



RMIC's Servicing Guide

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At RMIC we are committed to our customers and strive to provide a world-class level of service to every customer in every situation. Our commitment goes beyond our MI processing capabilities which are cutting edge and paramount. We have a tenured and dedicated group of Customer Service Representatives who are prompt, detailed and knowledgeable regarding the Master Policy, our customers' needs, and every step in the process of servicing MI. Many of the capitalized terms in this guide are defined in the Definitions section of our Master Policy.

Servicer Responsibilities

The words "Servicer" and "Insured" are used interchangeably in this guide. The Servicer, as the Insured, receives all RMIC correspondence regarding its insured Loans.

As a result, the Servicer is responsible for the following:

- Paying all annual and monthly renewal premiums
- Notifying RMIC of Loan record changes (servicing transfers, modifications, assumptions, or Loan number changes)
- Requesting cancellation of coverage
- Submitting notices of delinquency
- Completing monthly Loan status reports
- Filing Claims for Loss
- Other duties described in RMIC's Master Policy

Master Policy Processing

The Master Policy is the legally binding document that outlines the responsibilities and expectations of each party in the relationship between the mortgage insurance company and the originator, lender, and/or Servicer etc.

The process of establishing a Master Policy with RMIC is handled in the Policy Servicing Department. Currently based on our run-off status the only new Master Policy available is intended for the submission of HARP refinances.

Generally, when a HARP Refinance is taking place and the lender does not have a Master Policy with RMIC, the process is to submit the HARP Modification form and RMIC will issue a new Master Policy number and send it to the lender.

Renewal Terms and Certificate Activation Process

Certificate activation requests can be submitted via EDI, emailed to polycyservicing@rmic.com, or faxed to 800-849-7642. Additionally, on ZIP monthly Policies Certificate activation is available 24 hours a day through www.rmic.com under the RMICDirect link.

RMIC has several renewal term options available. These options are outlined below along with what is needed to activate the Certificate.

Renewal Term	Details Required for Activation
Single Premium	Servicer, Loan closing date, and remittance of the Single Premium
Monthly Renewal Term	Servicer, Loan closing date, and remittance of the Initial Monthly Premium
ZIP Monthly Renewal Term	Servicer and Loan closing date. No Initial Premium required
Annual Renewal Term	Servicer, Loan closing date, and remittance of the Initial Annual Premium

Since RMIC is currently in run-off status, the activation process only applies to HARP New Servicer Refinances. Renewal terms ordered as Monthly are automatically converted to ZIP Monthly on all HARP New Servicer submissions.

RMIC will contact the originator on all Certificates not activated within the first 30 days and will provide weekly follow up until the Certificate is either activated or RMIC is informed that the Loan did not close.

When activation does not occur within 60 days of the closing date, RMIC requires the Loan payment history be provided for review to ensure timely mortgage payments are made by the Borrower. The Loan payment history should be emailed to policy servicing@rmic.com or faxed to 800-849-7642. Once the payment history is reviewed, RMIC will determine eligibility and contact the lender.

When Activation does not occur within 120 days, the outstanding Commitment expires. Lenders should contact RMIC for an exception review at 800-884-7642 or via email at policy servicing@rmic.com.

Premium Billing

RMIC generates Premium Invoices for premiums due that month and any previous months not yet paid.

Electronic Billing

- Most mortgage insurance renewal billing is transmitted through Electronic Data Interchange (EDI). RMIC has billing formats compatible with the major service bureaus.

Monthly and ZIP® Monthly Renewals

- A monthly Premium Invoice is produced indicating premiums due in the current month.

Annual Renewals

- An annual Premium Invoice is produced indicating annual premiums due in the month following the invoice.

Renewal Billing Methods

There are two options for renewing RMIC coverage:

- Outstanding Loan Balance
 - The renewal premium calculation is based on the outstanding Loan balance (current UPB) and the renewal rate.
- Level or Constant Renewal
 - The renewal premium calculation is based on the insured amount and the stated renewal rate for the first ten years.

For more information regarding billing and renewals, contact RMIC Policy Servicing at 800-884-RMIC (7642).

Premium Remittance

Renewing Coverage

Lenders should renew RMIC's coverage by remitting the renewal premium based on the renewal term. Loans insured under annual renewal terms and Loans insured under monthly renewal terms are billed at the same time, but are conveniently listed on separate forms.

Please send Premium to:

Republic Mortgage Insurance Company – 890477
P.O. Box 890477
Charlotte, NC 28289-0477

If you prefer to wire your premium remittance, contact us at 800-884-7642 or via email at policy servicing@rmic.com to obtain wiring instructions.

Failure to renew coverage may result in Policy cancellation due to non-payment of premium. RMIC will cancel Certificates for non-payment of premium when the Certificate reaches 120 days without receipt of renewal premium.

Servicing Transfers

Transfer of servicing does not change the terms or conditions of the Commitment/Certificate. The new Servicer or Insured replaces the previous Servicer or Insured and the representations are transferred.

RMIC should be notified immediately when servicing is transferred on a Loan or group of Loans. Transfers may be emailed to policy servicing@rmic.com, faxed to 800-849-7642, sent via EDI transmission, or completed online via RMICDirect.

New Servicers that are RMIC Master Policyholders are automatically approved; however, additional information may be required to evaluate a non-RMIC Master Policyholder for servicing.

RMIC is allowed to discuss Certificate level detail with the originator, Servicer of record, or the investor. Once the servicing transfer takes place the previous Servicer must contact the new Servicer for any further information as RMIC is not able to disclose any further information.

The Servicing Transfer Form is available on www.rmic.com under Guides and Forms.

Disclosure Errors

When an error is made in the premium amount disclosed to the Borrower, RMIC will be happy to assist.

When the amount disclosed to the Borrower is lower than what RMIC quoted, we will calculate the difference in the disclosed amounts and send an invoice with the amount needed to buy-down the premium.

When there is a failure to disclose the MI premium or a premature MI termination date is provided to the Borrower in error, RMIC will calculate an upfront lump sum amount and send an invoice to the lender. Once the premium is received, the Certificate is converted to a single renewal term and no additional premium will be due.

Premium remitted for disclosure errors should be remitted separately from other premium disbursements and appropriate back-up detail should be included with the premium.

For any additional information regarding disclosure issues please contact us at 800-884-7642 or via email at policy servicing@rmic.com.

Reinstatements

Certificate Termination

- Certificate reinstatement is available when a Certificate is terminated for any reason other than a Claim related cancellation. However, the reinstatement request must be received within 30 days of the cancellation process date.
- When the reinstatement request exceeds the 30 days, lenders should contact RMIC for an exception review at 800-884-7642 or via email at policy servicing@rmic.com. RMIC may require additional information before making a final decision.
- If reinstatement is approved, RMIC will send a reinstatement invoice for the total amount due to bring the Certificate current. The signed invoice must be returned along with the premium by the date indicated in the letter.
- If reinstatement is denied, RMIC will send a denial letter with an explanation of the denial.
- Reinstatement requests must be sent in writing to policy servicing@rmic.com or faxed to 800-849-7642.

Commitment Expiration

- Commitment extension is available on HARP Refinances for Commitments that have expired but the Loan closing date is prior to the expiration.
- RMIC will require a Loan payment history to make a decision on extending the Commitment and activating the Certificate.
- Requests should be made in writing and sent to policy servicing@rmic.com or faxed to 800-849-7642.

Assumptions and Modifications

Loan Assumptions

Under an assumption, the purchaser agrees to assume primary liability for payment of the seller's existing mortgage. Loan assumptions must be submitted to RMIC for written approval or RMIC's liability or coverage will terminate on the date of the assumption. RMIC will not unreasonably withhold approval of an assumption.

Notify RMIC of a Loan assumption using RMIC's Notice of Modification/Assumption form and email to policy servicing@rmic.com or fax to 800-884-7642.

Loan Modifications

A Loan modification is a change to an insured Loan, through either a modification agreement or a new note, with coverage continuing under an existing RMIC Certificate. Advance written approval by RMIC is required for any change to the terms of a note. Examples of Loan modifications include:

- Interest rate changes
- Changes to the Loan amount
- Term changes
- Changes to the amortization schedule
- Any change to the Property
- Release of the Borrower from liability on the Loan

Changes should be requested using RMIC's Notice of Modification /Assumption form found at www.rmic.com under Guides and Forms. Along with the form, include the modification agreement and Loan payment history beginning with payments made under the modification agreement and send to PSModificationGroup@rmic.com.

When approved, RMIC will revise the existing Certificate of Insurance acknowledging the changes and send a Certificate of Endorsement.

Land Releases and Easements

Voluntary Land Releases

A voluntary land release takes place when the Borrower releases/sells a portion of owned land such as in the case of someone subdividing a plot of land.

Involuntary Land Release

The Borrower involuntarily sells a portion of the Property as required by a government agency through eminent domain.

Easement

An easement takes place when the Borrower voluntarily grants a right of way over the subject Property to an adjacent parcel of land or involuntarily grants a right of way to a government agency or utility company.

The Servicer should submit requests to RMIC to release portions of the Property and approve Property land releases and easements. The requests can be submitted via email at policy servicing@rmic.com or via fax at 800-849-7642.

The following information should be provided to RMIC by the Servicer for review and approval:

- Legal documentation from city, county, or state (required if easement) describing the land release/easement and the compensation that will be paid to the Borrower
- Plot survey map indicating portion of land being released and location of the house in relation to the land being released to aid in determining the acreage or square footage being affected
- Sales contract if release/easement is voluntary
- Authorization from the homeowner permitting the land release/easement
- Loan payment history for the most recent 12 months
- Old appraisal prior to release
- New appraisal indicating the Market Value after the release/easement has taken place (not required when land release/easement is involuntary)
- If new appraisal is not provided, the Servicer should provide documentation commenting on future marketability of Property after land is released and all proceeds must be applied to the principal.

Once approved, an endorsement is conditioned for the amount of funds to be applied to the principal balance. If denied, communication is sent to the Servicer.

Policy Cancellations

Lenders, Servicers, and mortgage insurers have certain obligations regarding mortgage insurance cancellation. Cancellation of the mortgage insurance must be requested by the Servicer via one of the following methods:

- Online via RMICDirect
- Email to policy servicing@rmic.com
- Fax to 800-884-7642
- EDI Submission

The cancellation form can be found online at www.rmic.com under Guides and Forms. When the cancellation form is not used the following information must be included in the communication:

- Certificate number
- Borrower name
- Property address
- Cancellation reason
- Cancellation effective date
- Mailing instructions for refund, if applicable

RMIC will not accept cancellation requests from Borrowers.

When RMIC is notified of the cancellation after the fact, the Certificate cannot be backdated more than 60 days from the notification date.

Upon receipt of notification from the Insured that mortgage insurance coverage has been cancelled under the provisions of the Home Owner's Protection Act of 1998, RMIC will refund any unearned premium within 30 days.

Cancellation Refund Checks

When a cancellation results in a refund, RMIC will issue the refund check as instructed by the Servicer.

When the refund check is issued to the Borrower and is returned as undeliverable with a forwarding address, RMIC will send the check to the new address provided by the post office.

When the check is returned without a forwarding address, RMIC will send a letter to the lender and will work with the lender to determine the next steps.

Mortgage Payment Histories

The Servicer is responsible for maintaining Loan payment records on all Loans insured by RMIC. RMIC may request Loan payment records from Servicer for varying reasons and upon request Servicer must submit histories to RMIC as requested.

Here are some reasons RMIC may request payment histories:

- Review reinstatement requests
- Review modifications
- Validate large variances in UPB
- Review land releases and easements

Loan Record Changes

A Loan insured by RMIC may have periodic changes that require notification to and/or acknowledgment from RMIC. You may notify RMIC of Loan record changes online at RMICDirect or by emailing policy servicing@rmic.com.

RMICDirect provides online access for performing certain Loan record changes. The website is located at www.rmic.com. Once on our site, choose On Line Services, and then choose RMICDirect.

Online services include:

- Search for Certificates
 - by name
 - by Property address
 - by social security number
 - by Loan number
- Perform servicing transfers
- Cancel coverage
- Request invoices
- Display billing history
- Change a Loan number
- Submit a Claim for Loss
- Send a message to RMIC

Loan Number Changes

- Individual
 - The initial notification of the Loan number takes place on the Commitment/Certificate and changes can be made on a subsequent RMIC Premium Invoice, RMICDirect, or by email to policy servicing@rmic.com.
- Bulk
 - Notify RMIC of bulk Loan number changes electronically via EDI, by hard copy or at policy servicing@rmic.com.

Forms

Forms related to the servicing process of RMIC insured Loans can be found on our website at www.rmic.com under the Guides and Forms section.

Contact Us

Our Policy Servicing Customer Service team is available between the hours of 8:00AM and 5:00PM EST Monday through Friday.

Phone: 800-884-RMIC (7642); Select "2" for Policy Servicing

Fax: 800-849-RMIC (7642)

Email address: policy servicing@rmic.com

Our mailing address is:

RMIC
Policy Servicing Department
101 N Cherry Street
Suite 101
Winston Salem, NC 27101
P.O. Box 2514 (27102)

We also invite you to visit our website at www.rmic.com and the self-service application RMICDirect 24 hours a day, 7 days a week.

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