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MortgageServ. Loan Servicing Platform Enables GMAC Mortgage to Win Additional Subservicing Relationships

Brookfield, Wis., Oct. 22, 2005-Fiserv Lending Solutions, a business unit of Fiserv, Inc. (Nasdaq: FISV), has announced that its MortgageServ loan servicing system has been instrumental in GMAC Mortgage's capability to expand its subservicing product line since it deployed the system 15 months ago. Facilitated by the private label and affiliate servicing functionality resident in MortgageServ, GMACM has expanded its product offerings with some clients, as well as added to its client base. By promoting its ability to service multiple brands and products, GMACM has increased subservicing relationships by 50 percent over the past year, including forming significant relationships with NetBank and Oak Street Mortgage.

The Horsham, Pennsylvania-based GMACM has been leveraging MortgageServ's real-time information exchange and workflow automation tools to accelerate internal processes and customer response. During its first year using MortgageServ, the company earned a top-place ranking in the 2005 J.D. Powers' Mortgage Servicing Customer Satisfaction survey.

In addition to managing all types of loan products and risk characteristics, GMACM is able to subservice loans under the brand identities of its clients. This eliminates confusion over the life of the loan, providing a better borrower experience. "MortgageServ enables us to service our own loans with the loans of our subservicing clients on one platform," noted Kenneth Perkins, senior vice president of business development for GMACM. "We are able to retain the brand distinctions of GMAC Mortgage, ditech.com, and the brands of our subservicing clients, and then service the loans more efficiently with a single workforce and a unified workflow."

Deployment of MortgageServ has enabled GMAC Mortgage to eliminate three servicing platforms and 22 ancillary systems, including a wraparound default system. With the comprehensive loss mitigation capabilities, foreclosure, claims and bankruptcy support resident in MortgageServ, GMACM is now able to manage loans in all stages of loss mitigation, all the way through REO disposition, with a single technology platform.

With a mix of prime, non-prime, home equity, interest-only, low-doc and no-doc loans, it is important for GMACM to have delinquency and default management integrated into its core servicing system. This is also a selling point for potential subservicing clients that want to mitigate the risk associated with nontraditional products. With the flexibility to configure product support and intervene on troubled accounts, MortgageServ provides GMACM with enhanced operational control. In turn, GMAC Mortgage offers those advantages to its subservicing clientele.

According to John Tenuta, division president of Fiserv Lending Solutions, lenders need to look to technology to see how it can help grow their business. This includes taking a critical look at technology platforms that can support a subservicing model. Using their business process strengths on the production side coupled with flexible and robust technology support will position lenders to leverage their operation costs.

"Lenders need to be in the position to create more value for their organization without worrying about constraints dictated by back office support systems. This is especially true for lenders that are using outsourced systems," says Tenuta. "MortgageServ provides GMACM with the flexibility to support all loan products so that their subservicing clients are able to quickly roll out new products to meet market needs. This allows their lender clients to focus on producing more business while GMACM cost-effectively services loans according to their unique specifications."

GMACM and Fiserv Lending Solutions have established a symbiotic relationship built on a unique business vision and sound technology. GMACM is providing business analysis and functional requirement consultation for key areas of MortgageServ expansion, including: credit card access for home equity lines; a new rules engine that will automatically align investor reporting with servicing contracts; and broader support for unsecured consumer loans. This collaboration between GMAC Mortgage and Fiserv Lending Solutions will benefit all the servicers using the MortgageServ system as well as all GMAC Mortgage's subservicing clients.

MortgageServ is an offering of Fiserv Lending Solutions, a suite of products and services provided by Fiserv to mortgage and consumer lenders. Fiserv's comprehensive lending solution set includes mortgage and auto lead generation management, loan origination technology, customer loyalty programs, industry-leading automated valuation model (AVM) products, auto leasing solutions, settlement services and default management.

Fiserv, Inc. (Nasdaq: FISV) provides information management systems and services to the financial and health benefits industries, including transaction processing, outsourcing, business process outsourcing, and software and systems solutions. The company serves more than 16,000 clients worldwide, including banks, credit unions, financial planners/investment advisers, insurance companies and agents, self-funded employers, lenders and savings institutions. Headquartered in Brookfield, Wis., Fiserv reported \$3.4 billion in processing and services revenues for 2004. Fiserv was ranked the largest provider of information technology services to the U.S. financial services industry in the 2004 FinTech 100 survey by the American Banker newspaper and the Financial Insights research firm. Fiserv can be found on the Internet at www.fiserv.com.