Backup servicing provides insurance and security on your portfolio to ensure your investment remains stable in the event your primary servicer fails.

**Backup Servicer**
Backup servicer regularly receives and analyzes loan data in preparation to take over as primary servicer in case of a trigger event.

**Trigger Event**
Failure of the existing servicer to perform or the servicer/originator's insolvency.

**Originator**
Originator sends loan data to primary and backup servicers.

**Primary Servicer**
Primary servicer is responsible for active servicing of the portfolio.

**Backup Servicer Transitions to Role of Primary Servicer**

**Data Transfer / Boarding**
Transfer latest data files and onboard the loan portfolio to backup servicer's platform.

**Borrower Communication Begins**
Communicate to borrowers via email, direct mail, and by phone with new billing information.

**Service Transfer Complete**
Vervent takes over as primary servicer within 30-60 days.

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Interested in backup servicing? 888.486.2509

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