquent borrowers, borrower field visits and end to end loss mitigation services that include loan modifications, short sales, short refinances and deeds in lieu of foreclosure. MOS Group operates the www.MortgageOutreach.org consumer educational site on behalf of borrowers. MOS Group is one of the largest service providers supporting the U.S. Treasury's Home Affordable Modification Program (HAMP) and has assisted borrowers in over 175,000 HAMP loan modifications since April 2009. . MOS Group employs approximately 500 people and is headquartered in Irvine, California with operational centers in Glen Allen, Virginia and Farmingdale, New York. To learn more about MOS Group, visit www.MortgageOutreach.com or call 888.273.2730.

PRESS CONTACT:

Jeri Yoshida
Strategic Vantage Marketing & Public Relations
(310) 396-8813
JeriYoshida@StrategicVantage.com

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