

MAS

1. Adjective
2. Noun
3. Noun
4. Noun
5. Adjective
6. Verb - Present Ends In Ing
7. Noun
8. Verb - Present Ends In Ing
9. Verb - Present Ends In Ing
10. Adjective
11. Proper Noun
12. Noun
13. Verb - Present Ends In Ing
14. Adjective
15. Noun - Plural
16. Adjective
17. Proper Noun - Plural
18. Verb - Base Form
19. Noun - Plural
20. Verb - Present Ends In Ing
21. Verb - Present Ends In S
22. Noun
23. Noun

24. Verb - Base Form
25. Noun
26. Verb - Base Form
27. Proper Noun
28. Verb - Present Ends In Ing
29. Verb - Base Form
30. Noun
31. Noun
32. Noun

MAS

Mortgage Application Support provides a _____ Adjective _____ Noun of _____ Noun with standard hours of _____ Noun for _____ Adjective Home Loans and Legacy Asset _____ Verb - Present ends in ING application users.

IPDS - Mortgage Application Support Workflow Benefits

Centralized point of _____ Noun

Standard hours of _____ Verb - Present ends in ING

Incident _____ Verb - Present ends in ING through a _____ Adjective ticketing system (_____ Proper Noun)

Visibility into _____ Noun trending via standardized _____ Verb - Present ends in ING

Rapid engagement of _____ Adjective support teams for high priority _____ Noun - Plural, based on the

Mortgage Technology risk urgency matrix.

What We Do...

Mortgage Application Support Level 1 (MASL1)- First point of contact for all _____ Adjective _____ Proper

_____ Noun - Plural.

Mortgage Application Support Level 2 (MASL2)- MASL1 will _____ Verb - Base Form _____ Noun - Plural to the

MASL2 teams when additional _____ Verb - Present ends in ING is warranted.

Triage and Communications - When an incident is deemed a Priority 1 or 2 issue, MASL2 _____ Verb - Present

ends in S _____ the Triage and Communications team for _____ Noun and _____ Noun support.

Platform Support/App Dev Support - If MASL2 cannot _____ Verb - Base Form the _____ Noun, they will

_____ Verb - Base Form the incident to the _____ Proper Noun support group. Platform Support/App Dev Support

performs a deeper level of _____ Verb - Present ends in ING and will either _____ Verb - Base Form the _____ Noun

or request a bug _____ Noun or enhancement _____ Noun.