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Nationstar Moves Customer Service Operations to the United States, Creating New Jobs and Investing in an Improved Customer Experience

DALLAS, Texas (June 21, 2017) – As part of its transformation to become more customer-centric, [Nationstar Mortgage](#) today announced it has moved its international call center operations back to the United States, creating 500 new jobs and bringing customer service closer to the company's more than 3 million customers. Moving all call center operations onshore represents one of the key investments the company is making to improve the customer experience.

"Our customers shared with us that speaking to U.S. based representatives would make their service experience better, so we prioritized that feedback and have invested in moving all of our call center operations back to the United States," said Jay Bray, Chairman and CEO of Nationstar. "Our goal is to deliver unmatched care and service to our customers day in and day out, and we believe this investment will have a meaningful impact on our customers and their home loan experience."

Nationstar's onshoring efforts are part of a larger customer-centric transformation in the course of the company's official rebrand to Mr. CooperSM which will become official in August. The new name embodies the company's redefined purpose to keep the dream of home ownership alive and challenge the status quo in the mortgage industry.

After extensive research and testing, Mr. Cooper was selected as the new brand name to personify the next generation of home servicing and lending for the company. It represents a more personal relationship customers can have with their home loan provider.

Bray added, "The new brand recognizes the critical role of a customer advocate in delivering a positive experience and helping guide customers through important conversations on their path to home ownership."

Nationstar began its transition to an entirely U.S. based customer service call center operation by opening a new call center in Longview, Texas, in 2016. In addition to Longview, Nationstar also operates customer service call centers in Dallas, Texas, and Chandler, Ariz. While the international call center was managed by an outside vendor, all U.S. call centers are operated by Nationstar team members.

For more information on Nationstar customer service and the Mr. Cooper rebrand please visit www.mynationstar.com.

About Nationstar Mortgage Holdings Inc.

Based in Dallas, Texas, Nationstar provides quality servicing, origination and transaction based services related principally to single-family residences throughout the United States. Additional corporate information is available in the Shareholder Relations section of www.mynationstar.com.

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