

STATEMENT OF WORK
(Homeowner Assistance Fund – Home Retention Programs)
February 22, 2022

This Statement of Work (this “SOW”) is made and entered into as of the execution date of this SOW by and between HOTB Software Solutions, LLC (“HOTB”) and Nevada Affordable Housing Assistance Corporation (“NAHAC”) pursuant to the Agreement dated February 25, 2022 between the Parties to which this SOW is attached (the “Agreement”), and all of the terms and conditions of the Agreement are hereby incorporated herein by reference. Capitalized terms used but not otherwise defined herein shall have their respective meanings set forth in the Agreement.

A. Project Summary

HOTB shall provide the Services described herein, including file review, underwriting and follow-up support based on NAHAC’s Homeowner Assistance Fund (HAF) program criteria. Below is a broad overview of HOTB’s file processing and underwriting scope of work. These services are customizable based on programmatic needs.

1. HOTB will have direct log in access to the Homeowner Assistance Funds System (the “HAFS”) and provide access as appropriate to the full processing and underwriting teams. Guidelines, processing checklists, the underwriting worksheet and the program term sheet and guide will be used as applicable documents throughout training.
2. The following is the process workflow:
 - i. Selection/delivery of Submitted Applications by NAHAC
 - ii. Processing file review by HOTB
 - iii. Eligibility review, file review, and initiation of, Servicer CDF record, where/when appropriate by HOTB
 - iv. Quality review 10% of completed Applications (approved, denied and withdrawn by HOTB)
3. Once an application is submitted through HAFS, NAHAC will perform a document verification to ensure the application is complete and status the application as Ready for Processing. Once this occurs, HOTB will access and assign application for processing. A submitted application shall be defined as an applicant that has successfully electronically signed their application through the HAFS (herein after individually as “Submitted Application(s)”). All Submitted Applications shall have the appropriate Status in the HAFS and will be assigned for processing and eligibility. Submitted Applications that are substantially incomplete will be returned to NAHAC or NAHAC’s housing counselor or other assistance provider for further applicant outreach. NAHAC will work with the recommendations of the HOTB to reduce the amount of unqualified applicants. This may include but not be limited to making sure Submitted Applications meet certain eligibility prior to the applicant being able to submit the application. This shall also include the necessity for each applicant to submit required documentation to validate eligibility. HOTB will use best practices and other approved methodology from its existing successful HAF programs. NAHAC agrees to work with HOTB to configure the HAFS to find the highest level of efficiency for limiting non-eligible applications.

4. HOTB will underwrite the file in accordance with NAHAC provided guidelines. Questions arising through the underwriting process may result in additional communication with or documentation needed from the applicant, in which case HOTB will request such documentation from the applicant and complete the file upon receiving additional documentation. For both compliance and data retention purposes, HOTB will utilize the existing tools within the HAFS to communicate, request/collect documentation, and make notes.
5. HOTB will keep NAHAC apprised of the status of Submitted Applications via the HAFS. HOTB shall virtually attend training sessions held by NAHAC with respect to the program requirements and process, as needed. HOTB shall communicate with NAHAC if needed on programmatic changes occurring.
6. HOTB is able to carry out secondary outreach campaigns for nonresponsive Submitted Applications. HOTB will make at least 2 attempts utilizing the existing communication tools within the HAFS, including telephone calls to applicants. If the required documents are not returned within 30 days or a lessor agreed upon timeframe, HOTB will status the file as withdrawn.

B. Processing of Submitted Applications - Unemployment Mortgage Assistance (UMA) and Mortgage Reinstatement Assistance (MRAP)

1. HOTB will perform all functions within the HAFS as outlined in the Processing Specialist Policy and Procedures, including all applicable program guidelines including term sheets, Treasury Guidance, policies, procedures, Communication Memos and approved business tools to the extent consistent with the following:
 - i. Review NAHAC Submitted Applications completely, accurately, and promptly upon assignment, using best efforts to perform initial review Submitted Applications within three (3) business days of assignment. It is expressly recognized that volume may vary substantially from day to day, and in efforts to achieve prompt turnaround HOTB will adjust staffing on a monthly basis. In the event processing time of file volume becomes unsatisfactory to NAHAC, NAHAC reserves the right to find other solutions to address backlog, which may include additional vendors. If a backlog of Submitted Applications is present at the contract start date, such backlog may not be feasibly resolved within three (3) business days. However, all efforts will be made to eliminate the initial backlog as expeditiously as possible.
 - ii. Utilize NAHAC eligibility checklist for each Submitted Application. Update applicable system information, including notes relative to work performed.
 - iii. Communicate with NAHAC (or homeowner) for any additional required documentation or information needed to decision the Submitted Application. The scope and pricing are predicated on Submitted Applications being substantially complete before being assigned to HOTB, as verified by HAFS tools or other providers. If there are remaining incomplete or incorrect documents, HOTB will notify the applicant of missing information through the HAFS and/or other methods as mutually agreed upon and will change the file status as appropriate. At least 2 additional outreach efforts will be made by HOTB to the applicant after the initial

notice to encourage the completion of the file. Submitted Applications that are substantially incomplete will be returned to NAHAC or NAHAC's housing counselor or other assistance provider for further applicant outreach.

- iv. Verify homeowner's prior HAF assistance upon eligibility validation through the HAFS and ensure assistance provided does not exceed program maximum limits as identified in term sheets.
- v. Review and complete NAHAC Submitted Applications completely, accurately, and promptly upon assignment, using best efforts to complete eligible Submitted Applications within ten (10) business days of assignment. It is recognized that some Submitted Applications may be delayed due to third party delays in providing needed information, this may include but not be limited to applicants not providing requested documentation. It is expressly recognized that volume may vary substantially from day to day, and in efforts to achieve prompt turnaround, HOTB will adjust staffing on a monthly basis. In the event processing time of file volume becomes unsatisfactory to NAHAC, NAHAC reserves the right to find other solutions to address backlog, which may include additional vendors. Notate completely and accurately approval/denial recommendation for validation review. Submit all required NAHAC Submitted Applications to eligibility for second level review as outlined in the Processing Specialist Policy and Procedures.
 - a. For withdrawal of Submitted Applications, refer to Ineligible Reasons to determine if Eligibility review is needed. If Eligibility review is not needed, process out withdrawal, complete withdrawal checklist, and change the file status to withdrawn with the appropriate withdrawal reason.

C. Eligibility Determination for UMA and MRAP

1. HOTB will validate the work performed by Processing Specialist and make the final determination of NAHAC's program eligibility including all second reviews and any additional reviews and or audits as may be necessary to determine final eligibility.
2. HOTB will review and complete NAHAC Submitted Applications completely, accurately, and promptly upon assignment, using best efforts to complete Submitted Applications within ten (10) business days of assignment. It is recognized that some Submitted Applications may be delayed due to third party delays in providing needed information, this may include but not be limited to Mortgage Servicer information, HOA information, insurance information, or property tax information. It is expressly recognized that volume may vary substantially from day to day, and in efforts to achieve prompt turnaround, HOTB will adjust staffing on a monthly basis. In the event processing time of file volume becomes unsatisfactory to NAHAC, NAHAC reserves the right to find other solutions to address backlog, which may include additional vendors. HOTB will communicate timely with NAHAC for any additional substantially required documentation needed to complete the file.
3. HOTB will update applicable system information and notes relative to work performed. Notate approval/denial validation.

4. HOTB will complete NAHAC eligibility checklist for each NAHAC file in system.
5. HOTB also agrees, at NAHAC's request, to make HOTB's management reasonably available to consult with NAHAC regarding HOTB's provision of the Services hereunder and matters reasonably related thereto.
6. For participating Servicers, HOTB shall initiate CDF "I" record, and review the "V" record to validate eligibility. Additionally, CDF "D", "A", "T", and "Q" records shall also be managed when necessary. CDF "B" records shall work in accordance to the payment tables, and shall require approval by NAHAC prior to being sent to the Servicer.
7. Upon approval, HOTB shall complete the payment tables in accordance to the award amount and the approved payees.

D. Assessment of Documents Submitted

NAHAC will provide HOTB with a complete, accurate and reasonably organized file that contains all the documents needed for the file review. If before or during the review process HOTB is unable to locate file documents, HOTB will notify NAHAC of the missing content by email for issuance of the missing document(s).

E. Disposition

HOTB will assign authorities to underwriters and processors as appropriate. Submitted Applications will be routed for escalated reviews as needed. When underwriting is complete, HOTB will approve/deny the application and status the file accordingly. HOTB will inform homeowners of underwriting decision utilizing the HAFS, including information on the appeal process, using standard letters agreed upon in advance with NAHAC.

F. Appeals

HOTB may manage the appeal process in accordance with NAHAC's program guidelines. Appeals decisions may rest with NAHAC. HOTB will review NAHAC decisions so that updates to procedures and/or underwriting training can be made. Alternatively, appealed Submitted Applications can be returned to HOTB for handling, in which case a HOTB supervisor or manager (different from the initial reviewer) will re-underwrite the file considering the additional information provided by the applicant, as applicable.

G. Quality Review Procedures

HOTB will use best efforts to ensure the accuracy of all items on the Quality Review Check List with the file documents provided by NAHAC. HOTB agrees to perform quality review of at least 10% of all completed (approved, denied and withdrawn by HOTB) NAHAC Submitted Applications. HOTB will retain all quality control documentation used in the quality file review process for a minimum of twelve (12) months, or as long as required by HAF guidelines, and will perform all services stated in this SOW.

1. Conduct detailed file and data-entry reviews of HOTB's Processing and Eligibility to ensure quality of service delivery to the homeowners per NAHAC's standards.
2. Complete audit review and promptly submit results to NAHAC.

3. Update applicable system information and notes relative to work performed. Notate results of quality review in file.
4. Make any needed changes to Processing and Eligibility promptly to ensure accuracy of Submitted Applications.

H. Performance and Completion

Given HOTB has already named NAHAC as proposed insured under existing insurances that currently cover NAHAC for Cyber Security, data, errors and omission, performance, and completion, HOTB formally acknowledges such insurances shall also include all services mentioned herein this SOW.

I. Billing

NAHAC shall pay HOTB \$2,205,000.00 as a flat rate for all services mentioned herein for the existing allocation of the NAHAC HAF Program. NAHAC estimates that it will request that HOTB review approximately 21,000 Submitted Applications during a 48 month period that shall commence upon execution of this SOW, and that NAHAC accordingly, recognizes that any additional program funds allocated to the current NAHAC HAF Program, or any services and/or reviews that exceed 22,000 Submitted Applications, shall cause for an additional separate services SOW.

1. Subject to the following sentence, unless additional program funds are allocated to the current NAHAC HAF Program, or any services and/or reviews exceed 22,000 Submitted Applications, in no event shall the total compensation payable by NAHAC to HOTB under this SOW for the Services (such compensation consisting of, for the avoidance of doubt, the file review charges and the set-up, training, required system changes, analysis and reporting responsibilities discussed above) exceed \$2,205,000.00 (the “Maximum Amount”). The Term of this SOW and the services provided herein shall not exceed 48 months from the execution of this SOW (the “Term”). Please refer to the following fee schedule:

First 18 months					
First Payment	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6
\$380,000.00	\$200,000.00	\$200,000.00	\$200,000.00	\$200,000.00	\$200,000.00

Second 18 months					
Quarter 7	Quarter 8	Quarter 9	Quarter 10	Quarter 11	Quarter 12
\$150,000.00	\$150,000.00	\$150,000.00	\$75,000.00	\$75,000.00	\$75,000.00

Last 12 months			
Quarter 13	Quarter 14	Quarter 15	Quarter 16
\$50,000.00	\$50,000.00	\$25,000.00	\$25,000.00

Summary	
First 18 months	\$ 1,380,000.00
Second 18 months	\$ 675,000.00
Last 12 months	\$ 150,000.00
48 Month Total	\$ 2,205,000.00

- Notwithstanding anything to the contrary in the SOW, HOTB shall not be obligated under the SOW to continue performing the Services prior to the expiration of the Term if such performance would result in NAHAC being obligated under the SOW to pay total compensation to HOTB in excess of the Maximum Amount, regardless of the number of loan Submitted Application that HOTB has actually reviewed hereunder, unless NAHAC expressly authorizes HOTB in writing to exceed such Maximum Amount, in which event HOTB shall, to the extent authorized in such writing from NAHAC, continue performing the Services prior to the expiration of the Term at mutually agreed upon file review rates discussed at that time.

J. Confidential Compliance

HOTB represents and warrants that it is aware of the Gramm-Leach-Bliley Act (15 U.S.C. §§ 6801-6809) and the rules and regulations promulgated pursuant thereto (hereafter, the “GLBA”), and in connection with the GLBA, it shall maintain all data, information, and materials in any form, tangible or intangible, and provided in any medium, including electronically, in writing or verbally, that is confidential, proprietary, non-public or trade secret, including, without limitation, confidential information of NAHAC, in accordance with the GLBA. Without limiting the foregoing, HOTB shall maintain physical, electronic and procedural safeguards that comply with applicable local, state and federal laws. HOTB shall immediately disclose to NAHAC any and all breaches in security that may materially affect any person that is the subject of any Confidential Information disclosed to HOTB.

IN WITNESS WHEREOF, the Parties, each acting with due and proper authority, have executed this Statement of Work as of the Effective Date.

Nevada Affordable Housing Assistance Corporation (NAHAC) (“Client”)

By: _____ Date: _____
 Name: Tim Whitright
 Title: President/Chairman

HOTB (“HOTB”)

By: _____ Date: _____