



CASE STUDY

Atlantic Bay Mortgage Revamps Its Subservicer Oversight Program with SubsequentQC

COMPANY PROFILE



Founded in 1996 by Brian Holland, Atlantic Bay Mortgage Group® (Atlantic Bay) lends peace of mind to borrowers throughout the mortgage process.

Atlantic Bay is currently licensed in 25 states to serve our borrowers across the country.

Atlantic Bay vows to continue to hold their relationships, culture, commitment to the community and credibility as our highest mission.

For more information, visit <https://atlanticbay.com>.

PROBLEM

Atlantic Bay Mortgage Group was dissatisfied with the quality of the subservicer audit reports it was receiving from its vendor.

Not only did the reports include a good deal of unnecessary information, making the reports difficult to analyze quickly, but Atlantic Bay's management team also felt the overall quality of work did not justify the expense.

SOLUTION

After hearing about the shortcomings of Atlantic Bay's previous subservicing audit firm, Subsequent QC, LLC (SQC) offered a different approach.

In addition to providing sample reports, SQC – MQMR's servicing-focused sister firm – explained how Atlantic Bay could take advantage of the tremendous in-house auditing expertise and economies of scale SQC delivers through its annual audits of all the major subservicers to achieve higher-quality reporting and tremendous savings of both time and money.

RESULTS

One of the major reasons Atlantic Bay switched to SQC was to improve the quality of reports it received on its subservicer.

For Noreen O'Brien, Manager of Servicing Compliance, Special Loans and Default at Atlantic Bay, the difference between the audit reports she receives now versus the reports from the previous audit firm are night and day.

"Because SQC strips the fluff out of its reports and narrows down the focus to what is most important to us in terms of investor requirements and compliance, I'm able to zero in on the issues that need attention," she said. "Additionally, part of my job is to review the audit reports and work with the subservicer to implement any recommended best practices. SQC's suggestions are always spot on, and their report also points out what the subservicer has done in the last year to improve their subservicing operations, which is extremely helpful."

(cont.)



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Manager of Servicing
Compliance, Special Loans
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Atlantic Bay Mortgage Group

RESULTS (cont.)

While improving service levels for the master servicer is a major component to any subservicing review, SQC's audits also go deeper to uncover ways in which the subservicer can also improve the service it provides to borrowers. In Atlantic Bay's case, the solution to better service for borrowers lay in training.

"When it comes down to it, Atlantic Bay is all about the borrower experience. Regulatory compliance is certainly important, but we also want the borrower to be happy and to receive the correct information relatively quickly. Staff training plays an important role in ensuring that happens," O'Brien explained. "SQC pointed out that some employees were not receiving all of our required training, which ultimately impacted borrower service levels. That has since been corrected, resulting in a

better experience for our borrowers."

In addition to its comprehensive, easy-to-read reports and holistic method of identifying areas of improvement, SQC's consultative, proactive approach to client service provides the icing on top of an extremely satisfying partnership with O'Brien and Atlantic Bay.

"The relationship with SQC is just awesome. I don't have to keep notes on much because the SQC team is so thorough. The pre-audit questionnaire is also extremely helpful because it often reminds me of specific topics or issues on which we want SQC to focus during the audit," she said. "I can also get the SQC team's opinion about how we can improve our subservicing oversight, and they're more than happy to give me what I consider to be a very expert opinion."

ABOUT SUBSEQUENT QC, LLC (SQC)

SQC is a premier provider of servicing quality control audit solutions for mortgage lenders and servicers. With extensive experience in loan-level servicing QC,

servicing/sub-servicing operational reviews and general servicing advising, SQC helps its clients climb higher by bridging the gap between servicing risk and compliance. To

learn more, visit subsequentqc.com. For those seeking origination audit, risk and compliance support, visit mqmresearch.com.