

## Servicing Transfer Instructions

### 1. General Instructions

**Transfer of Servicing Records** - No later than the Servicing Transfer Date, the Seller or its servicer shall send to MAXEX Clearing all its servicing records relating to each mortgage loan for which servicing is being transferred. This includes, without limitation, a pay history for each loan, a record of any insurance or other payments made by or on behalf of the borrower, and any notes contained in the servicing system, such as records of telephone calls to or from the borrower. Electronic servicing records shall be uploaded to the secure site provided by MAXEX Clearing in .xls, .txt, or CSV format.

**MERS Transfers** - For loans recorded on the MERS system, the Seller or its servicer is responsible for initiating the TOS/TOB Combo to MAXEX Clearing as the New Servicer and New Investor within two-business days after the settlement date. The MAXEX Clearing MERS Org ID is 1014716. Once the TOS/TOB Combo is completed, the Seller or its servicer will send a confirmation email to [mersnotice@maxex.com](mailto:mersnotice@maxex.com) with the MIN and Loan Number. Upon receipt of the TOS/TOB Combo, MAXEX Clearing will complete the MERS process to the final Servicer ensuring the Investor confirms the transaction.

### 2. Notifications

**Goodbye Letters** - The Seller/Servicer shall provide the Notice of Servicing Transfer (the “Goodbye Letter”) to borrowers in accordance with all Regulatory requirements. The Seller/Servicer will provide to MAXEX Clearing at [servicing@maxex.com](mailto:servicing@maxex.com) a sample Goodbye Letter at least five (5) days prior to the required mailing date for approval prior to mailing and will also provide electronic copies of final Goodbye Letters within five (5) days of the Servicing Transfer Date. The Goodbye Letter will include the contact information for Arch Mortgage Funding (AMF).

If requested by MAXEX Clearing, the Seller/Servicer will provide a form of joint hello/goodbye letter to be provided to the borrowers.

The Seller/Servicer also has the option for MAXEX Clearing to send the Goodbye Letter to the borrowers. Please contact [servicing@maxex.com](mailto:servicing@maxex.com) for more information regarding this option.

#### Goodbye Letter Instructions:

##### **Borrower Payments:**

Select Portfolio Servicing, Inc.  
P.O. Box 65450  
Salt Lake City, UT 84165-0450

##### **Correspondence:**

Select Portfolio Servicing, Inc. Attn: General Correspondence  
P.O. Box 65250  
Salt Lake City, UT 84165-0250

##### **Qualified Written Request:**

Select Portfolio Servicing, Inc.  
Attn: Customer Advocacy  
P.O. Box 65277  
Salt Lake City, UT 84165-0277

**Customer Service:** 1-800-258-8602

Monday - Thursday: 8:00 a.m. to 11:00 p.m. (Eastern Time)

Friday: 8:00 a.m. to 9:00 p.m. (Eastern Time)

Saturday: 8:00 a.m. to 2:00 p.m. (Eastern Time)

**404 Notice of New Creditor** - Either AMF or MAXEX Clearing is responsible for providing the 404 Notice of New Creditor to borrowers.

**Insurance Providers** - The Seller/Servicer shall notify all hazard insurance providers of the change in Servicer no later than fifteen (15) days prior to the Servicing Transfer Date. At that time, the Seller/Servicer shall request that the provider change the mortgage endorsement clause to reflect the loss payee information for AMF.

**AMF Insurance Provider**

Select Portfolio Servicing, Inc., as servicer, its successors and or assigns  
P.O. Box 7277  
Springfield, OH 45501-7277

Seller/Servicer will provide confirmation to [servicing@maxex.com](mailto:servicing@maxex.com) that notices have been sent within five (5) days following the Servicing Transfer Date.

### 3. Remittances and Other Reports

**Escrow Accounts** - Escrow balances will be netted from the purchase price on the Funding Memo at settlement using the Initial Escrow Account Disclosure (“IEAD”) allowing for servicing advances to made through the end of the month in which the loan transfers. If the escrow balance changes after funding and prior to the Servicing Transfer Date, the Seller/Servicer shall provide MAXEX Clearing with an accounting statement of all escrow-related funds associated with the mortgage loan to [servicing@maxex.com](mailto:servicing@maxex.com). If the Sellers believes they are owed reimbursement, they should complete the “MAXEX\_Return\_of\_Escrow\_Funds\_Request\_form following the included directions and email it to [servicing@maxex.com](mailto:servicing@maxex.com) at least 5-business days prior to the transfer date. Failure to provide the completed request at least 5-business days may result in reimbursement delays or loss.

**Suspense Funds** - On the Servicing Transfer Date, the Seller/Servicer or its designee shall provide MAXEX Clearing with an accounting statement of all unapplied funds owed to the investor or their servicer associated with each mortgage loan to [servicing@maxex.com](mailto:servicing@maxex.com). Within two (2) business days following the Servicing Transfer Date, the Seller/Servicer shall remit via wire transfer all suspense funds to AMF’s account designated for suspense funds.

**AMF Wiring Instructions - Suspense Funds***Wiring Information*

Name on Account: Select Portfolio Servicing Inc. Incoming Transfer Clearing Account Bank: JP Morgan

Chase Bank Account #: 00113332267

ABA #: 021000021

Reference: Arch Mortgage Funding, seller company name, loan number and borrower name

Send notification email with account listing utilizing the Servicing Detail Tracking spreadsheet (located in the Resource Center of the AMF Portal) to these addresses: [sellerescrow@spservicing.com](mailto:sellerescrow@spservicing.com) and [servicing@maxex.com](mailto:servicing@maxex.com). In the subject line, reference Suspense Funds by Wire and in the body of the email reference the date sent, item count and total wire amount.

**Mortgage Payments** - Any mortgage payments received by the Seller/Servicer that are due to AMF shall be promptly forwarded to AMF's *Prior Servicer's Interim Payments* address.

Servicing Advances. Within five (5) business days prior to the Servicing Transfer Date, the Seller/Servicer shall provide MAXEX Clearing with a schedule setting forth all Servicing Advances made after the related Cut-off Date and prior to the Servicing Transfer Date to [servicing@maxex.com](mailto:servicing@maxex.com).

**AMF Prior Servicer Interim Payments**

Select Portfolio Servicing, Inc.

Attn: Cashiering Dept.

3217 S Decker Lake Dr.

Salt Lake City, UT 84119-3284

Send notification email with account listing utilizing the Servicing Detail Tracking spreadsheet (located in the Resource Center of the AMF Portal) to [servicing@maxex.com](mailto:servicing@maxex.com). In the subject line, reference PAYMENTS by Check and in the body of the email reference the date sent, overnight tracking number, item count and total amount of payments. Include a copy of the email and tracking spreadsheet in the overnight package.

**Payoff Requests** - On or prior to the Servicing Transfer Date, the Seller/Servicer shall provide, or cause to be provided to MAXEX Clearing at [servicing@maxex.com](mailto:servicing@maxex.com) all assumption and payoff statements generated with respect to the Mortgage Loans from the period beginning sixty (60) days prior to the Servicing Transfer Date until the Servicing Transfer Date.

**Tax Service Contracts** - A Tax Service Fee will be assessed on all transactions that settle with MAXEX Clearing. The fee amount will be determined by AMF and will be netted from the purchase price on the Funding Memo at settlement.

**Flood Certification Contracts** - Prior to the Servicing Transfer Date, the Seller/Servicer shall arrange for the assignment of any Flood Certification Contract.

## 6. Contacts

If you have any questions or need clarification, please contact us at [servicing@maxex.com](mailto:servicing@maxex.com).

**Trailing Document Submission**

**1) Ship Physical Trailing Documents to the Document Custodian.**

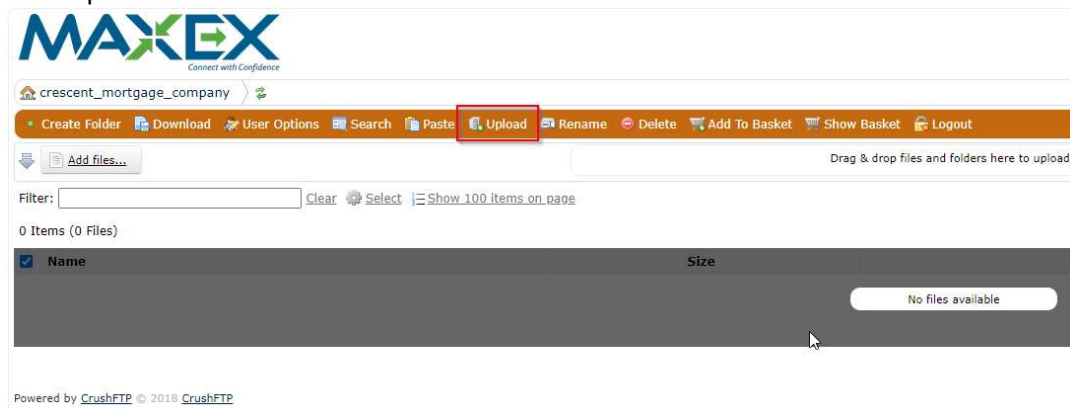
- a) Trailing Documents should include the following:
  - i) Recorded Security Instrument including Riders and Legal Description
  - ii) Final Title Policy
  - iii) Additional documents as requested by MAXEX
  
- b) Trailing Documents should include the Seller loan number on all pages, and should be shipped to the following address:
  - Attn: PCG-MAXX
  - Computershare
  - 751 Kasota Ave
  - Minneapolis, MN 55414

**2. Email Tracking Information for Physical Trailing Documents.**

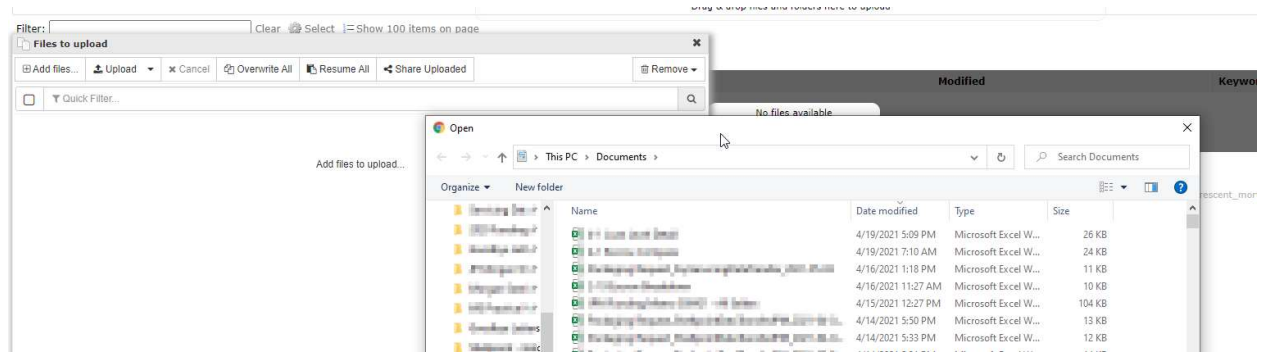
- a) Email [trailingdocs@maxex.com](mailto:trailingdocs@maxex.com) and include the following:
  - i) Loan number
  - ii) Borrower name
  - iii) List of Included Documents
  - iv) Tracking Number

**3. Upload Electronic Copies of Trailing Documents when Physical Trailing Documents are shipped.**

- a. If this is your first time uploading documents to the SFTP site, email [trailingdocs@maxex.com](mailto:trailingdocs@maxex.com) to receive username and password for SFTP.
- b. Access the SFTP site at <https://files.maxex.com>
- c. Enter username and password
- d. Click Upload button



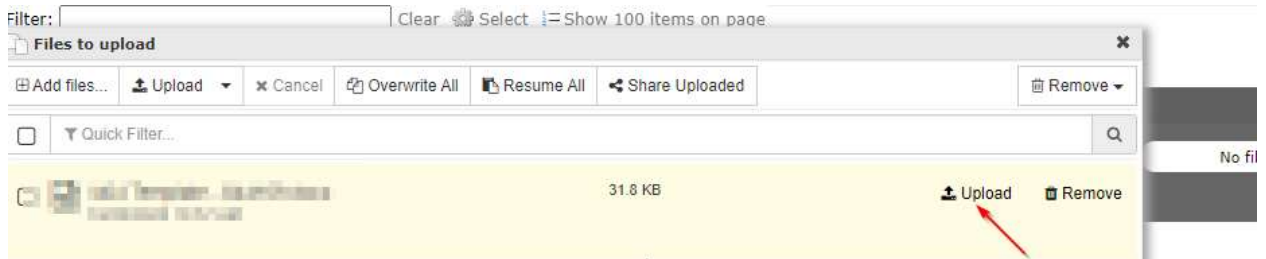
- e. Choose document(s) to upload:



- f. Update file names to reflect the following:
  - i. SellerID Borrowerlastname Doctype
  - ii. DOT for Recorded Security Instrument
  - iii. FTP for Final Title Policy

**Example:** If the Seller loan number is 123456, borrower name is John Smith, and document is a Recorded Security Instrument, the file should be saved as ***"123456 Smith DOT.pdf"***

- g. Select Upload.



#### 4. Contacts

Please send questions regarding Trailing Documents to [trailingdocs@maxex.com](mailto:trailingdocs@maxex.com).