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_____.