



EXCELLENCE IN LOAN SERVICING

C4C provides comprehensive loan servicing for clients across Southern New England that finance affordable housing, small businesses/nonprofits and energy efficiency. C4C's loan servicing clients include housing developers, non-profit/CDFI lenders, state and municipal government entities and utility companies.

C4C's servicing portfolio consists of various housing and community development loan programs that include first-lien and subordinate consumer and commercial mortgages, government-insured mortgages and unsecured consumer loans. C4C offers the ideal, cost-effective solution to lenders who could benefit from outsourcing their loan servicing activities.

C4C services a portfolio valued at over \$200 million whose clients include:

- 1 The Connecticut Housing Finance Authority
- 2 Habitat for Humanity
- 3 State of Connecticut
- 4 Various other municipalities around the State of CT

C4C Focuses on Customer Service:

C4C specializes in providing services that meet the needs of affordable housing lenders by providing a high level of customer service to first-time and community development borrowers.

Contact Us Today!



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C4C Helps the Lender

C4C's complete package of loan servicing services help lenders and borrowers.

- Lenders receive timely and accurate reports about their portfolios.
- Borrowers receive attentive customer service from knowledgeable staff.

C4C's Services Include

- 1 Remittance processing
- 2 Loan collection & loss mitigation services
- 3 Accounting, tax services, escrow analysis
- 4 Monthly reporting
- 5 Automatic Payment Drafting

C4C also provides Private Label services, customized reports, and other special services requested by lenders.

FREQUENTLY ASKED QUESTIONS

Who is Capital For Change, Inc.?

Capital For Change, Inc. (C4C), is the largest full-service Community Development Financial Institution (CDFI) in Connecticut. We serve people, nonprofits, small business and public institutions by providing flexible, creative and responsive financial products and services that support an inclusive and sustainable economy. Our high impact programs and products broaden access to affordable housing, energy efficiency and job opportunities for underserved communities and the families that live there.

Who are C4C's Loan Servicing Clients?

C4C's loan servicing clients are state, federal, non-profits, and CDFI lenders. C4C's portfolio consists of fifty different housing and community development loan programs. Clients include the Connecticut Housing Finance Authority (CHFA), the Connecticut Department of Economic and Community Development (DECD), various Habitat for Humanity, and the Connecticut CDFI Alliance.

Why Use C4C for your Loan Servicing Needs?

C4C offers the ideal solution to lenders who want to outsource their loan servicing activities. C4C provides superior customer service to both borrowers and mortgagees. C4C can customize monthly report data and provide information to clients in real time. C4C offers many features for its customers, including automatic payment deduction to borrowers, a website where borrowers can make online payments, and easy-to-read year-end statements.

What are C4C's Fees for its Loan Servicing Services?

C4C generally charges a fee ranging from \$8.00 to \$16.00 per loan per month. The price per loan per month varies depending on the size of the portfolio serviced and the selection of services C4C provides to the lender. C4C also charges a one-time fee to transfer and set up an existing portfolio on C4C's software and inform borrowers of a change in servicer.

Capital for Change
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Capital For Change, Inc. (C4C)
Loan Servicing
Available Services

- 1. Remittance Processing**
 - daily payment processing (checks and ACHs)
 - daily deposits to investor trust account
 - preparation and mailing of coupon book or monthly billing statement
 - welcome letter to borrower on new or transferred loans
 - preparation and mailing of CFPB required Periodic Billing Statements as applicable
 - end-of-month remittance to investor via wire transfer or check
 - create and maintain individual pools for investor by funding source

- 2. Delinquency Management Services**
 - perform daily collection and loss mitigation activities with delinquent borrowers from 5 days delinquent up to 120 days delinquent
 - prepare repayment plans for delinquent borrowers (based on guidelines provided by investors)
 - conduct monthly property inspections for delinquent real estate secured loan (based on guidelines provided by investors)
 - maintain record/log of calls and correspondence with borrowers
 - counseling referrals (based on guidelines provided by investors)
 - prepare routine letters to delinquent borrowers who are 15, 30, 45, 60, 90, and 120 days late in making payments
(note: excludes monthly meetings with investors regarding delinquencies)

- 3. Investor Accounting**
 - monthly bank account reconciliations of investor trust accounts
 - issue month-end reports on investor account electronically or mail
 - Investor online access to portfolio accounts
 - maintain escrow accounts for taxes, insurance, lost draft funds
 - maintain escrow accounts for repairs, maintenance, and other reserves
 - annual review of escrow accounts

- 4. Customer Information**
 - maintain toll-free number for customer inquiries
 - respond to customer inquiries by telephone, email, or written correspondence
 - online account access for borrowers to make payments or review loan details
 - establish Automatic Clearinghouse Accounts (ACH) for automatic draft payments
 - year-end statements to borrower, IRS, State
 - annual Privacy Statements
 - payment histories and/or amortization schedules to borrowers upon request
 - prepare pay-off statements
 - maintain escrow accounts for taxes and insurance
 - third-party lockbox service for expedited centralized payment processing

- 5. Other Services**
 - maintain accurate information on individual loans
 - provide information for mortgage releases
 - update mortgage assumption
 - update loan data when loan is modified



Capital For Change, Inc. Loan Servicing Services

Frequently Asked Questions

Who is Capital For Change, Inc.?

Capital For Change, Inc. (C4C), formerly CT Housing Investment Fund, Inc. (CHIF), is a certified statewide Community Development Financial Institution (CDFI) providing flexible financing, loan servicing, and technical services to developers and homeowners to improve and increase the supply of housing affordable to Connecticut residents. C4C implements solutions to help families become and remain homeowners.

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What is C4C's Expertise?

C4C specializes in providing comprehensive loan servicing services to non-profit organizations and government agencies that make affordable housing loans to low- and moderate-income borrowers.

What is the Software C4C Uses?

C4C operates LOANS! For .NET ("LFN"), a product of Benedict Group, Inc, which will provide greater flexibility and functionality. LFN is a state-of-the-art loan servicing system that provides detailed reports and custom features for community development and housing loans.

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C4C consistently receives the highest rating in loan servicing performance from the Federal Housing Administration (FHA), and is recognized for helping lenders improve their loan portfolio performance.

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For More Information about C4C:

Please visit our web site at www.capitalforchange.org or call 860-233-5165.



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FOR CHANGE**

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