



Remedy Manager

Access the Most Current Data on Your Quality Control Repurchases

Remedy ManagerSM provides online access to the most up-to-date information on your quality control-related repurchases.

Easily check the status of your repurchase requests and review information on request reason, due date and days past due to reduce your follow-up calls and identify requests that require immediate action. You'll also be able to quickly determine if we need additional information to complete our review and whether or not we've received payment.

Key Features

- View and download detailed repurchase activity information from our Quality Control area
- Easily access key reports such *Open Remedy Summary* and *Closed Remedy Details*
- Monitor open and pending remedy requests
- Analyze closed remedy requests
- Link to portfolio management tools like the *Servicer Performance Profile*
- View the current status of remedy requests, an aging report, reason codes, and more.

Servicer Benefits

- Streamline communications with access to the most current status of your quality control-related repurchases
- Identify remedy requests that require immediate action
- Reduce “telephone tag” and the number of required follow-up calls
- Avoid unwanted interest fees for lost or misplaced repurchase requests