

NextJob Homeowner ReemploymentSM

Addressing the root cause of foreclosures.



THE CHALLENGE

Unemployment accounts for up to 50% of mortgage defaults and, the average foreclosure loss - including negative equity, holding time to resale and transaction costs to resell the nonperforming asset - is often \$40,000 or more.

To avoid these losses, normal strategies often leave a real gap. Forbearance, without job search, is too often a lose-lose approach. Delinquent borrowers are often stuck in long-term unemployment by the time they stop paying their mortgage and forbearance often only delays the inevitable.

“When it’s a loan structure issue, you can deal with that, but when it’s an unemployment issue, unless you go out and find them a job there’s not much you can do, eventually that loan will go into foreclosure.”

- Jay Brinkman, Chief Economist,
Mortgage Bankers’ Association

We think Jay Brinkman is on to something and we’ve customized our service around it.

THE SOLUTION

Lenders can leverage NextJob Homeowner ReemploymentSM services for borrowers who default due to job loss to help them land a job and stay in their home.

We offer customizable coaching packages as well as webinar and software educational solutions.

All have been designed, tested and proven to motivate, educate and connect borrowers quickly to their next job.

1. One-on-One Job Coaching

We match each borrower with an experienced professional for one-on-one phone-based weekly coaching that gives borrowers the motivation and confidence to push through both personal and job search challenges.



Coaches assist through frequent contact, including calls, e-mails, job referrals, all at the convenience of the borrower—including nights and weekends. And because we operate virtually, we can serve borrowers, wherever they live, with our best-matched coaches. Coaching often includes:

- Resume, cover letter and marketing plan development
- Career direction, including leveraging transferable skills
- Networking to find the 50% of all jobs that “hidden”
- Interview training, preparation and practice
- Learning and leveraging social media, including LinkedIn & Facebook

“You can’t pay your mortgage if you don’t have a job, no matter how much your payment is.”

- Marcy Novak,
Fifth Third Bank Mortgage Borrower

2. Online Job Club Webinar

We complement our coaching and software with an expert-led weekly webinar in a collaborative environment. Borrowers gain in-depth expert advice, emotional support and peer encouragement that reduces stress, sustains motivation and promotes accountability as borrowers realize they are “not in it alone.”



3. Online Job Search Learning System

Based on the latest in curriculum design, our online system is customized to reflect user input and has proven, in the largest control-group study of its kind, to improve job search skills by two grades from a D+ to a B+.



Rich Video Learning – Instead of impersonal animation, we include dozens of videos with advice from real employers, job seekers and job search experts.

Largest US Job Board Aggregator – We’ve incorporated the largest job board, with millions of unduplicated jobs from thousands of job and employer sites.

Customized Job Agent – This feature emails specifically-matched openings to borrowers as they’re posted.

Step-by-Step Accomplishments-Based Resume Builder – We teach resume building in a way that not only grabs an employer’s attention, but also boosts borrower interview confidence by focusing on accomplishments.

Smart Phone and Tablet Enabled – Borrowers can actively learn, wherever they are, whether a coffee shop, at home or in line at the grocery.

Progress Tracking – In real time, coaches can track borrower progress and collaboratively edit a resume.

Practical Personality Assessment – Our tool goes further than most by answering the “so-what” question – what occupations, work environments and co-workers fit best.

“The financials are compelling, but equally important, it’s changing people’s lives My guess is that when you can engage in a program and help people out of a difficult situation and to return to work, these are people who are going to be customers of yours for life.”

- Larry Magnesen, Fifth Third Bancorp
Chief Marketing Officer
American Banker, Feb. 2013

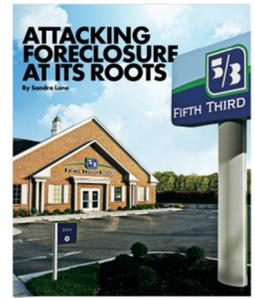
REEMPLOYMENT SERVICE BENEFITS

1. Reduce Losses. Reduce the losses of foreclosure and generate a loss mitigation ROI of over 300% by engaging borrowers early and proactively where they most need help.

“The results were amazing— even greater than we had anticipated.”

- Jon Meade, Fifth Third Bancorp
SVP and default servicing manager
Default Servicing News, Aug. 2013

2. Improve Public Relations and CRA Activity. Gain tremendous public relations value through innovative industry leadership. Our solutions drive strong financial and PR benefits for our customers and have been featured in *The Wall Street Journal*, *The Chicago Tribune*, *Bloomberg News*, *American Banker*, *Default Servicing News* and *Voice of America TV*.



Our reemployment solutions can also be used to target Community Reinvestment efforts and underserved markets.

3. Create Culture and Customers for Life. By implementing NextJob’s reemployment solution, customers avoid the negative press and impact from foreclosures and instead gain exceptional customer loyalty and community goodwill. The loyalty for our customers has also spread to their own employees who take new pride in their organizational culture.

“The first thing I did, before I even called my mother, was to call my coach We were both screaming on the phone.”

- Maya Gray, Borrower
Upon landing her new job through NextJob
American Banker, Jan. 2014



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