



Redress manager 2010

Incorporating Mortgage Fundamentals®

Redress for Investment, PPI, Endowment/Pension mortgage, Underfunding
Loan & Mortgage reconstruction and Forecasting

Fast accurate results, first time, every time | *Calculations performed in seconds* | *Enhances staff productivity*

Reports produced are clear and concise

Redress manager 2010 is built on and includes the Mortgage Fundamentals® system used by many financial service companies including banks, building societies, life assurances companies and those companies providing support and guidance to financial services (including FSCS and FOS).

System abilities

Mortgage, loan capabilities - reconstruct the original loan and compare various scenarios including incorrect rates, method of repayment, arrears, overpayments etc...

Endowments - calculate redress based on a variety of FOS scenario's including sold into retirement, partial conversions, change of lender, variety of other mortgage scenario's (RU89)

Payment protection insurance - Single premium added to loan / mortgage and monthly premiums allowed for; various scenarios including missing premiums, waiver of conditions, claim periods, . User and system provided rates for interest (PS10/12)

Investments - comparison of product sold versus equivalent product or savings based on savings / bank of England rates using compound or simple basis

Pensions - calculations based on comparing actual scenario (e.g. transfer to different policy or SIPP) versus what would have been if left. Again this includes interest roll-ups based on simple / compound interest.

Software licence information

The licence for Redress Manager 2010 is linked to an individual company but within that company you may use the product to process any of the above or any other type of complaint you can use the system for.

Any company having an existing Mortgage Fundamentals® licence will receive this upgrade FREE of any additional charge.

Why Redress Manager 2010?

Redress manager builds on Mortgage Fundamentals® and the name change has been to remove the confusion when clients consider our redress solution.

Clients throughout the UK know and trust our software to produce the right results and we are constantly improving our software and testing to ensure that confidence remains high.

Road map

Over the years we have constantly improved our product range, ensuring each release brings with it more features. The latest release is currently in test and we have already re-visited several key areas to ensure it meets our key criteria;

- Backward compatible - can still run old cases
- Platform compatible - testing on both old and new versions of windows, like Windows NT, XP, Vista and Windows 7
- Regression testing - this release will underwent over 8 million checks on the figures it produces
- Usability - ensuring existing customers will be able to use the system without additional training (although we strongly recommend training every 9-12 months, especially on the new features)

Behind the scenes we have been working on a new version of the calculation engine that is significantly faster than our existing engine, whilst including all the knowledge we have gained over the last 15+ years.

The new engine will address individual complaint areas and power a new generation of sophisticated tools.