



Dear Valued Business Partner,

I am reaching out to you to provide an important update about actions we are taking.

On February 11, 2019, we announced that we have entered into a restructuring support agreement with certain of our term loan lenders that contemplates pursuing a financial restructuring while we continue to evaluate a range of strategic alternatives. As part of this process, we will continue to consider 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.

To facilitate this financial restructuring, Ditech Holding Corporation and certain of its subsidiaries (together the "Company"), including Ditech Financial LLC and Reverse Mortgage Solutions, Inc., have filed voluntary petitions for reorganization under Chapter 11 of the U.S. Bankruptcy Code.

We have made important progress on our strategic initiatives and our expense management efforts. That said, in light of market challenges that have continued to accelerate and pressure our business, we need to take further action.

Here are important points you should know:

- **The Company is continuing to operate throughout the Chapter 11 cases.** 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 are paying for goods and services provided on or after the filing date of February 11, 2019, as normal.** We have obtained a commitment of up to \$1.9 billion in financing that, subject to Court approval, will be used to support our business during the court-supervised process.
- **We are asking our vendors to please submit two separate invoices for goods or services provided – one for the pre-petition period (prior to February 11, 2019) and the second for the post-petition period (on or after February 11, 2019).** In accordance with the Bankruptcy Code, goods and services provided will be categorized as either pre- or post-petition claims according to the date the goods and services were received by the Company.

We will keep you informed as we move through this process. If you have questions please do not hesitate to contact Supplier Management at [SM@ditech.com](mailto:SM@ditech.com) or [DHC-payments@alixpartners.com](mailto:DHC-payments@alixpartners.com).

Additional information is available on the restructuring page of our website, <http://ditechholding.com>. In addition, court filings and other documents related to the court proceedings are available on a separate website administered by Ditech's claims agent, Epiq, at <https://dm.epiq11.com/Ditech>.

We value our relationship and thank you for your continued support.

Sincerely,

Gena Coursen  
Head of Procurement