

Mr. Cooper Leverages Technology and Design Thinking to Help Customers Keep the Dream of Homeownership Alive

New Tools to Reshape the Home Loan Journey

DALLAS, Texas (April 3, 2018) — [Mr. Cooper](#)[®], the nation's largest non-bank mortgage servicer and a leading mortgage lender, today announced a design thinking initiative to develop mobile-friendly solutions that reimagine the experience of homeownership for customers. Mr. Cooper is also launching a web and mobile-based loan tracker as part of its new digital mortgage experience.

The design thinking initiative is a key part of Mr. Cooper's commitment to creating a technology-led experience that puts customers first and helps them realize the dream of homeownership while using their homes more intelligently and managing their finances holistically.

"Mr. Cooper is out to change the experience of homeownership for our customers, giving them the technology, tools and information they need to better understand their home as an asset and a key part of their overall wealth," said Jay Bray, Chairman and CEO of Nationstar Mortgage Holdings, the parent company for the Mr. Cooper brand. "The simple truth is many American homeowners are burdened with debt, particularly from high-interest credit cards which can unnecessarily add hundreds of dollars to their monthly expenses. At Mr. Cooper, our team members are committed to delivering radical customer service and providing innovative technology-driven solutions that enable intelligent homeownership. Ultimately, we want to help our customers better understand and take advantage of their home asset to optimize their personal balance sheets."

As Mr. Cooper works to redefine the customer journey, placing the home at the center of the mortgage process, the company is implementing a constant customer feedback loop to test, hone and guide product strategies and designs to develop solutions that help customers manage not just their mortgage but their overall financial health. The company has hired IDEO, a global design and innovation company, to support elements of this initiative.

The first of many new product launches is Mr. Cooper's new digital loan tracker, which will be available to customers 24 hours a day, seven days a week. The tracker will include real-time information about an applicant's mortgage application status, easy-to-understand descriptions of documents needed to keep the process moving towards closing and single-click upload capabilities for required documents.

"Mr. Cooper's new technology initiatives, such as our updated digital loan tracker, are being designed with both our customers' and internal team members' needs in mind to make the experience more streamlined, more informative and easier to understand," said Tony Ebers, Executive Vice President of Originations at Mr. Cooper. "This initiative has been a year in the making and is one of the first of many steps using a design thinking approach to enhance the customer and team member experience."

This news is the latest installment in Mr. Cooper's continued efforts to introduce a more digital, consumer-centric experience to the mortgage industry. It follows initiatives like the recent launch of Mr. Cooper's new website and improvements to the customer onboarding experience. To learn more about Mr. Cooper's customer-focused initiatives, please visit www.mrcooper.com.

About Mr. Cooper

Mr. Cooper is the consumer brand for the forward mortgage servicing and originations operation of Nationstar Mortgage LLC, the operating company of Nationstar Mortgage Holdings Inc. (NYSE: NSM). Based in Dallas, Texas, Mr. Cooper is one of the largest home loan servicers in the country focused on delivering a variety of servicing and lending products, services and technologies to make the home loan process more rewarding and less worrisome. Please visit www.mrcooper.com for the latest news and information.

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