



SHELLPOINT MORTGAGE SERVICING SELECTS ARIZONA TO EXPAND ITS NATIONAL PRESENCE

TEMPE, AZ (August 12, 2020) – Shellpoint Mortgage Servicing (SMS) is pleased to announce that the company has established operations in Tempe, with plans to create 600 new jobs by the end of 2020.

SMS is America's 5th-largest non-bank mortgage servicer and has operations in Greenville, SC, Houston, TX, and Jacksonville, FL.

In July 2019, SMS' parent corporation, New Residential Investment Corp. (NYSE: NRZ), won a bankruptcy bid for much of Ditech Holding Corporation's assets, including \$63 billion in mortgage-servicing rights and a 172,000 s.f. office in Discovery Park on E. Elliot Road in Tempe.

SMS currently employs about 700 people at its Tempe location in customer service, collections, portfolio management, compliance and payment processing positions. And the company plans to grow to over 1,300 associates by the end of the year.

"Arizona continues to be the top choice for industry leaders seeking a strategic location for growth," said Arizona Governor Doug Ducey. "Shellpoint Mortgage Servicing's investment in Tempe will create hundreds of new jobs for Arizonans, and we thank them for choosing Arizona to grow their business."

SMS executives see Ditech's Tempe office as an ideal location to expand their company's footprint.

"Ditech had several locations," said Chief Servicing Officer Michael Keaton, "but their Tempe office offers lots of room for expansion. We also want to gain an extra time zone for extended homeowner contact opportunities. And we like the Tempe-area job market, which is rich in the kind of workers we need. Plus, Ditech already had a dedicated mortgage-servicing staff in place. Thankfully, we've converted many of those hard-working employees into SMS associates."

Throughout the COVID-19 pandemic, SMS has remained open as an essential business—and is even adding staff to help homeowners who are struggling financially as a result of

COVID-19-related business closures. Keaton says the company's carefully planned and aggressively managed staffing model has been successful for years—which has enabled SMS to meet its growth objectives through various up-and-down cycles without having to resort to furloughs or layoffs.

"Thanks to investments from companies like Shellpoint Mortgage Servicing, Arizona continues to advance our reputation as a leading financial services industry hub," said Sandra Watson, President & CEO of the Arizona Commerce Authority. "We're very proud to welcome Shellpoint to Arizona and congratulate the company on its continued success."

For two decades, SMS has serviced mortgage loans for a wide range of national clients, including leading banks, lenders, and real estate investment firms. Today SMS manages over 1.5 million mortgages on behalf of its nearly 50 client/investors—with plans to grow to over 2 million loans by the end of the year. SMS also maintains solid business ratings, earning high marks from national rating agencies (including Fitch Ratings, Moody's, and S&P Global), homeowners (on Google), and employees (on Glassdoor & Indeed).

SMS associates make significant year-round contributions of money, goods, and service to a wide spectrum of local charitable events and organizations, and the company brings that same mindset to the Tempe market. SMS maintains employee-managed "Humanitarian Councils" in each of its offices, and the company has created a Tempe Humanitarian Council as well.

For a full list of SMS job openings—including those in Tempe—visit jobs.shellpointmtg.com/jobs (<https://jobs.shellpointmtg.com/jobs>).

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About Shellpoint Mortgage Servicing

Shellpoint Mortgage Servicing is America's 5th-largest non-bank servicer of residential mortgage loans. From its offices in Greenville, SC; Houston, TX; Tempe, AZ; and Jacksonville, FL, SMS serves a wide range of clients nationwide, including leading banks,

loan originators, and real estate investment trusts (REITs)—all of whom value the company's reputation for creating positive mortgage-payment experiences. SMS' ongoing success is grounded in its ability to deliver superior asset performance and to develop creative and practical solutions for homeowners in need.

SMS is proud to be part of the NewRez family of companies—a diversified and vertically integrated group of residential mortgage-banking companies based in Fort Washington, PA. In July 2018, the entire NewRez corporate family was acquired by New Residential Investment Corp. (NYSE: NRZ), a publicly traded REIT that invests in and actively manages residential real estate investments.

About the Arizona Commerce Authority

The Arizona Commerce Authority (ACA) is the state's leading economic development organization with a streamlined mission to grow and strengthen Arizona's economy. The ACA uses a three-pronged approach to advance the overall economy: attract, expand, create - attract out-of-state companies to establish operations in Arizona; work with existing companies to expand their business in Arizona and beyond; and help entrepreneurs create new Arizona businesses in targeted industries. For more information, please visit [azcommerce.com \(/\)](https://www.azcommerce.com/) and follow the ACA on Twitter [@azcommerce \(https://twitter.com/azcommerce\)](https://twitter.com/azcommerce).