

## Become Part of the Clarifire Community Portal™

The financial industry is in flux due to federal regulator mandated “single point of contact” requirements designed to assist borrowers in need. New directives compel servicers to streamline their processes, present all foreclosure prevention alternatives and more effectively move the borrower through the default prevention process to resolution. Technology, of course, is the obvious solution.

eMASON’s Clarifire Community Portal™, powered by its Clarifire® application, delivers the single point of contact and foreclosure prevention alternatives to borrowers in one place. In fact, all participants in the default management cycle, including counselors, mediators, attorneys, brokers, servicers, investors - the community -- share business processes in one access point. The view is configurable, allowing servicers to control what borrowers can and cannot see. By unifying stakeholder processes into one view, the Clarifire Community Portal meets and *exceeds* the Single Point of contact edicts.

- 📁 **Requirement:** Handling of borrowers’ loan files with personal knowledge of the borrowers’ situation.
  - ✓ The Clarifire application provides the Single Point of Contact with visibility into a borrower’s loan history across all departments in one view.
  
- 📁 **Requirement:** Ensuring the single point of contact has access to current information to accurately and adequately inform the borrower of the status of his/her file.
  - ✓ Secure Information available in one view including contact information, key milestones, notes and documents.
  
- 📁 **Requirement:** Borrowers will not be required to resubmit the same documented information that has already been provided.
  - ✓ Borrower documentation is associated with a borrower’s loan case and available in one centralized place. Documents are only one click away, never lost.
  
- 📁 **Requirement:** Borrowers are notified promptly of the need for additional information.
  - ✓ The Clarifire Community Portal gives borrowers self-serve, secure access into the status of their files, even providing email and text message alerts.

The Clarifire Community Portal provides borrowers with a platform to communicate with their Single Point of Contact, receive notifications, upload financial documents and review in real-time the status of their workout. Servicers using the Clarifire Community Portal participate in the automated workflow, the workout qualification and decisioning for borrower inquiries. Together with the Clarifire application, the Clarifire Community Portal gives servicers access to robust reporting and auditable processes that meet the requirements of managing borrower default activities and communication.

Based in Clearwater, Florida, eMASON is one of the nation’s fastest-growing private companies as ranked in the ‘Inc. 500.’ eMASON’s clients include Fortune 500 companies. Isn’t it time you became part of the community?

**For more information on solutions to the Clarifire Community Portal,  
please contact Stacie Hawkins at 866-222-3370 or [shawkins@eClarifire.com](mailto:shawkins@eClarifire.com)**

