



Mortgage Fundamentals® Quality Control Services

Working with you to ensure your standards remain high

Background

Mortgage Fundamentals is a system developed by Exasoft for the comparison of mortgages. For the purpose of CP75, companies are using the system to compare endowment / ISA & Pension (interest only) mortgages against hypothetical capital repayment mortgages.

For mortgage complaints, companies use Mortgage Fundamentals to reconstruct mortgage accounts, this enables a comparison to take place where a term, method or rate which was applied to the account needs to be altered.

Quality Control

At Exasoft we recognise the need within companies to ensure cases are being processed correctly whether done internally or externally. Our aim is to help you improve overall accuracy thereby reducing the need to rework cases. We have developed several services to assist you with this.

Advanced Training

Following on from initial training we have developed Advanced training which covers new features within Mortgage Fundamentals along with some of the more difficult scenarios. We also cater for individual requirements thereby ensuring that each session is tailored so that each group of delegates get the most from the day. Even if you are only using Mortgage Fundamentals once or twice a week, we strongly recommend this course. Pre-requisites for this course are Initial training and 2-3 months of hands on experience (if no basic training or internal training has been provided you must be using the system actively).

Certification

It is essential that all those using Mortgage Fundamentals are competent in their use and understanding of the system. We have developed tests for case workers who enter cases and case checkers who have the final signoff on a case. The certification checks for attention to detail and the users understanding of Mortgage Fundamentals. Pre-requisites to the certification is that users have 6 months of hands on experience and where possible have taken the advance training (though this is not compulsory it is highly recommended).

Onsite Review

Reviewing your procedures and onsite processing enables us to quickly assess if you are operating Mortgage Fundamentals correctly and helps identify areas of concern or where improvements can be made. The outcome of our review is an informal discussion and formal report. This is not an audit of procedures but a review of your use of Mortgage Fundamentals and the items associated with this. Many companies do forward the results from our review to the FSA as part of their quality assurance process.

Case File Review

Ensuring standards remain high is paramount and to this end we now offer an on / off site case review service. This allows you to send us cases you have already processed using Mortgage Fundamentals to have the quality checked and any potential issues pointed out (*checking done by very experienced Certified Mortgage Fundamentals users*).

Working together

We are committed to promoting higher standards as this benefits everyone and this is why we have devoted so much time and effort creating these quality control services. In addition, we believe that you should have a way to measure external firms and consultants promoting themselves as Mortgage Fundamentals experts and we hope our quality control services assist with this.

Mortgage Fundamentals® Advanced Training

£395 per delegate provided by Exasoft on our site (Full day 10.30am-4.00pm)
Negotiable on site

Mortgage Fundamentals® Certification

Case worker	£250 per delegate at Exasoft
Case checker	£295 per delegate at Exasoft
Retest	75% of initial fee

Mortgage Fundamentals® Review

Daily charge	£2,495 + expenses (based on one consultant)
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Mortgage Fundamentals® Case File Review

Our site (per case)	£75 (min 10 cases)
Your site (Daily charge)	£1,995 + expenses

All prices are exclusive of Vat at 17.5%
We reserve the right to change prices without notice

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