



epiq efficiency

The world's largest banks, mid-size financial companies and mortgage servicers rely on Epiq for their regulatory settlement administrations and voluntary remediation programs.

In the wake of the Global Financial Crisis, Epiq has emerged as the leading settlement administrator for both public consent orders and self-identified remediations. Selected by the world's largest banks, mid-size financials and mortgage servicers alike, Epiq has been vetted and approved by such regulatory agencies as the CFPB, OCC, DOJ, FRB, HUD, SEC, FTC and the USDA. Our experience working with various regulators provides a distinct advantage when architecting remediation, restitution and distribution plans.

What we offer

Due Diligence. Our experienced data analysts, innovative technology and proprietary address updating protocols, allow us to achieve maximum outreach and optimal payment negotiation rates for your program.

Participation Rates and Satisfaction. In regulatory programs we achieve greater than 80% participation rates. We also deliver participant satisfaction with minimum complaints.

Financial Controls. Our rigorous payment controls meet the banking industry's own security and audit standards, meet or exceed SSAE16 controls and mandates, and meet or exceed all applicable federal standards.

Escrow, Treasury and Tax. In-house accounting and tax professionals provide secure, controlled disbursement and fund management.

How we deliver

Plan. Expert support teams are assigned to your case from our client services department of experienced regulatory specialists, each with several years of direct settlement administration experience.

Execute. As we implement your plan, you receive complete program support from our in-house contact center. The entire team assigned to your matter completes comprehensive, project-specific training, followed by ongoing evaluation, coaching and support. You can also rely on our sustained record of success in complex and multi-stage document reviews.

Report. We provide a reporting manager, as needed, to determine your exact requirements, develop reporting templates for your review and supervise development, testing and validation of production reporting.

Audit Support. We provide timely and accurate audit trails, control totals, quality assurance work papers and other materials your auditors may request.

People. Partnership. Performance.

epiqglobal.com

Representative cases

\$320 Million HAMP Settlement Between SunTrust and DOJ

As part of the settlement, SunTrust will provide up to \$274 million to thousands of current and former SunTrust customers who suffered harm as a result of alleged deficiencies in SunTrust's administration of the HAMP program. Those alleged deficiencies included misrepresentations and omissions in communications to SunTrust customers regarding how the HAMP program would work. Epiq architected a Victim Compensation and Restitution Plan resulting in payments to certain borrowers who participated in HAMP.

Wells Fargo and Federal Reserve Board Consent Order

In 2011, Wells Fargo and the Federal Reserve Board reached an agreement related to certain mortgage loans made by Wells Fargo between January 1, 2004 and September 30, 2008. A civil money penalty (CMP) of \$85 million was assessed by the Board of Governors, and Epiq architected a remediation program resulting in thousands of payments to eligible borrowers pursuant to the terms of the consent order.

National City and CFPB, DOJ Consent Order

This restitution program resulted from the consent order between the CFPB and DOJ with PNC Bank (PNC Bank bought National City Bank in 2009). The settlement resolved claims made by the government agencies that National City Bank discriminated against African-American and Hispanic borrowers in its mortgage pricing from 2002 to 2008. The settlement established a \$35 million fund to pay African-American and Hispanic borrowers identified by the government agencies as having overpaid.

Everbank/OCC Independent Foreclosure Review Agreement

On August 23, 2013, EverBank agreed to pay approximately \$37 million to more than 32,000 borrowers whose mortgages serviced by EverBank were in any stage of foreclosure in 2009 or 2010. These payments are part of an expedited payment agreement entered into between EverBank and the Office of the Comptroller of the Currency (OCC). The agreement resolves an Independent Foreclosure Review (IFR) of EverBank's foreclosure practices. Epiq architected a remediation and distribution plan to expeditiously distribute the appropriate funds to eligible borrowers.