



Dear Valued Customer,

I am writing to tell you about actions that Ditech Holding Corporation and certain of its subsidiaries (together the "Company"), including Ditech Financial LLC and Reverse Mortgage Solutions, Inc., are taking.

To facilitate an agreement we reached with certain of our term loan lenders on the terms of a financial restructuring, the Company today filed voluntary petitions for reorganization under Chapter 11 of the U.S. Bankruptcy Code. As part of the process, we are continuing to evaluate a broad range of options, including potential transactions and potential changes to our business model, with the goals of maximizing value and creating the best path forward for our business.

Here are the most important things you need to know:

- **The Company is continuing to operate throughout the Chapter 11 cases.**
  - If you have a pending mortgage application with Ditech, this process should not affect your pending applications or existing commitment letters or rate lock agreements. **We expect 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.
  - For Ditech customers 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.** This reorganization has not changed the amount of your mortgage payment, the due date of your mortgage payment, or where you send those payments.
- **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.
- **We intend to move through this process as quickly as possible.** We appreciate your business and remain committed to delivering exceptional service and exceeding your expectations.

Your satisfaction remains our primary focus, and we understand that you may have some questions. We will keep you informed as we move through this process. If you have questions, you can find additional information on the restructuring page of our website, <http://ditechholding.com>.

Thank you again for your business. We look forward to helping you meet your home financing goals.

Sincerely,

Tom Marano  
Chief Executive Officer and President



**IF YOU ARE IN BANKRUPTCY, THIS NOTICE IS INFORMATIONAL ONLY. IT IS NOT AN ATTEMPT TO COLLECT THE DEBT. YOU MAY DISREGARD INFORMATION PERTAINING TO PAYMENT REMITTANCE. ANY PAYMENT OBLIGATIONS ARE GOVERNED BY ANY CONFIRMED BANKRUPTCY PLAN OR COURT ORDER.**

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