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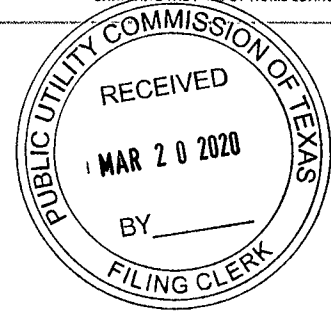
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50664

mr.
cooper
CHANGING THE FACE OF HOME LOANS

March 12, 2020

Texas Public Utilities Commission
William B Travis Building, Congress Ave
Austin, TX 78701



To whom it may concern,

This is in response to the email received on March 19, 2020 from the Texas Public Utilities Commission seeking information related to the steps taken by Nationstar Mortgage LLC d/b/a Mr. Cooper ("Mr. Cooper") to mitigate the COVID-19 negative impacts

Mr. Cooper has been closely monitoring the events and implications of COVID-19 and have been actively engaged in financial and operational planning to address any contingency. The foundation of our planning has centered around our existing Business Continuity Plan ("BCP") and Pandemic Preparedness Procedures. The ability to manage any type of event that could disrupt our business has been a level of planning the Company has actively pursued over the years.

In respect to COVID- 19, we are taking the necessary steps to ensure the Company is properly prepared to address this event as it continues to unfold. Specifically, this includes:

- Establishment of a special Pandemic Preparedness Team,
- Operational contingency planning for all our business operations, and
- Disseminating information to our customers

Pandemic Preparedness Team

To coordinate our pandemic planning and decision-making efforts, we have created a Pandemic Preparedness Team. Since the planning efforts we are pursuing are comprehensive and need careful coordination, we felt it was important to have focused leadership to ensure the Company is well prepared. This team consists of senior leaders throughout the Company who are continually monitoring local, national and world events related to COVID-19, performing business continuity risk assessments across the Company, creating new and supplemental readiness action plans as necessary and coordinating our internal and external communications.

This team is meeting daily to vet and react to changing events so that our planning efforts can be adjusted accordingly. This team also brings a coordinated and disciplined approach to our overall

contingency planning and provides a means to ensure our internal and external communications about the COVID-19 event are clear, consistent and our employees, vendors and customers are kept informed.

Operational Contingency Planning

At this time, we are not experiencing any disruption to our services or business. The Company's internal Pandemic Preparedness team is actively monitoring the situation and is prepared to activate our control procedures, as needed. This team is also reviewing existing business continuity plans and adjusting as needed to ensure we can limit disruptions to the business, customers, clients and partners while keeping our team members safe should the company experience an impact from the virus.

We are also engaging with our key vendors to ensure they have capabilities to support our operations. This includes reviewing their BCPs, coordinating our planning efforts and evaluating our internal contingency plans in the event of a service disruption.

The Company already utilizes a remote work model today where certain employees work from home during the normal business week and others work from home full-time. Consequently, we already operate and understand the remote business process, the focus now is ensuring we have the necessary equipment, technology and connectivity to operate in this manner for all employees over an extended period.

As of 3/20/20 we have transitioned to a work from home model for the majority of our organization. We expect to have all employees working remotely by the end of the month with the exception of the follow areas, where cross training and other contingency plans have been put into place:

- Post Closing Physical Document Handling
- Payment / Check Printing
- Mailroom
- Document Execution / Scanning
- IT Data Center

All employees working remotely will adhere to the following requirements, not limited to:

- Ensuring all applicable laws and regulations, including data security requirements are met.
- Requiring employees access only through VPN which requires credentials and authentication.
- Prohibiting all physical business records at non - licensed offices/branch locations
- Prohibiting employees to meet with consumers at an unlicensed location.
- Providing notifications and various communications to our customers as needed.
- Adhering to all other provisions that remain in place.

Additionally, the Company has a robust cyber security and fraud risk management program. These programs continually monitor for elevated or new activities and include regular reporting and escalation, as necessary.

Customer Information

As of today, our customers have been communicated with in the following manner: email, website alert, and a blog post. Recently, we have expanded the capability of our website and mobile apps which gives customers additional options to self-serve and at this time, our customers are being reminded that these capabilities can help them any time during this event.

Additionally, we continue to work directly with our industry peers to make recommendations on possible solutions that will assist our clients and customers impacted by the pandemic. Once a decision has been made, communications related this will begin with our customers.

Contact Us

Clearly, the COVID-19 is a dynamic and quickly changing event. You can rest assured this issue has our full attention and the Company is committed to proper contingency planning and is taking the necessary actions required for the Company, our employees and customers.

If you have any additional questions, please let us know.

Sincerely,



Steve Covington