

brace.

Software to Revolutionize Mortgage Servicing

Loss Mitigation Overview Deck

A man and a woman are in a kitchen, looking at a laptop together. The man is on the left, smiling, and the woman is on the right, looking at the screen. They are both holding papers. The kitchen has a stove with pots and a counter with vegetables in the foreground.

Why We're Here

Behind the paperwork, the numbers, the regulations — mortgages are people. Real people, real families, in real homes. And real people helping service them.

At Brace, we are dedicated to streamlining the mortgage servicing experience in a way that puts these people first — borrowers, servicers, and investors alike.

brace.

The Current State

A way of doing things
that hasn't seen much
change
in half a century.

Borrowers *Outdated Experience*

- Reactive delinquency outreach.
- No modern, digital solution to apply for financial assistance.
- Time lags exacerbate hardship.

Servicers *Inefficient Systems*

- Still largely paper-based.
- Higher compliance risks.
- No modern, digital workflow solution with embedded investor waterfalls.
- “Stare and Compare” verification and high potential for “fat-fingering.”
- Knowledge silos and resource-intensive new hire onboarding.

Investors *Underperforming portfolios*

- Low visibility.
- Inefficient loss mitigation creating poorer returns.

We understand.

We understand that a \$11 trillion dollar asset class is a boat that's difficult to rock. It's why the status quo has persisted for well over half a century.

But we now have the technology to improve the experience for every stakeholder in the loan lifecycle.



The Solution

Mortgage servicing that
works better for all
stakeholders.

Borrowers *A 21st Century Experience*

- Proactive delinquency outreach.
- Intuitive interface for digital application process and communication portal.
- Informed borrowers with faster resolutions.

Servicers *One Platform*

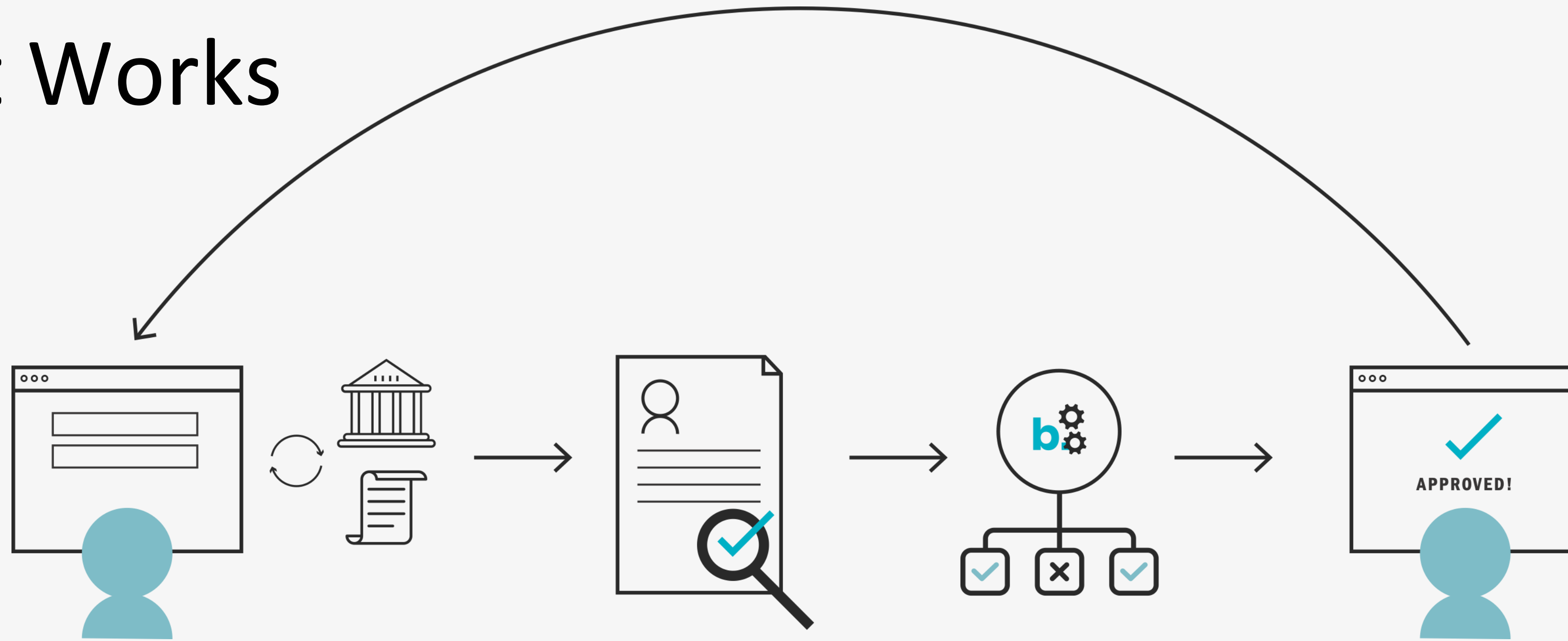
- Streamlined workflows and task management.
- Systematic verification via “Optical Character Recognition” (OCR).
- Modern, flexible investor rules engine.
- Increased loss mitigation efficiency means a significant overall servicer cost reduction.

Investors *Better Outcomes*

- Higher visibility.
- Better investor outcomes, quicker re-performing loans.

The Solution

How it Works



The Borrower

The Borrower — either on their own initiative or through proactive servicer outreach — enters the loss- mitigation lifecycle via an intuitive online portal. Once there, they apply for financial assistance by answering some questions, connecting their financial information and submitting required documentation.

The Servicer

Applications, with attached documentation, are pulled into a user-friendly pipeline — with built-in prioritization, workflows, and task management. The Servicer can then review applications, request additional materials from Borrowers, and systematically verify financial documentation via OCR.

The Brace Engine

Once the application is complete, the loan seamlessly transitions to Underwriting, where the Brace engine will automatically provide a loss mitigation recommendation. The engine is fully customized to the priorities and regulatory considerations of your business. From Underwriting, the resulting loss-mitigation options are then delivered back to the Borrower.

A user-friendly experience

1. Interface

Intuitive journey and clear communication that reduces application time and enables quicker turnaround.

2. Financials

Integrated with services to pull asset and paystubs seamlessly making it safe and easy for Borrowers to share their sensitive information.

3. Documentation

Smart document portal asks for the documents you need to process the application.

4. Digital Signature

Borrowers can e-sign right from their computer, tablet or phone.

5. Communication

Pre-configured email and SMS communication control.

The screenshot shows a web form for 'De Grasse Bank' with a 'Demo' dropdown in the top right. A vertical sidebar on the left contains a progress indicator with six steps: Borrower Information (active), Property Information, Hardship Information, Financial Information, Documents, and Review & Submit. The main content area is titled 'Please input and verify your information below.' and contains the following fields:

- Borrower Information:**
 - First Name *: Demo
 - Middle name
 - Last name *: Borrower
 - Last 4 digits of SSN *
 - Email *: ashling@lotusandash.com
- This is used to verify your identity
- Primary phone *: Select... ▾
- Alternative phone: Select... ▾
- Mortgage property address:**
 - Address line 1: 123 Main St.
 - Address line 2
 - City: Hometown
 - State: CA
 - Zip code: 95001

The screenshot shows a web interface with a top navigation bar (Home, Loan, Metrics) and a left sidebar menu (Notifications, Roles & permissions, Region management). The main content area is divided into two sections:

- Notifications:** A list of notifications with checkboxes and links to preview or edit messages.
 - ☒ **Application Submitted**
a borrower completed the application
Preview message | Edit Message
 - ☒ **Missing Document**
a borrower submitted an application that is missing documents necessary to provide a loss mitigation outcome
Preview message | Edit Message
 - ☒ **Missing Data**
a borrower submitted an application that is missing data necessary to provide a loss mitigation outcome
 - ☐ v1 ✓ Active version
 - ☒ **Start Application**
borrower/co-borrower hasn't started after x time
Preview message | Edit Message
 - ☒ **Signature Required**
a borrower has yet to complete and sign the application
Preview message | Edit Message
- Missing Data - v1 (active version):** A section for managing missing data.
 - Subject: new subject
 - Dear {{firstName}} {{lastName}},
 - You have submitted a Loss Mitigation Application, how
 - Additional data required: {{missingData}}
 - Sincerely, {{spocName}}

Brace for Servicers

Straightforward interface, systematic intelligence

1. Reporting

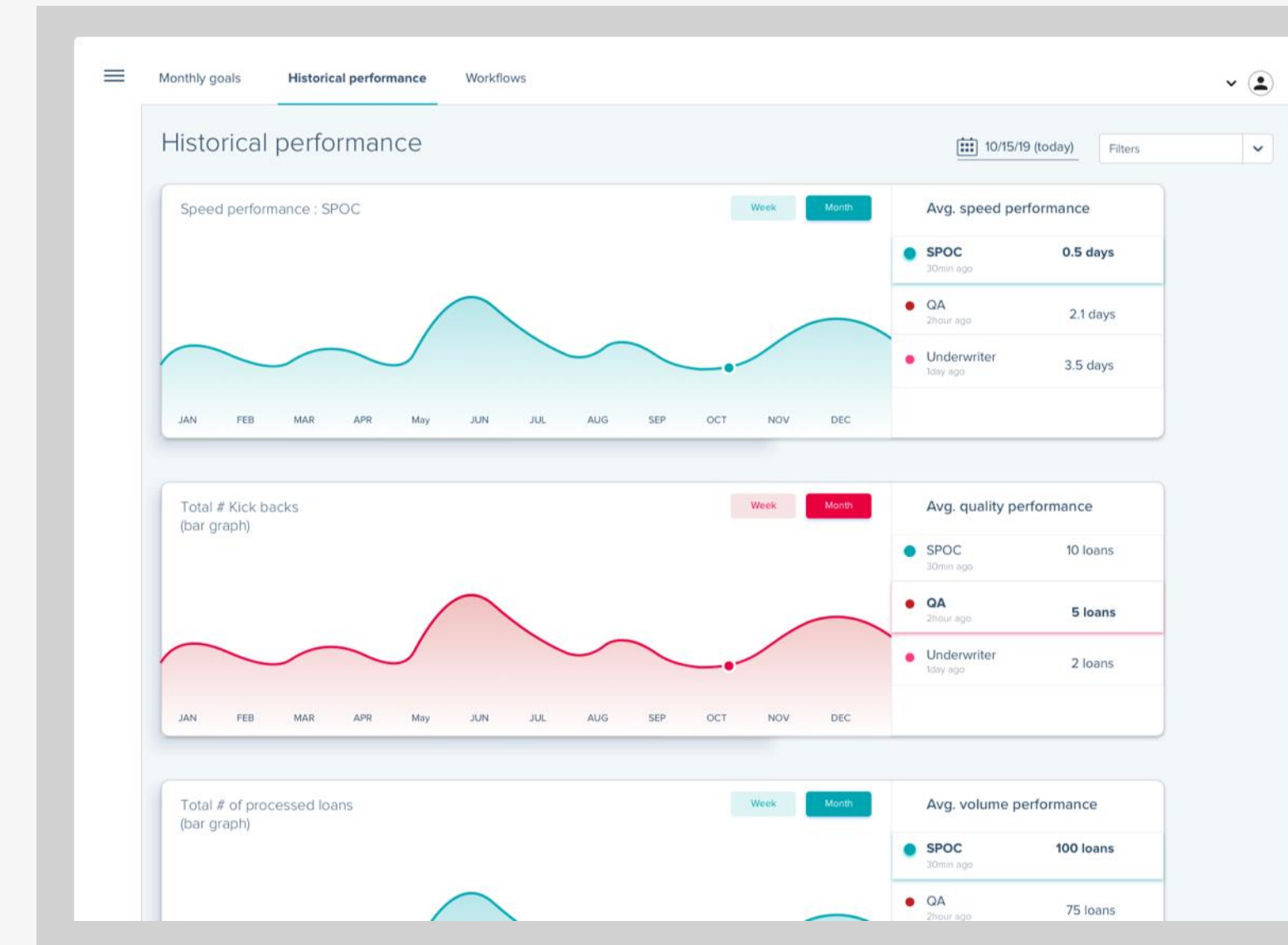
Management insight into productivity and performance.

2. Pipeline

Users have a clean, clear view of their application. The platform is configured to ensure users are addressing the highest priority applications first.

3. Workflow

Loan-level task system with embedded OCR capabilities to help guide the users' workflow.



The screenshot shows the 'Loan tasks' workflow interface. It includes a sidebar with 'Loan tasks' and a main area with a 'Verify first and last name' form. The form has fields for First name, Middle Name, Last name, and Verification source. A 'Submit for plan selection' button is visible. A 'LOAN SNAPSHOT' panel on the right shows loan status, tasks, borrower info, property address, delinquency status, and active user.

Verify first and last name

First name: Christopher, Middle Name: , Last name: Robin

Verification source: [source 1]

Buttons: Reject, Verify

LOAN SNAPSHOT

Loan status: Processing

My tasks: 1/4 complete

All tasks: 2 of 10 complete

Borrower(s): Christopher Robin

Property address: 6 Menomonie Menlo Park, AR 14979

Delinquency status: 90+ days

Last paid: 09/19/20

Active user: Crystal Nguyen

Submitted date:

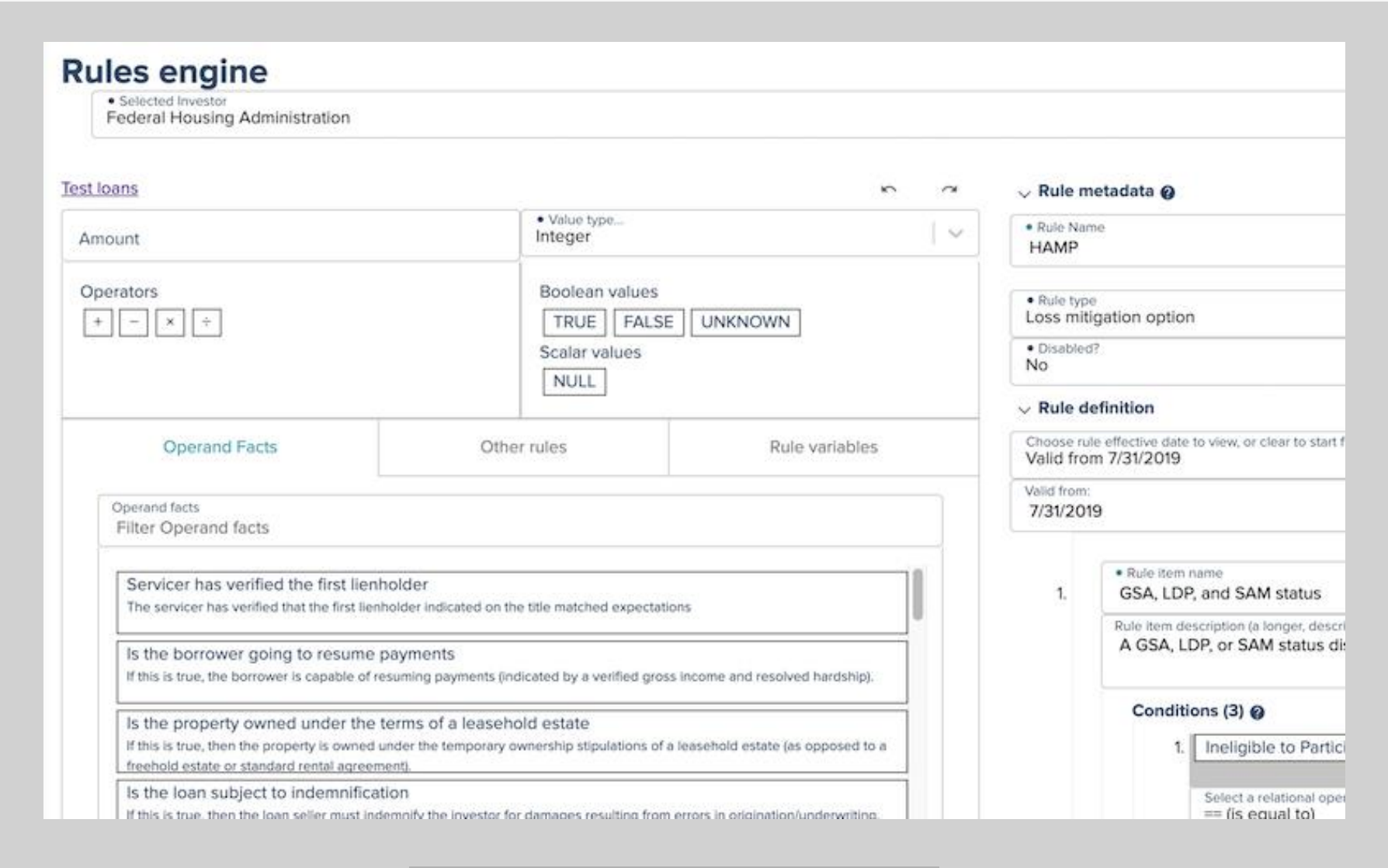
RESPA date: 03/31/20

Brace for Servicers

Flexible and configurable for all your servicing needs

1. Rules Engine

Built for the modern world with flexibility to update quickly when investors updates happen. Pre-built GSE / Agency Waterfalls.

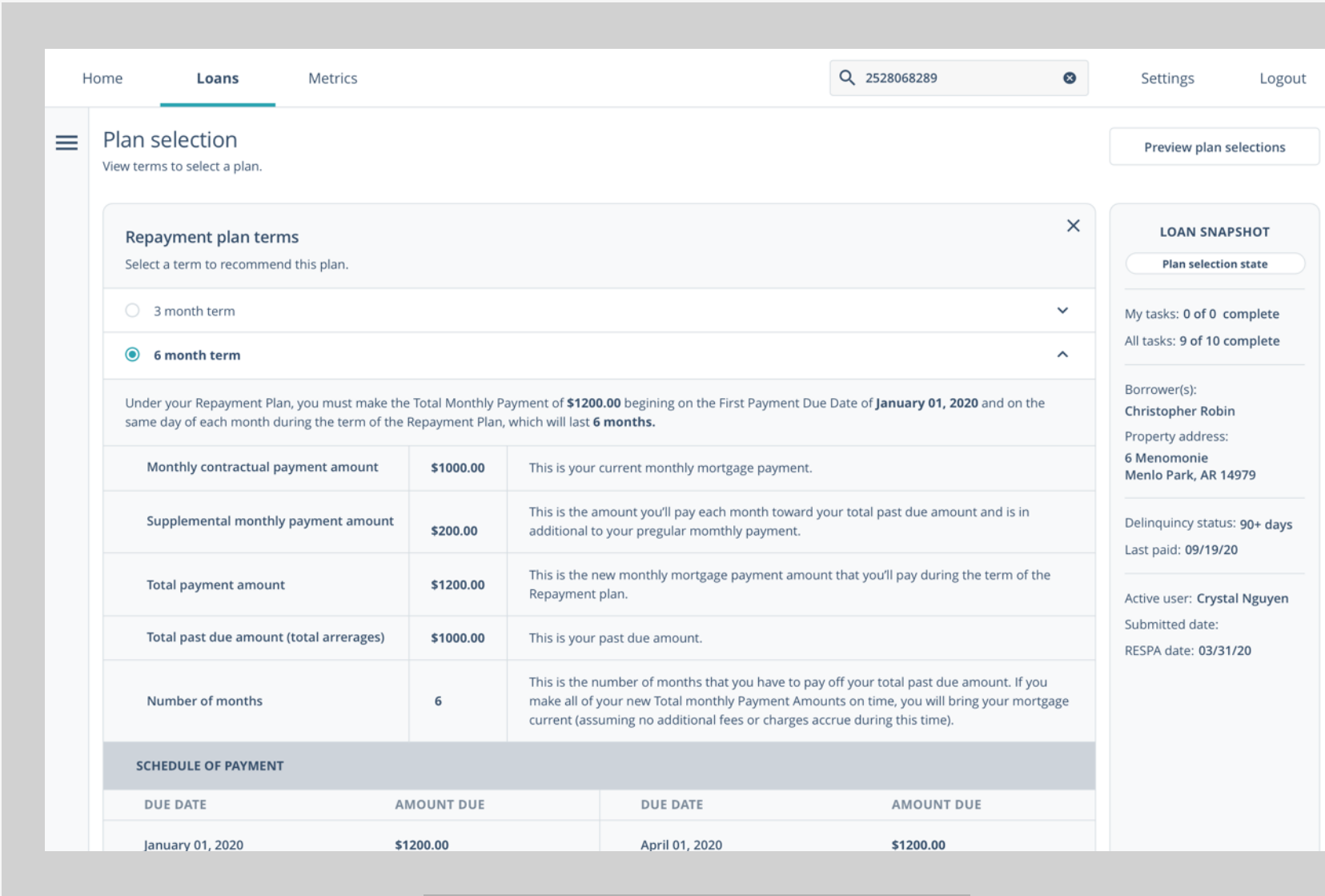


2. Audit History

Take significant pain and risk out of compliance with a comprehensive digital footprint of your Servicing activities.

3. Decision Making

Brace’s platform takes borrower-provided information, servicer system data, and proprietary investor waterfalls to quickly and accurately recommend loss mitigation decisions.





We think it's worth repeating:

We build the Brace that's best for your business.

We know you have specific compliance, prioritization, workforce, security, and infrastructural needs and concerns. If you're about to ask — the answer is yes, we can build that for your business. It's why we're here.

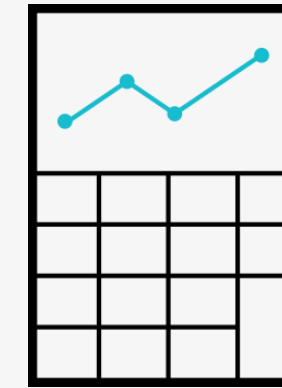
The Brace peace of mind —

All your bases are covered



Compliance

Full audit log capabilities and the removal of typing errors means taking anxiety and human error out of the compliance equation.



Cost Consciousness

By reducing workflow and labor inefficiencies, you can process more loss mitigation applications and provide a better borrower experience.



Visibility

Servicers can much more easily manage employee performance, and Investors have a better understanding of what's going on inside their portfolios.



Onboarding & Training

By bringing all of your servicing needs into one platform, you no longer need to worry about institutional knowledge being siloed within specific areas or individuals. That knowledge is built into Brace, making onboarding new hires much less labor intensive and reducing the learning curve.

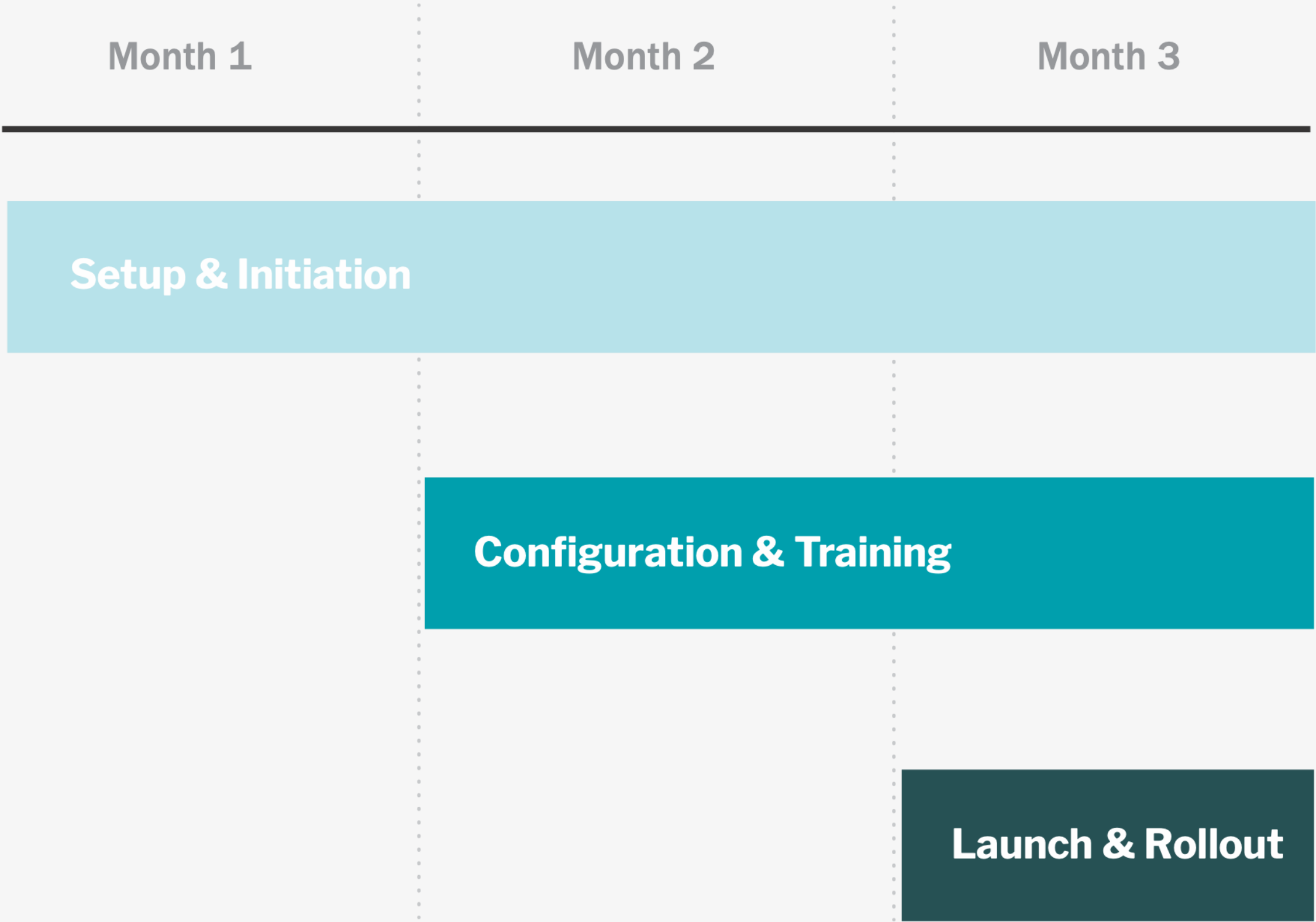
Brace fits seamlessly into your existing infrastructure.

Fast deployment within a quarter, not a year

During the Setup and Initiation Phase, Brace works side-by-side with your team to integrate seamlessly into your existing infrastructure. We conduct a data mapping exercise and create a non-production environment that you will have access to in order to test the back-end integration and overall branding.

We configure our platform to mirror your existing policies and procedures

During the Configuration and Training Phase, Brace does a deep dive into your existing workflow to prepare for a seamless transition to the Brace platform.



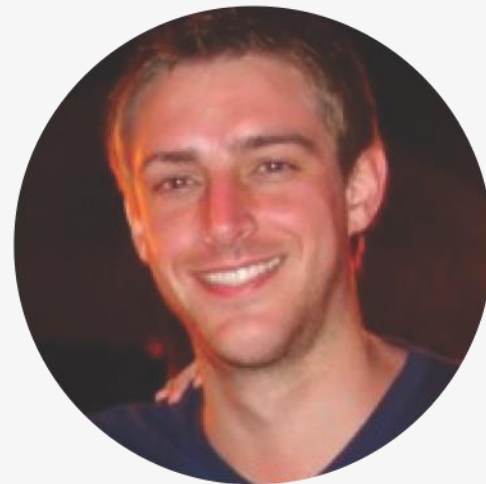
Our Team

Years of cross-industry expertise, one goal.



Eric Rachmel
CEO

Previously Venture Investor
at Propel & Industry
Ventures



Bob Carter
Director of Product
Strategy

Previously Director of
Servicing at Lending Home
(6 years servicing
experience)



Rob Brueckmann
VP of Engineering

Previously Director of IT at
Wells Fargo (owner of
customer-facing prime
brokerage)



Nick Corpuz
Director of Compliance

Previously VP of Servicing at
MQMR (14 years servicing
experience)



Tamara Lewis
VP of Ops /
Customer Success

Previously VP of Customer
Experience & Global
Operations at Tala

A photograph of a family in a kitchen, overlaid with a teal color filter. A woman on the left is smiling and looking down at a child. A young girl in a checkered dress is sitting on a stool, facing away from the camera. A man on the right is standing, wearing an apron, and looking towards the woman and child. The text "Thank you." is written in white, sans-serif font across the middle of the image.

Thank you.