



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. What does this mean for operations?

- 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 us.

5. Does the Company have sufficient liquidity?

- The Court has granted the Company interim authority to access up to \$1.9 billion in financing to support our ongoing operations throughout the Chapter 11 cases.

6. When does the Company expect to complete the process?

- We intend to move through this process as quickly as possible.



- 7. Will vendors to the Company be paid for goods or services provided after the filing date?**
- We are paying for goods and services provided on or after the filing date as normal.
 - The Court has granted the Company interim authority to access up to \$1.9 billion in financing that will be used to support our business during the court-supervised process.
- 8. Will vendors to the Company be paid for goods and services delivered prior to the filing date?**
- Under U.S. bankruptcy law, unpaid debts for goods and services provided to the Company prior to the filing date, also known as “prepetition claims,” generally cannot be paid without specific Bankruptcy Court approval.
 - Any claims for such goods and services will be addressed as part of the Chapter 11 process.
 - We sincerely regret any inconvenience this may cause.
- 9. Why should I sell you goods and services now?**
- We are paying for goods and services provided on or after the filing date as normal.
 - The Court has granted the Company interim authority to access up to \$1.9 billion in financing that will be used to support our business during the court-supervised process.
 - The Company values its relationship with you and needs your cooperation so that it can move through this process successfully.
- 10. How can I obtain more information?**
- Additional information is available on the restructuring page of our website, <http://ditechholding.com>, or by calling the Company’s Restructuring Hotline, toll-free at 866-486-4809 or 1-503-597-7698 for calls originating outside of the U.S.
 - In addition, court filings and other documents related to the court proceedings are available on a separate website administered by our claims agent, Epiq, at <https://dm.epiq11.com/Ditech>.