BRIMMA SOLUTIONS

Mortgage Automation Unleashed 2023

OBrimma

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How to Get Started



Brimma has a starting point that meets your risk-reward profile.

If you want to see quick wins, Brimma can deliver <u>Basic automations</u> in a 2-6 week timeframe using Microsoft's Power Automate platform.

For more impactful automations, Brimma can work with you to deploy <u>cloud-based</u> <u>automations</u>.

If your goal is not just to automate but also to give your team better tools, Brimma has a set of <u>Task-specific solutions</u> as well as some more complex tools that provide multi-task <u>Workflow solutions</u>.

If you want to define your unique journey, Brimma's Premier Mortgage Business Process <u>Consulting</u> team can help you create a roadmap. Master Solution Catalog

- By Business Process

BASIC AUTOMATIONS	
ADVANCED AUTOMATIONS	
TASK SOLUTIONS	CONSULTING
WORKFLOW SOLUTIONS	CONSU
CUSTOM SOLUTIONS	

Point of Sale	Compliance	
Lead Assignment / Escalation	Initial Disclosures	
Order / Evaluate Credit / Liabilities	Adverse Actions (Statements of Denial, NOIA)	
Check HomeReady Eligibility		
Supplement Property Data	Auto-redisclose	
Order Fees	Generate/send Change in Circumstances	
Order Appraisal	Run Fraud check	
Team Loan Data & Documents BOT	Run QM Points and Fee tests	
POS Data Synchronizer	Auto Reprice	
Credit Score Locking	TCPA Synchronizer	
LO Mobile Loan App	PreDisclosure Validator	
LO Lock Extension Mobile App		
Quick ReApply		
DU / LPA Sandbox & Compare		
Dual AUS		
Reverse LOS Integration		

Vallia solutions support the loan process from end-to-end

	Processing / Underwriting	Closing / Post-closing
	Order Flood	Servicing Transfer Notifications
Denial,	Order HOI	ULDD Extract / Upload
	Order Payoffs	MERS Registration / Transfer
	Order SSN Validation	QC
	Order Tax Transcripts	Document Expiration Alerts
	Order Title / Escrow	Servicer Loan Number Generator
s	Order WVOEs	Purchase Advice Download
	Order VOIs	HMDA-LAR Validation
	Send Notice of Flood Zone	Post-closing CD Updates
	Send Notice of PIW	
	Evaluate Document Data	
	Order Early Check / LQA	
	Service Provider Synchronizer	
	Document Data Validator	

Order Out Automation and Monitoring

Basic Automations



BASIC AUTOMATIONS	
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Brimma's basic automations are grounded in the use of Robotic Process Automation to eliminate rote, time-wasting tasks and free your people to do knowledge work

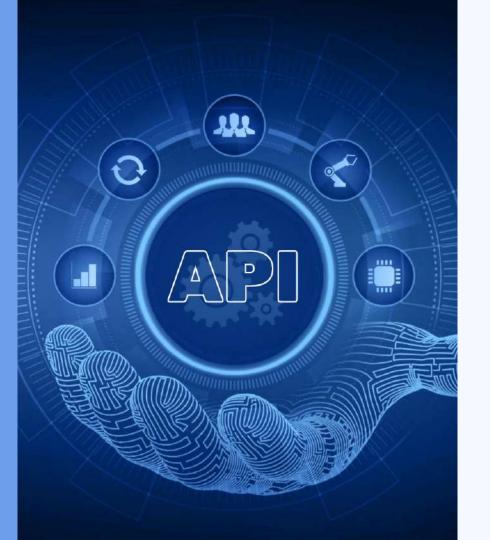
- Quick and easy to get started with <u>high ROI</u>
- Easy to (self)maintain
- More <u>cost effective</u> than every major RPA competitor

- Order Disclosures
- Intent to Proceed
- Order / ReOrder AUS
- ULDD
- Rate Lock Extensions
- Post Closing Bundles
- Closing Disclosures
- MERS
- PCQC
- Servicing Portfolio Uploads
- Servicing Bundle Downloads

Advanced Automations







Brimma's advanced automations take advantage of APIs to provide complex "headless" automations your existing systems cannot consistently deliver.

- Lights-out processing (no human involvement)
- Provide immediate action when triggered
- Cloud-based

- Service Provider Auto-synch
- Sending of Servicing Transfer Letters
- Auto-NOIs, Auto-Statement of Denial
- POS Data Compare
- Credit Score Locking
- Auto-Document Classification
 and Filing
- Servicing Loan Number Generation
- Servicer Reports/Downloads
- FNMA Property Type & HomeReady & Purchase Advice

Task Solutions







Brimma's Task Solutions provide focused-relief from the most prevalent issues in your existing POS/LOS.

- <u>Modern user interfaces</u> optimized to the task to improve efficiency
- Always synchronized with your existing systems
- Configured to how your business operates
- Meant to fit into Brimma's Solution Framework

- Loan Officer Lock Extension
 <u>Requests</u>
- <u>Vallia Chat</u>
- Quick ReApp
- Post-Closing CD Updates
- DU/LPA Sandbox
- DU-LPA Compare

Workflow Solutions



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CUSTOM SOLUTIONS



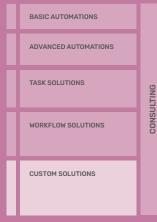
Brimma's Workflow Solutions string together multiple tasks across multiple roles to streamline complex processes that typically bottleneck loan progress.

- Designed to progress tasks with maximum automation while proactively driving users to complete manual tasks in a timely manner
- Typically longer roll-out to ensure adoption

- Loan Set-up Tools
- Order Out Automations
- Loan Officer Mobile App
- Mortgage Driver Connector

Custom Solutions







Brimma's journey includes development of applications that meet unforeseen challenges. Bring us your toughest problems...we promise to deliver!

- Bespoke to your specific way of doing business
- Leveraging all of Brimma's existing tools and accelerators
- Adherent to Brimma's reference architecture to ensure the solution is agile enough to meet your future business needs
- Structured so that you can self-maintain the configuration to lessen your ongoing dependence on Brimma
- Cost-effective due to Brimma's hybrid onshore-offshore model

Consulting



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"If you don't know where you're going, any road will do." - Chinese Proverb

"If you don't know where you are, a map won't help." - Watts S. Humphrey

- Automation <u>Readiness</u>
 <u>Assessment</u>
- Interview Process teams by "persona" to understand specific <u>current state flows</u>
- Identify and document business process and choke points
- Prescribe Quick Hit Wins
- Define longer term transformation opportunities and roadmap
- Deliver actionable implementation plans with scope, timelines and budgets

How We Do It

- Loosely Coupled
- API Centric
- Microservices
- Rules, Events, Webhooks, Workflow





Foundational **Technology Enablers**



We combine "Design Thinking" with our practical Mortgage Domain Experiences to deliver rich user engagement

Mobile Apps Websites Reporting **Rules Editors**



Design, Develop and Test seamless integration strategies leveraging modern methods to synch with legacy application stacks

RESTful APIs JSON JMS

Role Based Workflow

Combining publish/subscribe events with messaging frameworks allows for role based process orchestration and lights out processing

Functions Pub-Sub Azure AWS Steps etc



Construction requires the discipline to avoid the creation of monolithic solutions that are not nimble to the business' needs. Brimma has constructed core services that serve as the reliable building blocks for every engagement.

Componentized

Business Agility



Documenting, Testing and Publishing **Rules Configuration to efficiently** execute business logic using tables, values and effective dating



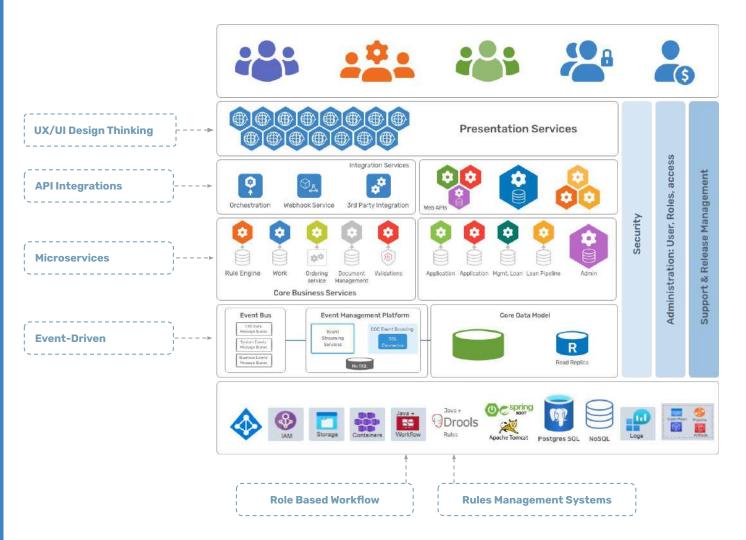


Actions/Workflows.

Key value proposition of a "Verbose" event system is that any single event can "drive" multiple Parallel

> Parallelism Loose-coupling

Foundational Technology Enablers



Brimma Advanced Innovation Case Studies

- Loosely Coupled
- API Centric
- Microservices
- Rules, Events, Webhooks, Workflow



The Microsoft Power Automate Difference



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Microsoft Ecosystem

Unlike other RPA platforms, Power Automate is built on-top-of and within the Microsoft ecosystem. As such, licenses are simply extensions to existing user licenses you likely already have.

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API Integrations

Power Automate makes it just as easy to utilize APIs (which are much more efficient than Connectors). Brimma connects you to LOS APIs Day One.



Limitless Connectors

There is no competition between the "out of the box" <u>connectors</u>

available within Power Automate versus all other RPA platforms. Plus, there are millions of developers contributing to the partner connectors.



Easy to Learn

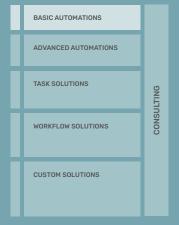
The Power Automate platform is specifically designed for both <u>casual users as well as</u> <u>power users</u>. So nothing prevents your team from putting together Connectors to start solving your everyday problems.

Bottom Line

- Microsoft Power Automate fits all the software you already use better than any other RPA platform
- You get the benefit of Microsoft's scale by getting first class software with first-class training materials
- When supplemented with Brimma's mortgage expertise, you can deploy solutions in weeks, not months

Simple Return on Investment Justification





RPA Bot Use Case ROI Metrics

Total Time - FTEs Saved / Month

Use Case Process	Mins Saved	Annual Loans	Total Hrs Saved	Annual FTE Weeks Saved		
Disclosures	7	48,274	5,632	141		
AUS	4	7,500	500	13		Total Hrs Saved
Intent to Proceed	3	23,769	1,188	30		13,564
Post Closing Bundle	5	20,270	1,689	42		
Export Service Bundle	3	22,191	1,110	28	Annual FTE	
MERS	5	24,361	2,030	51	Weeks Saved	
ULDD	5	7,104	585	15	339	
Lock Desk	5	4,657	388	10		
Auto Assign / Loan Setup	5	4,183	349	9		
Total ROI Savings			13,564	339		
RPA BOT USE CASE ROI METRICS						2021

Because the infrastructure was available RPA could be "re-positioned" in hours to take on "Ad Hoc" last minute projects that deliver profound impact – e.g. Boarded thousands of loans in 96 hours.

Calculated using average FTE cost of \$72K/year.

Lowest Operating Cost of all RPA Platforms



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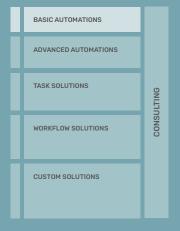
RPA Operating Costs

 Microsoft Infrastructure Requirements: (\$15-\$33) Active Directory License (\$1-\$4 per month) Microsoft 365 License (\$5-\$20 per month) 	Multi-BOT Estimate Per Month			
• Azure Keyvault License (\$9 for up to 10 Bots)	Qty	Total	Per Bot	
 Power Automate Requirements: (\$80) PA Attended License (Staging) \$40 PA Attended License (Prod) \$40 	1 BOT	\$355-\$373	\$355-\$373	
Other Costs: (\$260) Staging VM \$50 	2 BOTs	\$555-\$573	\$277-\$286	
 Power Bl License \$10 PA Unattended Add-On (\$150) Production VM \$50 	3 BOTs	\$755-\$773	\$251-\$255	

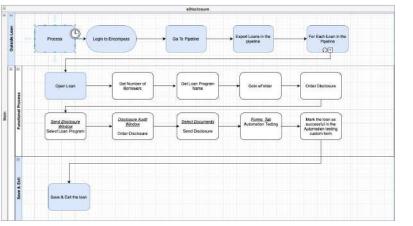
***Pricing is estimated and can fluctuate contingent on client Microsoft relationship, volumes and year to year license costs.

Why Use Brimma for your RPA?

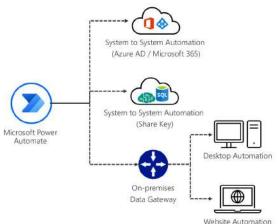




Mortgage Experience



Monitoring



Brimma Solution Differentiators

- Start with the business process so as to understand all of the exception paths
- Reuse prebuilt components that accelerate time and improve quality
- Implement censoring throughout BOTs to enable fine-grained monitoring
- BOTs monitor other BOT "heartbeats", work queues, and virtual machines to reduce the need for human monitoring / notifications

Quick ReApp

Recreate any loan in your pipeline in seconds without losing control

- Easy to use
- Eliminates errors
- Frees-up loan officer time



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Loan Number	Borrower Name	Subject Property Ad	iress	Loan Purpose	Loan Amount	Note Rate	Loan Type	Milestone	Select
9247327124	Christopher Daniel	1383 Fair St #TRLR 9), Clarkston, WA, 99403	Purchase	\$345,000.00	4.500	Conventional	Funded	0
9847635618	Bradford Barrett	3600 Webb Rd, Wol	erine, MI, 49799	Construction	\$125,000.00	4.500	VA	Funding	0
8710078763	Arnold Dominquez	4594 Madison 5555,	Huntsville, AR, 72740	No-Cash Out Refi	\$320,000.00	3.500	FHA	Shipped	0
1011804581	Bobby Shannon	2 Lost Dutchman Dr.	Saint Peters, MO, 63376	Cash Out Refi	\$245,000.00	4.500	Other	Processing	0
5957066983	Richard Wong	852 Bennett St, Marie	m, OH, 43302	Construction - Perm	\$555,000.00	4.500	USDA-RHS	Submittal	0
5738871095	George Hamilton	308 Pine Hollow Cir	\$308, Englewood, FL, 34223	Purchase	\$125,000.00	3.125	HELOC	Underwritten	0
8801045158	Emerson White	3250 Paradise Ave, C	anfield, OH, 44406	No-Cash Out Refi	\$145,000.00	4.500	Conventional	Approval	0

Client Challenge

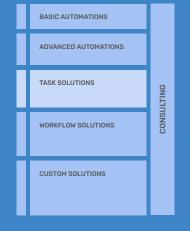
Whether it was for portfolio refinances or because of an adverse event, loan officers found themselves with no good solution to "restart" a loan when they had a previous loan for the borrower.

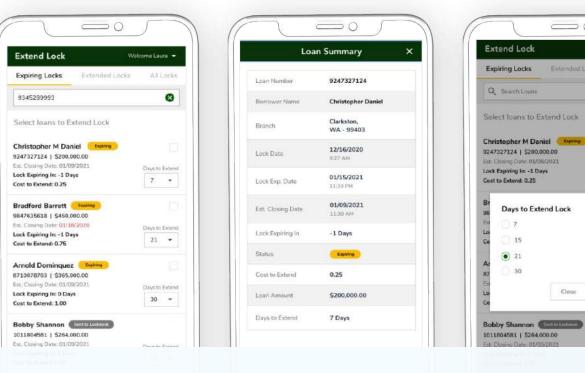
Loan officers with left with the choice to either re-key the entire loan application, or use a copy-loan feature that caused as many problems as it solved.

- Quickly copy any loan
- System intelligently determines what to data to seed
- The loan officer maintains total control of the new application's creation
- Easily connected to POS and/or borrower portal to enable borrower self service

Loan Officer Lock **Extension**

Proactively help LOs find loans requiring an extension and give them a 2-click solution





Client Challenge

Loan officers were missing opportunities for lock extensions either because they are not getting adequate notifications or because the notifications were too time-consuming to act on.

Brimma Solution

- Notifies LOs on a mobile app, untethering them from clunky desktop systems
- Allows LO's to immediately see the cost of any extension and to request >1 extension at a time
- Configurable to your lock extension policy/pricing, including the ability to check if worst-case pricing applies

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Close

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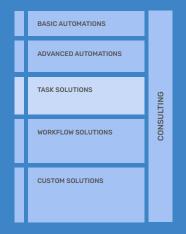
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Select

Vallia Chat

Fast access to loan data without the worry for where it "is"

- Easy to use
- Works for any role
- Frees-up time





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	Loan Summary	
	Loan Number	200016
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ber	Interest Rate %	4.500
8	Amort Type	Fixed
Richland,	Total Loan Amount	\$208,00
	DTI	-
ber	LTV	80.000
•	CLTV	80.000
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\$208,000.00	Loan Number	20001698
-	Loan Type	Conventional
80.000	Loan Program	
80.000	Interst Rate %	4.500
Purchase	Date Locked	*
5/29/2020	Lock Expiration	•
	Loss Term	

Client Challenge

Borrower Name

Team members were jumping from screen to screen and app-to-app to get the information they need to do their job. Each click potentially getting bogged-down in their LOS's poor performance.

Brimma Solution

• Vallia Chat is the bridge to your data

Loan Number

- Vallia Chat bridges the gap LOSs impose by allowing any member of your team to request data through a modern, fast interface that organizes the data how they need it
- And in cases where something is not easily found, your team can request it through normal "English" commands

DU/LPA Sandbox

Freedom to rework loans with just the right amount of compliance control

- Easy to use
- Improved compliance
- Better borrower experience

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Submit Basic DU Scenario			Results	×	
	Current Encompass Value	Scenario Value	Casefile ID 72487123120		
Property/Contract Value	\$200,000.00	\$200,000.00	Submission # 4		
Loan Amount	\$150.000.00	\$160,000.00	Submission Date 08-27-2021		
Down Payment	\$50,000.00	\$40,000.00	12:03:43 Recommendation		
Sub Financing	\$10,000.00	\$10,000.00	Approve/Eligible		
HELOC Balance	. [Appratual Walver Not Eligible		
			Appraisal Rep & Warranty Not Applicable		
Total Loan Amount	\$160,000.00	\$170,000.00			
	1923(AV)	arouses 1	Findings - All		
Note Rate	3.280%	3.280%	Log		
Pricing	99.250	99,250			
	30				

Client Challenge

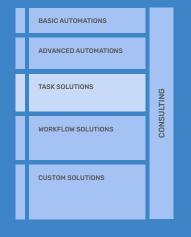
Loan officers and Processors needed to investigate alternative deals for their borrower but they were required to save each deal variation in order to submit it to DU/LPA. This was resulting in multiple, unwanted and unnecessary Changes in Circumstance being generated and sent to borrowers.

- Simplify the AUS submission
- Enable side-by-side of LOS values to always ground users
- Allow easy review of all sandbox submissions
- Easy selection of "winning" scenario and the ability to update the LOS

AUS Sandbox

Freedom to rework loans with just the right amount of compliance control

- Easy to use
- Increased efficiency
- Increased profitability



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Casefile ID 72487193003	Casefile ID 72487193023		Current Encompass Value	Scenario Value	
Submission # 3	Submission # 3	Property/Contract Value	\$200,000.00	\$200,000.00	
Submission Date 08-25-2021 13:17:22	Submission Date: 08-25-2021 1332-32	Loan Amount	\$150.000.00	\$160.000.00	
Recommendation Approva/Eligible	Recommendation Accept/initigible	Down Payment	\$50,000.00	\$40,000.00	
Appraisal Waiver Not Eligible ①	Appraisal Wateen Not Eligible ①	Sub Financing	\$10,000.00	\$10,000.00	
Income Validation Eligible	Income Validation Eligible	HELOC Balance	e [
Assets Requirement		Total Loan Amount	\$160,000.00	\$170,000.00	

Client Challenge

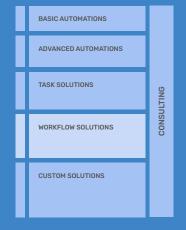
Becauses loans were not being submitted to both DU and LPA, the Lender was missing-out on opportunities where they could receive an appraisal inspection waiver

Similarly, the Lender realized that there were nuanced situations where each AUS provided small profitability and/or efficiency gains.

- Enable users to simultaneously request both DU and LPA on a loan with 1-click
- Provide simple side-by-side comparison of the results with a clear indication if there is a reason that one GSE is preferred
- Allow users to drill-into the detailed findings

Order Out Automation

Orders sent without any human intervention



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→ Title Escrow Conv Co	versations Details			Loan Data Loan Documents
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02/08/2022 P	rderout@brimmatech.com		14 Feb. 11.43 AM	9991 Warford Street Pinedale , WY 82941 Monthly Income
	ubject: Title and Escrow Request - Ln#22004592-Firstimer o: [priyankal@brimmatech.com, sridharans@brimmatech.con :C: [orderout@brimmatech.com] li bocuments for loan has been successfully attached. hank you,	i, saravana.kv@brimmatech.com]		\$0.00 Present Housing Expense \$0.00 Proposed Housing Expense \$0.00 Other Expense \$0.00 Total Expense

Client Challenge

Lender was inundated with emails to and from their Order Out vendors.

The number of people-hours to administer Order Outs not only grew with loan volume, it got harder because of the potential for lost communications.

- Custom Order Out Dashboard to see volume and throughput all in one place
- Fully automated ordering based on LOS data; When loans are "pending", system proactively indicates what data is missing to trigger order
- Hooked into existing LOS pipeline to ensure users could only access loans they are already authorized to access
- Email management backbone, using Lender's email platform, to eliminate the need for users to ever open a shared Inbox
- Key indicators and alerts to drive users to be able to know where to focus their time
- "Snooze" to eliminate distractions

Loan Set-up Tools

Relieve errors and inefficiencies in the initial disclosure process

- Comprehensive
- Works for any role
- Improves loan quality

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lick on Validate Data prior to sending initial disclosures! Validate Data	Refrash Pricing Update Encompass Application 11/18/20	124 on Date 021
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Client Challenge

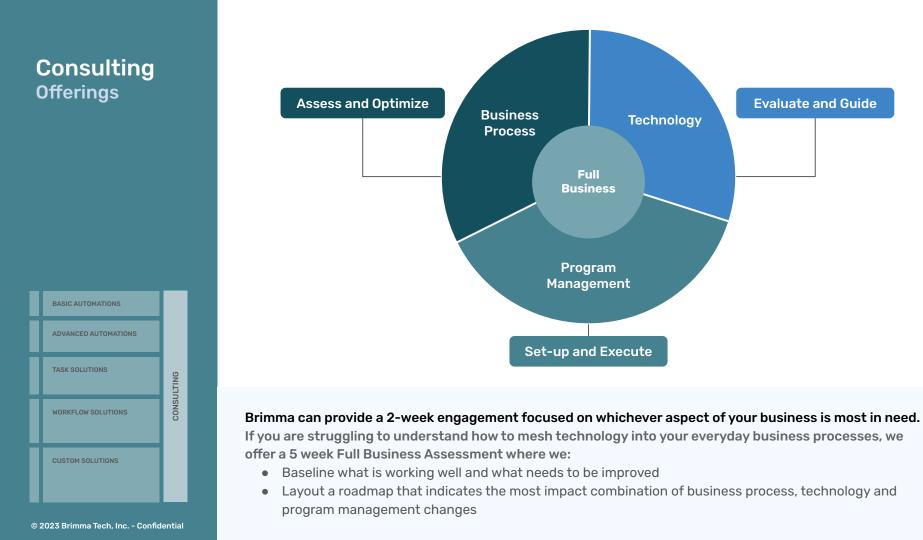
Despite their LOS having tools to enforce data validations on new loan applications, the Lender was finding that loans were consistently entering the 3-day disclosure window with sub-par data.

- Provide a single place to assess and address all validations, pricing, compliance, and fees that apply to the creation of a quality, compliant initial disclosure package
- Externalize the data validation rules so they can be run anytime based on any trigger
- Allow Lender to self-maintain rules

Brimma Advanced Innovation Consulting Services

- Always grounded in Mortgage realities
- Ability to "Quick Hit" or "Deep Dive"





Consulting Technology Assessment

BASIC AUTOMATIONS	
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Things we Do

- Collect data related to efficiency and quality
- Get overall impression of dependence on outdated or ineffective technologies (e.g. email)

EVALUATE

What Do We Do

- Seal Team
- We spend 2 hours each with representatives for the following roles:
 - Loan officer
 - Set-up/LOA
 - Disclosure Desk (if applicable)
 - Processor
 - Underwriter
 - Closer/Funder
- For each role, we have a set of focused questions we ask to ensure we address common pain points

ANALYZE

Things we Do

 Correlate the inefficiencies identified with available technologies and solutions.

- Quantify potential ROI and "time to impact" for each option
- What makes us different? Our approach is not to find places & things to sell you, it is to find the friction points in your process that can be improved. Sometimes it's technology and sometimes it is a change in your process.



What You Get

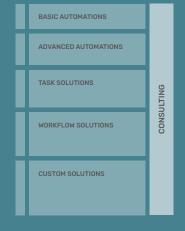
- A roadmap of Quick Hit and long-term opportunities to use technology to improve your organizational effectiveness
- Each item is scored for risk, reward/ROI, and readiness

Brimma offers a 2-week engagement focused on prioritizing technology improvement opportunities

- Collect minimally invasive data to assess your current operating efficiency
- Asked pointed questions to focus on the typical pain points
- Use industry expertise to determine eligible solutions / tools

2 Weeks

Consulting Technology Assessment



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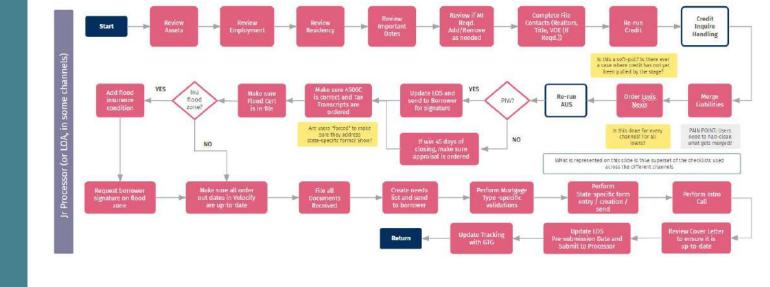
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			ROI							_	
Focus	Short Description	Effort	Improved Loan Quality	Efficiency	Profitability	Communications	Visibility/ Insights	Differentiation	Payback Timeframe (Months)	Payback Ratio	Risk Rating
Registration	Faster experience for Locking	10							6	1.7	30
Conditions	DU/LP Borrower Conditions	4							10	0.4	20
Closing	FIX: Inconsistency between Closing and other elements of system	4							8	0.5	20
Data	Improved CRM data integration	4					-		2	2.0	12
Integration	Expand MarCom Integration	4							2	2.0	12
Integration	Integratability improvements	20							12	1.7	60
Application	Improved borrower application process	2							6	0.3	10
Application	Improved borrower application process	10							2	5.0	10
Workflow / Rules	Improved data validations	20							6	3.3	20
Efficiency	Give users the data they need all in one place	4							8	0.5	20
QA Testing	Improved regression test scripts	10							18	0.6	50

At the completion of a Technology Assessment, you get a Roadmap that clearly depicts:

- The priority of the opportunities for improvement, including Quick Hit improvements
- An estimated Return on Investment payback time frame
- A risk rating based on the complexity of implementing the change

Process Optimization Current State

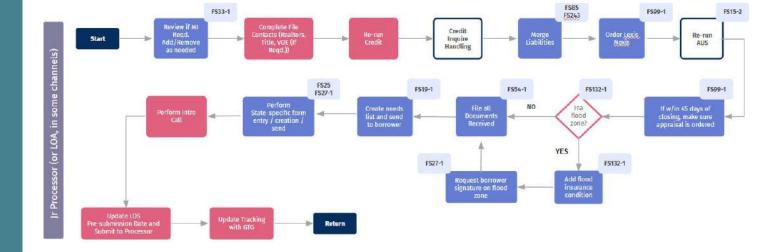


BASIC AUTOMATIONS ADVANCED AUTOMATIONS TASK SOLUTIONS WORKFLOW SOLUTIONS CUSTOM SOLUTIONS

For larger customers that want an end-to-end deep dive

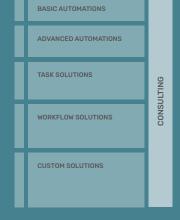
- Brimma collaborates with client teams to understand what happens and why for "root cause analysis"
- We dig into "Pre-conditions" of status, data and documents to group logical "Event Trigger" points
- Collectively we identify process friction points for automation

Process Optimization Future State



Future State envisions all of the possible automations

- Common to eliminate 75-80% of manual effort (e.g. 24 manual steps reduced to 5 in the example above)
- Each automation maps back to your custom roadmap representing your priorities, risk appetite, and change readiness

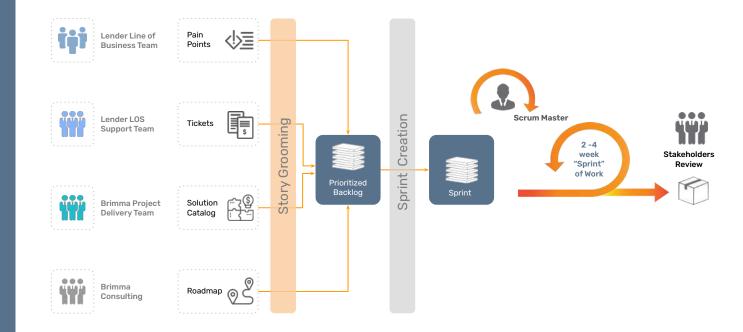


Delivery Approach

- Agile
- Integrated into Your Business and IT Cadence
- Deployed into Your Cloud



Delivery Approach Solutions



BRIMMA METHOD BASIC AUTOMATIONS ADVANCED AUTOMATIONS TASK SOLUTIONS WORKFLOW SOLUTIONS CUSTOM SOLUTIONS CUSTOM SOLUTIONS

Brimma...

- Integrates with Client Product Delivery teams to define solution release schedules based on priorities
- Brimma leads teams to document Sprint Scope "consumable" by tactical teams in 2-4 week Sprints
- Sprints are managed weekly with interactive requirements refinement and interactive deliverables for transparency and real-time feedback, assuring targeted deliverables are met
- Releases are tested and deployed to staging and production
- Backlog of follow on stories are reviewed and "Retrospectives" are conducted for continual improvement

Brimma User Experience

- Intersection of creativity and usability
- Responsive/Adaptive design system
- Greenfielding
- Constantly tuning

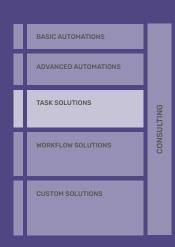


UX in a nutshell





UX User Experience



Our UX

Process



CAMP FIRE Brimma's UX Process

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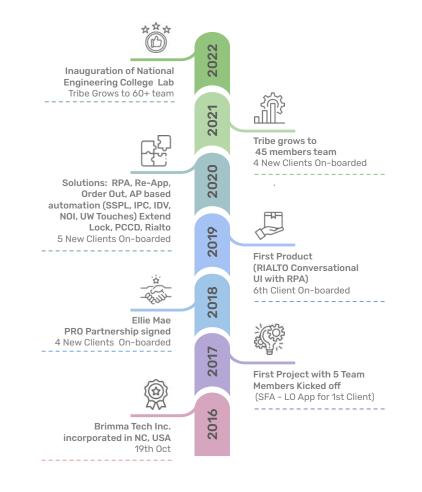
Vision



Our goal is to leverage our proprietary technology reference architecture combined with mortgage business expertise to create modern software solutions that allow you to Validate, Automate, Prioritize, and Optimize.

We strive to empower mortgage lenders to leverage their current investments in technology versus historically disruptive rip-and-replace approaches.

Our Story



Founded on principles of tribal leadership in which we believe, Brimma has successfully been delivering solutions since 2016.

"A <u>tribe</u> is a collection of people who know why they are together, are passionate about each other, bleed for a unified common cause and trust each other implicitly."

Rich Handler Jefferies CEO Ex-Navy SEAL

Our Customers and Partners



Our list of delighted customers and partners continues to expand based on our attentiveness to their needs.

"When you are in a small boat you can see who is paddling hard and who's looking around"

Ev Williams Co-Founder of Twitter

VALIDATE AUTOMATE PRIORITIZE OPTIMIZE

Mortgage Automation Unleashed

OBrimma

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