

General

1. What was announced?

- As expected and as planned, on November 30, 2017, Walter Investment Management Corp. announced that it voluntarily filed for chapter 11 as it continued to execute the prepackaged financial restructuring plan contemplated under the previously announced agreements it reached with certain of its lenders and senior noteholders.
- The Company's lenders, senior noteholders and convertible noteholders that voted in the recently completed solicitation of the prepackaged plan have voted overwhelmingly to approve the plan, with 100.00% of the lenders (by amount voted), 99.24% of the senior noteholders (by amount voted) and 99.99% of convertible noteholders (by amount voted) voting to approve the prepackaged plan.
- The in-court restructuring process is expected to enable the Company to continue its ongoing transformation.
- At the conclusion of the financial restructuring process, which is expected to occur in the first quarter of 2018, we expect to have reduced our corporate debt by approximately \$800 million (compared to June 30, 2017) and created financial flexibility that will better enable us to focus on our business, including the growth of our origination and servicing businesses, new technology, innovation and other areas that are critical to our success. Ultimately, this financial restructuring is expected to give Walter the needed time to grow and develop its core businesses.
- The Company's operating entities, including Ditech and RMS, are not expected to file for chapter 11 and are expected to continue their operations in the ordinary course.

2. What is chapter 11?

- Chapter 11 is a section of the U.S. Bankruptcy Code that allows companies to implement financial restructurings through an in-court proceeding while continuing to operate their businesses.

3. Why is Walter filing for chapter 11?

- This financial restructuring is an important part of the Company's ongoing transformation.
- Walter has made meaningful progress on its strategic transformation by making difficult decisions and taking decisive actions.
- With the launch of its "core" and "legacy" business framework and the installation of a strong operating discipline and execution focus, Walter is putting the company on a path to grow and be successful in the future.
- The in-court restructuring process is expected to better enable the Company to continue its transformation and has been agreed to by the substantial majority of the Company's corporate creditors.

4. Is Walter going out of business because of the chapter 11 filing?

- It is important to understand that this is a financial restructuring that has been agreed to by a substantial majority of the Company's corporate creditors.
- Chapter 11 is a section of the U.S. Bankruptcy Code that allows companies to implement financial restructurings through an in-court proceeding while continuing to operate their businesses.
- Walter's operating entities, including Ditech and RMS, are not expected to file for chapter 11 and are expected to continue their operations in the ordinary course.
- The Company is as committed as ever to serving its customers by enabling their dreams of homeownership and caring for them throughout their homeownership lifecycle.
- With the almost unanimous support we received from our lenders, senior noteholders and convertible noteholders that voted in the recently completed solicitation of the prepackaged plan, we expect to complete the in-court restructuring process on an expedited basis.

- 5. How will this announcement and the planned restructuring affect day-to-day operations?**
- The Company's operating entities, including Ditech and RMS, are not expected to file for chapter 11 and are expected to continue their operations in the ordinary course.
 - The Company's focus is on continuing to improve the client experience and Walter's first priority, as always, is listening, learning and caring for its customers.
 - Walter is building on its commitment of enabling the dream of homeownership for its customers and caring for them throughout their homeownership journey.
- 6. Do you have sufficient liquidity to meet your business obligations?**
- Walter expects to have sufficient liquidity to continue its operations and meet its business obligations in the ordinary course.
- 7. Did Walter receive additional financing?**
- The Company has obtained a commitment for warehouse financing which, subject to Court approval, will provide the Company, Ditech and RMS with up to \$1.9 billion in available warehouse financing that is expected to convert into exit financing in the same amount.
 - Upon approval by the Court, the new financing and cash generated from the Company's ongoing operations will be used to support the business during the reorganization process.
- 8. What will happen to Walter common stock?**
- Ultimately, any recovery to existing stockholders will be determined in connection with Walter's plan of reorganization, which contemplates a recovery for common stockholders but which is subject to Court approval.
- 9. When does Walter expect to complete the chapter 11 process?**
- The Company expects to conclude its financial restructuring in the first quarter of 2018.
- 10. How can I obtain more information?**
- Additional information about Walter's financial restructuring is available by calling the Company's Restructuring Hotline, toll-free at 866-430-6844 or 1-646-795-6176 for calls originating outside of the U.S.
 - Questions can also be emailed to walterinfo@PrimeClerk.com.
 - In addition, court filings and other documents related to the court proceedings are available on a separate website administered by Walter's claims agent, Prime Clerk, at <http://cases.primeclerk.com/Walter>.

Vendors

- 11. Will vendors to Ditech and RMS be paid for goods or services provided after the filing date?**
- Yes. All obligations to vendors of the Company's operating subsidiaries, including Ditech and RMS, are expected to be unaffected by the in-court process and will be honored in the ordinary course of business in full under normal terms.
 - Invoices for goods and services should be submitted through the typical accounts payable channels and payments will be processed in accordance with contract terms, if applicable.
 - The Company values the important relationships that it has developed with its vendors and intends to work closely with them throughout this process and in the future.
- 12. Will vendors to Ditech and RMS be paid for goods and services delivered prior to the filing date?**
- Yes. All obligations to vendors of the Company's operating subsidiaries, including Ditech and RMS, are expected to be unaffected by the in-court process and will be honored in the ordinary course of business in full under normal terms.

13. What happens if I am a vendor to Walter? Will I be paid for goods and services provided after the filing date? What about goods and services provided prior to filing date?

- The payment of all invoices, including those to Walter vendors, are expected to be handled by the operating entities.
- As a result, we expect to pay all vendors in full, in the ordinary course, for all goods and services rendered both pre-petition and post-petition.
- We value the important relationships that we have developed with our vendors and intend to work closely with you throughout this process and in the future.

Customers

14. How will the reorganization process affect customers?

- Our operations are expected to continue in the ordinary course and our employees will continue working as a team to serve customers.
- Our team is going to continue to keep going the extra mile and doing the things you have come to expect from us.
- Thank you for your continued support.