

Pinnacle Bank Home Affordable Foreclosure Alternative (HAFA) Matrix

All servicers that have signed agreements with the U.S. Department of the Treasury (Treasury) to participate in the Home Affordable Modification Program (HAMP) must consider eligible borrowers who do not qualify for HAMP for other foreclosure prevention options including Home Affordable Foreclosure Alternatives (HAFA) which includes short sale and deed-in-lieu. However, each servicer has some discretion in determining additional eligibility criteria and certain program rules. In order to assist borrowers and their representatives in understanding any unique components of a servicer's HAFA Policy, Treasury, has developed this HAFA Matrix. The summary information in this matrix is prepared solely by PINNACLE BANK and does not represent any determination by the Treasury as to the servicer's compliance with the Treasury's policies and guidance for HAFA. Treasury does not endorse any language or policy described in this matrix. Any questions regarding the information contained in this matrix should be directed solely to PINNACLE BANK.

	<p>Last Updated: 11/1/2015</p>
<p>ELIGIBILITY REQUIREMENTS</p>	<p>HAFA basic requirements including any limitations based on:</p> <ul style="list-style-type: none"> • Delinquency status including imminent default • Pending foreclosure sale • Individual investor or Mortgage Insurance requirements • Subordinate lien status • Property value or Loan-to-Value • Borrower assets • Other as applicable
<p>DOCUMENTATION REQUIREMENTS</p>	<p>Key documents required for HAFA transactions including investor or mortgage insurance specific document requirements:</p> <p><u>Preapproved Short Sale Agreement (SSA)</u></p> <ul style="list-style-type: none"> • Hardship Affidavit/Request for Modification and Affidavit (RMA) • Evidence of residency • Dodd Frank Certification • Subordinate lien documentation • Form of income verification, if required <p><u>Existing Offer Submitted Using an Alternative Request for Approval of Short Sale (Alternative RASS)</u> Same documents as SSA plus:</p> <ul style="list-style-type: none"> • Accepted purchase contract <p><u>Imminent Default</u> – Additional income or asset verification may be required for current borrowers at risk of imminent default.</p>

<p>VALUATIONS</p>	<p><u>Establishing Property Value</u> – The property value is initially established by (i.e., appraisal, BPO, AVM, etc.). The property value must be assessed in accordance with investor guidelines prior to HAFA approval.</p> <p><u>Disputed Valuations</u> – Please provide the following documentation for valuation disputes including:</p> <ul style="list-style-type: none"> • Required documentation • Point of contact: Cassandra Davenport at 1-800-467-0311 ext 4417 or 901-261-1917 or email Cassandra.davenport@pnfp.com • Estimate evaluation timeframe <p><u>Price Reduction Review During Marketing Period</u> – The list price will be evaluated monthly during the marketing period and any price reductions strategy to comply with investor, servicer or mortgage insurance company guidelines.</p>
<p>PAYMENTS DURING MARKETING PERIOD</p>	<p>If per investor guidelines borrowers may be required to make partial payments during the marketing period. (Payment not to exceed 31% DTI)</p>
<p>DEED-IN-LIEU POLICY / SPECIAL PROGRAMS</p>	<p><u>Deed-In-Lieu</u> – The DIL will be considered and any unique requirements or conditions:</p> <ul style="list-style-type: none"> • Convey clear and marketable title • Borrower must submit request for DIL in writing • Borrower must vacate property (30 days from date of DIL agreement) • Execute a DIL agreement • Must meet investor and insurer guidelines <p><u>Hardest Hit Program</u> – If the servicer is approved for the Hardest Hit Program and borrower meets eligibility requirements designated by the state:</p> <ul style="list-style-type: none"> • Borrower must apply to the state
<p>AVERAGE TIMELINES</p>	<p>The approximate timeframes for processing various aspects of a HAFA short sale, including any specific requirements for borrower compliance with timelines:</p> <ul style="list-style-type: none"> • Submission of required income/eligibility documentation (14 calendar days) • Eligibility Review to Issuance of SSA (45 calendar days) • Borrower return of SSA (14 calendar days) • Marketing period(120 calendar days) • Submission of purchase contract (3 business days) • Servicer’s approval of purchase contract (10 business days) • Escrow and Closing (45 calendar days)

CONTACT INFORMATION	<p>Best contact information for various aspects of HAFA transactions:</p> <ul style="list-style-type: none"> • General HAFA questions: Carla Tracy, 1-800 -467-0311 ext 1900 or 901-261-1913 or email carla.tracy@pnfp.com) • Valuation appeals: Cassandra Davenport, 1-800-467-0311 ext 4417 or 901-261-1917, or email cassandra.davenport@pnfp.com) • Transaction status • Escalation of complaints: Sandra Turner-Jones, 901-309-7999 or email sandra.turner-jones@pnfp.com
THIRD PARTY VENDORS	<p>We utilize the following contractors to perform services for PINNACLE</p> <p>BANK:</p> <ul style="list-style-type: none"> • Memphis Property Services (property preservation company) • Wolverine Property Management (property preservation company) • Core Logic (real estate tax services, flood zone determinations and claims processing service) • NTC (first mortgage releases) • Harland Financial (servicing, default/cash management, imaging) • US Bank and Bank of New York (document custodial services) • WNC Insurance Services(forced placed flood and hazard insurance services) • Legal services using all firms in the Fannie Mae approved attorney lists