



1. What was announced?

- Ditech Holding Corporation and certain of its subsidiaries including Ditech Financial LLC and Reverse Mortgage Solutions, Inc. (collectively with Ditech Holding, the “Company”) entered into a Restructuring Support Agreement (the “RSA”) with certain lenders holding more than 75% of Ditech Holding’s term loans. The RSA provides for a financial restructuring of the Company’s debt while the Company continues to evaluate a range of strategic alternatives.
- Under the RSA, the Company will pursue a recapitalization that deleverages its capital structure by extinguishing over \$800 million in corporate debt, and a liquidity enhancing transaction that includes an appropriately sized working capital facility at emergence.
- As contemplated by the RSA, the Company simultaneously continues to consider a broad range of options, including but not limited to potential transactions such as a sale of the Company and/or a sale of all or a portion of the Company’s assets, as well as potential changes to the Company’s business model.
- To facilitate this financial restructuring, the Company filed voluntary petitions for reorganization under Chapter 11 of the U.S. Bankruptcy Code in the U.S. Bankruptcy Court for the Southern District of New York.
- The Company is continuing to operate its business throughout the Chapter 11 cases.
- The Company remains focused on providing homeowners with the right home financing solutions and the same high-quality service they have come to expect from its businesses.

2. Why is the Company filing for Chapter 11?

- Since we completed a recapitalization last February, we have made important progress on our strategic initiatives and our expense management efforts.
- However, as a result of market challenges that have continued to accelerate and pressure our business, we must take further action.
- We intend to use this process to restructure our balance sheet and operational obligations.
- We will continue to evaluate a broad range of options with the goals of maximizing value and creating the best path forward for our business.

3. Is the Company going out of business?

- The Company is continuing to operate its businesses throughout the Chapter 11 cases.
- We remain focused on providing homeowners with the right home financing solutions and the same high-quality service they have come to expect from us.

4. How will the reorganization process affect customers?

- The Company is continuing to operate throughout the Chapter 11 cases.
- We are focused on providing you with the right home financing solution and the same high-quality service you have come to expect from us.
- We are continuing our relentless focus on improving the customer experience.

5. What happens if I have a pending mortgage application?

- If you have a pending mortgage application with Ditech Financial (“Ditech”), this process should not affect your pending applications or existing commitment letters or rate lock agreements.
- Ditech expects to continue to process your application and to fund and close approved loans.
- The same loan agent and processing team that has been working with you will continue to work with you.

6. What happens if I have an existing mortgage?



- For customers of Ditech or Reverse Mortgage Solutions (“RMS”) with existing mortgages, your obligations under your loan agreements are unchanged, and you should continue to make your mortgage or other required payments on time and in full.
- *Ditech customers*: this restructuring process has not changed the amount of your mortgage payment, the due date of your mortgage payment, or where you send those payments.
- *RMS customers*: this restructuring process has not changed your reverse mortgage, and should not change the scheduled or unscheduled draw process, or how and where you receive or send payments.

7. Why should I continue to do business with the Company?

- We are focused on providing homeowners with the right home financing solutions and the same high-quality service they have come to expect from us.
- We appreciate your business and remain committed to delivering exceptional service and exceeding your expectations.

8. Will you be able to meet your customer obligations throughout this process?

- Yes. We are focused on providing you with the right home financing solution and the same high-quality service you have come to expect from us.
- We are continuing our relentless focus on improving the customer experience.

9. I have an uncashed check. Will it be honored?

- Yes. If you cash or deposit the check, it will likely be processed by your bank.
- If you have an issue depositing or cashing the check, please call one of the following numbers:
 - RMS Customers: 866-503-5559
 - Ditech Customers: 1-800-643-0202
- If your bank charged you a fee for submitting a check from the Company that was dishonored, we will reimburse you for such amount. Please notify us of the charge by writing to us at Ditech Financial LLC 1100 Virginia Drive, Suite 100A, MC: 190-FTW-M98, Fort Washington, PA 19034 or calling 866-503-5559 (for RMS customers) or 1-800-643-0202 (for Ditech customers).

10. I have a loss draft check. Will it be honored?

- Yes. If you cash or deposit the check, it will likely be processed by your bank.
- If you have an issue depositing or cashing the check, please call one of the following numbers:
 - RMS Customers: 866-503-5559
 - Ditech Customers: 1-800-643-0202
- If your bank charged you a fee for submitting a check from the Company that was dishonored, we will reimburse you for such amount. Please notify us of the charge by writing to us at Ditech Financial LLC 1100 Virginia Drive, Suite 100A, MC: 190-FTW-M98, Fort Washington, PA 19034 or calling 866-503-5559 (for RMS customers) or 1-800-643-0202 (for Ditech customers).

11. I have a check that bounced. Is the Company still honoring checks?

- Yes. If you cash or deposit the check, it will likely be processed by your bank.
- If you have an issue depositing or cashing the check, please call one of the following numbers:
 - RMS Customers: 866-503-5559



- Ditech Customers: 1-800-643-0202
 - If your bank charged you a fee for submitting a check from the Company that was dishonored, we will reimburse you for such amount. Please notify us of the charge by writing to us at Ditech Financial LLC 1100 Virginia Drive, Suite 100A, MC: 190-FTW-M98, Fort Washington, PA 19034 or calling 866-503-5559 (for RMS customers) or 1-800-643-0202 (for Ditech customers).
- 12. I attempted to cash or deposit a check from the Company. It bounced and my bank charged me a returned check fee. How do I get reimbursed by the Company for the fee?**
- If your bank charged you a fee for submitting a check from the Company that was dishonored, we will reimburse you for such amount. Please notify us of the charge by writing to us at Ditech Financial LLC 1100 Virginia Drive, Suite 100A, MC: 190-FTW-M98, Fort Washington, PA 19034 or calling 866-503-5559 (for RMS customers) or 1-800-643-0202 (for Ditech customers).
- 13. Will I still be working with the same representative?**
- Yes, we expect to continue to work with you as in the past.
- 14. How can I obtain more information?**
- Additional information is available on the restructuring page of our website, <http://ditechholding.com>.