

Homeowner Reemployment: Helping borrowers get back on track.



THE CHALLENGE

Unemployment has long been the largest driver of mortgage delinquencies and often leads to losses that are costly on many fronts.

The forbearance approach works for some unemployed borrowers, but many who are delinquent due to job loss are stuck in long-term unemployment.

Without a proactive solution, too few borrowers land an adequate job in time to keep their home.

*“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**

THE SOLUTION

With NextJob’s Homeowner ReemploymentSM, servicers can triple the number of unemployed borrowers landing jobs so they can avoid the significant costs of foreclosure and keep customers in their homes for a true win-win.

The service is driven by an evidence-based design, leveraging modern job search techniques and a focus on re-instilling confidence.

Each borrower is matched with an expert job coach who proactively meets weekly with them and helps them design a job search plan and execute it. Borrowers are further equipped and motivated through weekly expert-led webinars and NextJob’s proprietary online reemployment platform.

One-on-One Job Coaching

We personally match each job seeker with an experienced professional for weekly, one-on-one coaching calls that give borrowers the motivation and confidence to push through both job search and personal challenges.

Coaches assist through ongoing, frequent contact—calls, e-mails, job referrals—all at the convenience of the borrower, including nights and weekends.



Because we operate virtually, we can serve borrowers wherever they live, with our best-matched coaches. Coaching often covers:

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

Online Job Club Webinar

We complement our coaching and software with an expert-led weekly webinar in a collaborative environment.

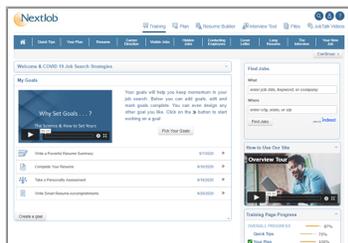


Borrowers receive in-depth expert advice, emotional support and peer encouragement that reduces stress, sustains motivation and promotes accountability as job seekers realize they are “not in it alone.”

Online Job Search Learning System

Based on the latest in curriculum design, our online system is customized to reflect user input and uses a teach-show-do approach and gives our coaches real-time tracking of borrower progress and the ability to collaborate.

 **Rich Video Learning.** We include dozens of videos with advice from real employers, job seekers and job search experts.



 **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 job seeker interview confidence by focusing on accomplishments.

 **Mock Interview Tool.** When it's time to prepare for the real thing, there's no substitute for practice. Job seekers can interact with a recorded video interviewer asking common and hard interview questions. They can record and review their responses, demeanor and poise.

 **Smart Phone and Tablet Enabled.** Job seekers can actively learn, wherever they are.

 **Highly Accessible & Multi-Lingual.** Simple back and next buttons allow all computer or phone users to thrive. The system also can translate into over 100 languages with the click of a button.

 **Largest US Job Board Aggregator.** We've incorporated the largest job board, with millions of unduplicated jobs and a customized job agent that emails specifically-matched openings to job seekers as they're posted.

 **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

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 it.

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

Jon Meade, Fifth Third Bancorp
SVP and default servicing manager
Default Servicing News

2. **Improve PR, ESG and CRA Activity.** Gain

tremendous public relations value through innovative industry leadership. Our reemployment solutions drive strong PR benefits for our customers. Our program won BAI-Finacle's Global Banking Innovation Award. And our services 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 not only help manage delinquencies, they can also be used to support Community Reinvestment Act efforts and underserved markets.

3. **Create Customers for Life.** Foreclosures and short sales damage relationships. Our program helps borrowers see you in a different and unexpected light – and that goodwill carries over to families and friends too. We also have found that the positive impact can extend to your employees, who gain more pride and satisfaction in their work when they can make even more of a difference in customers' lives.



"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



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