

THE BEST IN PROPERTY PRESERVATION

From property inspections to large rehabilitation projects, the industry's top field service companies are stabilizing the nation's neighborhoods, one home at a time.

Property preservation has become more than just routine maintenance and trash-outs. It is central to mitigating risk and loss severity, to protecting our local neighborhoods, to sustaining the value of homes across the country, and to the housing industry's recovery.

Whether securing an abandoned home for the winter weather or working in collaboration with city officials to ensure vacant properties don't impact the safety and welfare of local residents, property preservation specialists are on the very front lines of the nation's housing markets each and every day.

Property preservation specialists don't just respond to housing's ups and downs—they get out in front of marketplace fluctuations. They don't take a reactive approach to regulations and municipal ordinances that might impact their clients—they become influential participants in the process, educate officials on the dynamics of the market, and guide their industry partners toward compliance. And they don't just support neighborhood stabilization—property preservation specialists lead the charge of revitalizing America's communities.

Over the next few pages, you'll find information on the industry's top firms in the property preservation space. Find out what sets them apart, the secrets to their success, and what's on their agenda for the coming year in this special edition of *DS News*.

PROPERTY PRESERVATION GUIDE

ASSURANT FIELD SERVICES



→ KEY PERSONNEL

Dan Hoppes

Senior Vice President—Assurant Mortgage Solutions

Robert George II

VP Business Development

Loetta Arrington

VP Client Management

→ GEOGRAPHICAL SCOPE

- » Nationwide coverage with a regional focus.
- » Puerto Rico

STAFFING

- » Number of employees: Approx. 400 (Field Services) and 16,000 (Assurant)

BUSINESS LINES, SERVICES, AND PRODUCTS:

- » Inspections: occupancy, exterior/interior, compliance, loss draft, bankruptcy, damage, quality control, and custom surveys
- » Pre-Foreclosure: securing properties, rekey, ongoing lawn maintenance and winterization
- » Post-Foreclosure: interior and exterior property maintenance, property rehab and repairs, and all pre-foreclosure services
- » Support Solutions: HOA, property registration, utilities management, cash for keys, deed-in-lieu and lock-out support

CORPORATE DETAILS: 101 W. Louis Henna Blvd., Austin, TX 78728 | 800.468.1743 | assurantmortgagesolutions.com

COMPANY DESCRIPTION: Headquartered in Austin, Texas, Assurant Field Services provides regional coverage nationwide. Our teams are dedicated to changing the way field services are delivered. We think outside the box to give our clients an advantage – reducing your risk, from first notice of default through REO disposition. Assurant Field Services focuses on reducing exposure to risk and preserving the value of homes for clients while maintaining healthy, stable neighborhoods in communities nationwide.

As part of Assurant Mortgage Solutions, we are uniquely positioned to align with clients' goals to lower risk. Assurant Mortgage Solutions' comprehensive suite of mortgage solutions proactively manages risk, from origination to disposition. We offer the opportunity for a single source provider to have stability and peace of mind. Our growing portfolio of solutions includes title services, valuations, field services, and mortgage technology.

Assurant Field Services offers: inspections, pre-foreclosure, post-foreclosure and support solutions.

COMPANY HISTORY: Founded in 1996, Field Asset Services, LLC ("FAS") was one of the first field service companies to offer nationwide coverage. In 2013, Assurant, Inc. acquired FAS to create Assurant Field Services to expand its mortgage solutions offerings. Assurant Mortgage Solutions was established to provide the mortgage industry with a single, committed partner who can help reduce risk throughout the mortgage lifecycle.

WHAT SETS YOU APART FROM YOUR COMPETITORS? At Assurant Field Services we understand that our clients have exposure to risk at each stage of the asset lifecycle. Our proven process and extensively trained team proactively identify risk. This approach, combined with our technology solutions, allows us to streamline risk management, keep clients up-to-date on property status and manage complex timelines to ensure our clients' assets are protected. Assurant Field Services' skilled, responsive team is committed to continued innovation and service excellence, and is the foundation of our ongoing success.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?

Assurant Field Services is a proactive strategic partner who is dedicated to reducing risks for our clients. As Assurant we provide enhanced strength in:

- » Audit Management
- » Finance
- » Regulatory compliance
- » Human Resources
- » Security
- » Accounting

WHAT ARE THE KEYS TO YOUR SUCCESS:

Assurant Field Services' success is driven by our people. Our responsive team is committed to continued innovation and service excellence, and is the foundation of our ongoing success. Assurant Field Services day-to-day focus on quality performance is why clients turn to us to protect against exposure to risk.

WHAT INDUSTRY AWARDS, ACCOLADES, AND MILESTONES HAS YOUR BUSINESS ACHIEVED:

- » Assurant, Inc., a global provider of risk management solutions, was named a 2016 Best Employer for Healthy Lifestyles® award-winning company by The National Business Group on Health, marking the fifth consecutive year the company has been recognized.
- » Assurant, Inc. was named to the 2014 list of America's 50 Most Trustworthy Financial Companies published by Forbes magazine.
- » Austin Business Journal's Healthiest Employers of Central Texas (2010–2013)
- » InformationWeek 500, an annual listing of the nation's most innovative users of business technology, recognized FASconnect in its first year with a company ranking of 174 (2011).
- » Progress in Lending Association's Innovations Award Winner (2010).

REGULATORY COMPLIANCE: Assurant Field Services employs a director of regulatory compliance who works with the Assurant Government Relations and Legal Departments to keep abreast of regulatory and legislative changes that impact the field service business. Through government relations, Assurant Field Services also works with government agencies and departments to provide input into rulemaking in the regulatory change process. Internally, Assurant Field Services maintains a centralized change management process to insure regulatory and legislative changes are implemented properly into our processes and procedures.

KEY FEATURES/BENEFITS: Assurant Field Services utilizes data, technology, and service excellence to change the way field services are delivered. Dedication to continuous improvement and innovative solutions are cornerstones of the company's success. By leading the industry through forward-thinking strategies, Assurant Field Services provides its clients with advanced solutions. The company is committed to delivering the highest quality service every day for every customer, every vendor, and every employee.

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