

LoanCare/LandAmerica A Year in Perspective

LoanCare's advanced systems & personalized service standard is enhanced by LandAmerica's financial strength and variety of product and service offerings.

When changes are made in life and a different path is followed, it is sometimes wise to reflect on what difference the changes have made. The following age old question should be asked: "Am I better off now than before the change?" As we enter our second year of affiliation with LandAmerica, we ponder the relationship and examine how it has impacted our clients, their borrowers and LoanCare itself.

During the year, we have worked hard to fully integrate with LandAmerica. We are all LandAmerica employees now and we have a variety of resources available to us, including LandAmerica's Intranet, LandAmerica University and LandAmerica's legal staff to name a few. We've had orientation and training sessions and we've had a number of LandAmerica people visit us in Norfolk who have given us a better understanding of the LandAmerica corporate culture.

The fact of the matter is, LoanCare is very much like LandAmerica and our corporate cultures are practically the same. For this reason LoanCare has not really changed much and LandAmerica has left us alone to continue to do what we do best i.e., to deliver high quality, value added servicing solutions to our clients.

At the recent National MBA Conference in Orlando, LandAmerica had a large presence, including the executive managers and the top national sales people for the company. Even though LoanCare is relatively smaller than the other LandAmerica business units and in some ways we are still considered "the new kid on the block," we were welcomed and treated as family. Truth is, LandAmerica acquired LoanCare to round out their menu of real estate transaction services and we have become an important piece to the puzzle. As such, we are highly respected for our servicing expertise.

LandAm's plan is to leverage the strengths of each of it's family of business units and approach the marketplace with one face and a suite of solutions to businesses. We all complement each other so well:

- ... LandAmerica OneStop: for lenders involved in mortgage origination and refinancing offering a single, online resource for title, valuation and closing.
- ... LandAmerica Credit: one of the nations largest mortgage credit reporting companies servicing clients of all sizes, from individual brokers to the nation's largest lenders.
- ... LandAmerica Tax & Flood: provides standard tax service or full service outsourcing and offers simple delivery of flood zone determination or complete portfolio tracking.
- ... LandAmerica Default Services: for clients with default management needs, offers REO management, valuation, foreclosure and bankruptcy services and lien reconveyance.

Looking back, there is no question we are all better off today. We are very excited about our future with LandAmerica. If a state of the union address were to be given today, LoanCare Servicing Center, Inc., individually and collectively, reports a resounding "all is well."

LoanCare's Commitment to Service Excellence

December 2005 marks the first anniversary LoanCare has been a part of the LandAmerica family of companies.

During this time, we have embraced LandAm's Operating Plan (the "Plan") which continues to shape the way we do business with our clients. The Plan is visionary and contains all the elements that have helped make LandAm a recognized leader in this industry. LoanCare shares the vision and will endeavor to follow the Plan's success formula:

"We will remain committed to our Guiding Principles while focusing on our Business Imperatives in order to fuel our Expansion in the real estate transaction services industry.

1. Our Guiding Principles

- ... Personal values: integrity and respect for the individual.
- ... Drive for excellence: customer satisfaction, continuous improvement and pursuit of ideas.
- ... Management practices: clear goals and objectives, frequent and open communications, employee development, teamwork, responsible corporate citizenship.

2. Our Imperatives

- ... Superior service
- ... Growth
- ... Unity
- ... Operational excellence

3. Our Expansion

- ... We will capitalize on our success and build our national presence by expanding our product and service offerings in the real estate transaction services industry."

Since the acquisition, we've worked hard to continue to deliver the high quality service levels you have come to expect from LoanCare. We appreciate the opportunity to demonstrate to you that embracing The Plan will help us to do even better in the months and years to come!

We hope you like our newsletter's new look.

Expect to receive a new issue in the second month of each quarter.

Also, visit our reformatted website: www.loancareservicing.com

News About Contract Renewal

Please be advised that LoanCare is adopting new procedures in its contract renewal process. Our intent is to simplify the process in order to ease contract renewal.

Effective November 1, 2005 we will no longer require our clients to sign new agreements. From now on, we will keep the existing agreement in place and if any changes are warranted, we will create an amendment. Clients will then sign off on the amendment.

For your convenience, we will continue to provide 120 day notice of the contract's expiration date. If you have a question or comment please call Greg Harney at 336-812-8009.

Client Privacy/Confidentiality - LoanCare's Strict Adherence to Policy

At LoanCare, we take the requirements of the Gramm-Leach-Bliley Act very seriously. Recently, all LoanCare employees received mandatory training about this legislation and each person was instructed to follow Company policy regarding security and safeguarding of information. Here is a brief summary of our guidelines:

1. Avoid collecting unnecessary information.
2. Keep or dispose of nonpublic personal information in a secure manner by saving files in a secure location, protecting passwords, shredding paper files no longer needed and locking out workstations when not in use.
3. Limit access to a customer's paper and data file to those who have a legitimate need.
4. If part of the job requires sharing of nonpublic personal information, make sure that any disclosure falls within one of the legal exceptions for disclosing customer information.

The employees at LoanCare pledge to be very careful with the information entrusted to us and periodic audits of employee adherence will be conducted by Quality Control.

eStatements Are Here!

LoanCare rolls out yet another feature in Myloancare.com, our private label website for borrowers to access loan information via the Web. eStatements will be available in 4th quarter 2005 and your customers or members will love the convenience.

eStatement is a service that notifies borrowers when monthly mortgage statements are available and allows them to view it online. Borrowers who have requested to be notified of new products and services will be the first to take advantage of eStatement. Other borrowers will be asked if they wish to enroll and when they do, this service will halt delivery of paper statements. Every month, borrowers will receive an email notifying them that their newest statement is ready to be viewed.

Best of all, this service is available at no cost to you our client or to your borrowers. There is an option that can be used to print copies of any available statement as needed at any time without a service fee.

To get started, borrowers can simply enroll by logging into Myloancare.com and selecting the eStatement Sign Up menu option. Follow the easy directions.

Borrowers can enroll and cancel enrollment in eStatement at any time. If enrollment is cancelled we will resume sending paper statements starting with the next month's statement.

We strongly believe your customers or members will appreciate this service. We have always said that as your subservicer we are a direct reflection of you; the client. If we perform well, borrowers will react positively and your opportunity to win repeat business will increase.

We will keep you posted with other new Myloancare.com features. Among other enhancements, look for a single "portal" for clients to access web services such as LoanInfo Access, SFT, client reports, etc.

Employee Spotlight: Michael Headen - Default Manager

LoanCare welcomes Michael Headen to lead our Default Management division. With over 15 years senior level managerial experience, Michael brings excellent communication, organizational and analytical skills to the table. "My job is to adjust operational strategies and techniques to a dramatically changing environment," says Michael, "the marketplace demands versatility and new approaches."

Since June 1, Michael has made a difference not only operationally but strategically. Case in point, Michael has spearheaded LoanCare's entrance into the "unbundled" loss mitigation and foreclosures services market. He is adept at developing systems and training people to support these default services on a standalone basis.

"Default management is a tough business and I've learned to be both diplomatic and assertive," he explains. With this winning attitude, Michael will contribute greatly to our management team.

LoanCare To Offer Stand Alone Loss Mitigation and Foreclosure Monitoring Services

With our ear to the ground, we are aware of an emerging need in the subservicing business: unbundled services, giving clients only the services they need. In response to this need, LoanCare is developing systems and functionality to support Loss Mitigation and Foreclosure Monitoring as standalone offerings. Now we can reach out to clients needing certain services rather than offering only full service subservicing. More on this in a future issue.

Newsletter Editor: Greg Harney

Fax Numbers for Departments:

Customer Service/Special Loans/Payoff Dept.	757-466-2822
Cashier/Investor Accounting (Purchase Advices)	757-466-0342
Default/Collections	757-466-0380
New Loan Set Up/Document Control	757-466-0343

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