# Mr. CooperGroup 1Q'22 EARNINGS REVIEW 

April 28, 2022

## IMPORTANT INFORMATION

This presentation contains summarized information concerning Mr. Cooper Group Inc. ("Mr. Cooper" or the "Company") and the Company's business, operations, financial performance and trends. No representation is made that the information in this presentation is complete. For additional financial, statistical and business related information, as well as information regarding business and segment trends, see the Company's most recent Annual Report on Form 10-K ("Form 10-K") and Quarterly Reports on Form 10-Q filed with the U.S. Securities and Exchange Commission (the "SEC"), as well other reports filed with the SEC from time to time. Such reports are or will be available in the Investors section of the Company's website (www.mrcoopergroup.com) and the SEC's website (www.sec.gov).

Forward Looking Statements. This presentation contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding key themes for 2022, servicing projected operating income, and estimates for MSR CPR, amortization, and interest expense. All statements other than statements of historical or current fact included in this presentation that address activities, events, conditions or developments that we expect, believe or anticipate will or may occur in the future are forward-looking statements. Forward-looking statements give our current expectations and projections relating to our financial condition, results of operations, plans, objectives, future performance and business and these statements are not guarantees of future performance.

Forward-looking statements may include the words "anticipate," "estimate," "expect," "project," "intend," "plan," "believe," "strategy," "future," "opportunity," "may," "should," "will," "would," "will be," "will continue," "will likely result," and similar expressions. Such forward-looking statements involve risks and uncertainties that may cause actual events, results or performance to differ materially from those indicated by such statements, including the severity and duration of the COVID-19 pandemic; the pandemic's impact on the U.S. and the global economies; federal, state, and local government responses to the pandemic; borrower forbearance rates and availability of financing. Certain of these risks are identified and discussed in documents Mr. Cooper has filed or will file from time to time with the SEC. These risk factors will be important to consider in determining future results and should be reviewed in their entirety. These forward-looking statements are expressed in good faith, and Mr . Cooper believes there is a reasonable basis for them. However, the events, results or trends identified in these forward-looking statements may not occur or be achieved. Forward-looking statements speak only as of the date they are made, and Mr. Cooper is not under any obligation, and expressly disclaims any obligation, to update, alter or otherwise revise any forwardlooking statement, except as required by law. Readers should carefully review the statements set forth in the reports that Mr. Cooper has filed or will file from time to time with the SEC.

Non-GAAP Measures. This presentation contains certain references to nonGAAP measures. Please refer to the Appendix for more information on nonGAAP measures.

## FIRST QUARTER HIGHLIGHTS



Servicing UPB grew to $\$ 796$ billion, up $27 \% \mathrm{y} / \mathrm{y}$
Originations pretax operating income ${ }^{(1)}$ was $\$ 157$ million with margin rising from $1.41 \%$ to $1.53 \%^{(2)} \mathrm{q} / \mathrm{q}$
Servicing pretax operating income ${ }^{(1)}$ was $\$ 7$ million

Repurchased 0.7 million common shares for $\$ 35$ million
Closed Sagent transaction resulting in pretax gain of $\$ 223$ million

## KEY THEMES FOR 2022

## SERVICING

Sharp ramp in servicing EBT on higher interest rates
Continued focus on efficiency/operating leverage to drive higher returns
Target ROTCE

ORIGINATIONS
Reduced volumes but consistent profitability on DTC cash-out focus
Progress with automation (Project Flash) and other efficiency initiatives
12-20\%

XOME
Strong market drivers, accelerating inflows, record inventory

CAPITAL
ALLOCATION
Shifting focus from MSRs to stock repurchase, while managing robust capital and liquidity

## DTC DRIVES MARGIN UPSIDE

Originations Pretax Operating Income ${ }^{(1)}$ (\$ mm's)


- Margin increased from $1.41 \%$ to $1.53 \%$ on steady DTC profitability and mix-shift
- Funded volume was down to $\$ 11.6$ billion, reflecting sequential declines of $13 \%$ in DTC and $54 \%$ in correspondent
- Pull through adjusted lock volume was down to $\$ 10.3$ billion, reflecting sequential declines of $18 \%$ in DTC and $45 \%$ in correspondent

Originations Margin ${ }^{(1)(2)}$


## REFI RECAPTURE AND CASH-OUT CONTINUE TO RISE

Correspondent Channel Delivers Purchase Market Exposure


Stable Gain-on-Sale Margin Trends in DTC


Strong Execution in DTC Refinance Recapture

-     -         -             -                 -                     -                         -                             -                                 -                                     -                                         -                                             -                                                 -                                                     -                                                         -                                                             -                                                                 -                                                                     - $60 \%$ Target


1Q'21 2Q'21 $3 Q^{\prime}$ '21 $4 Q^{\prime} 21 \quad 1 Q^{\prime} 22$

SERVICING PORTFOLIO GREW +27\% Y/Y

Servicing Portfolio (UPB in \$ bn's)


- Significant owned portfolio growth as we took advantage of unusually attractive pricing, growing the owned portfolio $22 \%$ q/q with weighted average after-tax levered returns of 17\% for acquisitions
- Excluding the impact of a subservicing portfolio we acquired from an existing client, subservicing would have grown $16 \%$ q/q from new and existing clients

Acquisitions (\$ bn's)


Owned MSR Portfolio Mix (UPB)

1Q'21 2Q'21 3Q'21 4Q'21 1Q'22

## SERVICING INCOME PROJECTED TO BENEFIT FROM HIGHER INTEREST RATES

Servicing Pretax Operating Income ${ }^{(1)}$ (\$ mm's)


MSR CPR ${ }^{(2)}$


- EBO revenues in 1Q' 22 were $\$ 7$ million reflecting impact of higher rates
- 4Q'22 estimate primarily reflects impact of projected higher interest rates on amortization and servicing interest income


## SERVICING POSITIONED TO BENEFIT FROM LOWER AMORTIZATION



Illustrative Amortization Benefit


## REO BACKLOG SUPPORTS STRONG EARNINGS OUTLOOK FOR XOME AUCTION EXCHANGE

FHA Market Delinquency (\%)
(90+ day \& Foreclosure loans)


Feb'14 Feb'15 Feb'16 Feb'17 Feb'18 Feb'19 Feb'20 Feb'21 Feb'22

- $90+$ delinquency rates for FHA loans remain elevated, at 5.4\% vs. the 2014-2019 average of 3.1\%, as forbearance programs wind down, while foreclosure inventories at $0.6 \%$ are well below the trend of recent years (2014-2019 average of 1.6\%), pointing to a significant REO backlog


## Xome Exchange Pipeline



- Property inflows to Xome's exchange were a record 11,509 units in 1Q'22, resulted in inventory rising to an all-time high of 18,254
- Home price appreciation has driven substantially higher sales prices on Xome's exchange, which were up $22 \% \mathrm{y} / \mathrm{y}$, driving stronger unit revenue and higher pull-through


## SUMMARY 1Q'22 FINANCIAL RESULTS

| \$ mm's, except per share data | 1Q'22 | 4Q'21 |
| :--- | ---: | ---: |
| Servicing | $\$ 7$ | $\$ 41$ |
| Originations | 157 | 182 |
| Corporate debt interest expense | $(39)$ | $(36)$ |
| Corporate expense/other | $(29)$ | $(31)$ |
| Pretax operating income from continuing | $\$ 96$ | $\$ 156$ |
| operations ${ }^{(1)}$ |  |  |
| Other mark-to-market | 552 | 46 |
| Sagent transaction | 223 | - |
| Discontinued operations | - | $(20)$ |
| Adjustments | $(3)$ | 31 |
| Intangible amortization | $(2)$ | $(2)$ |
| Pretax income | $\$ 866$ | $\$ 211$ |
| Income tax expense | $(208)$ | $(56)$ |
| Net income | $\$ 658$ | $\$ 155$ |
| Weighted average diluted sharecount | 76.6 | 77.4 |
| Diluted EPS ${ }^{(2)}$ | $\$ 8.59$ | $\$ 2.01$ |
| ROTCE | $74.4 \%$ | $19.5 \%$ |
| Operating ROTCE ${ }^{(1)(3)}$ | $\mathbf{8 . 2 \%}$ | $\mathbf{1 4 . 9 \%}$ |

- Income included positive pretax operating income of $\$ 96$ million, $\$ 552$ million other mark-to-market from higher interest rates, and pretax gain of $\$ 223$ million from the Sagent transaction, which closed in March
- Adjustments consisted of $\$ 3$ million in severance charges


## TRACK RECORD OF INVESTOR VALUE CREATION

TBV/Share ${ }^{(1)}$


TBV Rollforward

|  | Shares oustanding |  |  |
| :--- | :---: | :---: | :---: |
| (mm's) | Per share |  |  |
| 1Q'21 | $\$ 2,757$ | 86.1 | $\$ 32.01$ |
| Pretax operating income from | 742 |  | 8.53 |
| continuing operations |  |  | 7.08 |
| Other mark-to-market | 616 |  | 2.56 |
| Sagent transaction | 223 |  | 6.07 |
| Xome business sales | 528 |  | $(6.48)$ |
| Income taxes / other | $(535)$ | 0.9 | 2.24 |
| Stock repurchase | $(487)$ | $(13.1)$ | $\$ 52.01$ |

- DTA declined from $\$ 991$ to $\$ 794$ million $q / q$ due to positive operating income, MSR mark, and Sagent transaction


## MSR VALUE INCREASED TO 146 BPS



- The Company reported a positive other mark-to-market of $\$ 552$ million as interest rates increased significantly during the quarter


## LIQUIDITY REMAINS STRONG

Liquidity (\$ mm's)


- Steady state discretionary cash flow was $\$ 86$ million reflecting strong contributions from servicing, reduced contributions from originations, and the benefit of the DTA
- Liquidity includes unrestricted cash and collateralized, but undrawn, availability on MSR, advance and warehouse lines


## ROBUST CAPITAL ABOVE 15\% TARGET

## Tangible Net Worth/Assets ${ }^{(1)}$

TNW/Assets Excluding DTA and EBO ${ }^{(1)}$


- The company's capital ratio increased to $26.8 \%$ in 1 Q'22, reflecting strong net income
- Excluding the DTA and Ginnie Mae loans consolidated on balance sheet, our capital ratio improved strongly thanks to strong net income and significant utilization of the DTA


## Appendix

SEGMENT OPERATING INCOME AND NON-GAAP RECONCILIATION

| \$ mm's | Servicing | Originations | Corporate / Other | Consolidated |
| :---: | :---: | :---: | :---: | :---: |
| Servicing related excluding MTM | \$148 | \$42 | \$12 | \$202 |
| Net gain on mortgage loans held for sale | 15 | 282 | - | 297 |
| Operating revenue excluding MTM | 163 | 324 | 12 | 499 |
| Salaries, wages, and benefits | 75 | 121 | 32 | 228 |
| General and administrative | 48 | 53 | 9 | 110 |
| Total expenses | 123 | 174 | 41 | 338 |
| Interest income / other | 19 | 17 | - | 36 |
| Interest expense | (54) | (12) | (40) | (106) |
| Other income, net | - | - | 222 | 222 |
| Total other (expenses) income, net | (35) | 5 | 182 | 152 |
| Pretax income (loss) before MTM | 5 | 155 | 153 | 313 |
| Fair value of excess spread accretion | 1 | - | - | 1 |
| Other MTM | 552 | - | - | 552 |
| MTM | 553 | - | - | 553 |
| Pretax (loss) income from continuing operations | 558 | 155 | 153 | 866 |
| Other MTM | (552) | - | - | (552) |
| Adjustments | 1 | 2 | (223) | (220) |
| Intangible amortization | - | - | 2 | 2 |
| Pretax operating income (loss) from continuing operations | \$7 | \$157 | (\$68) | \$96 |

## TANGIBLE BOOK VALUE (TBV) AND TNW/ASSETS

| \$ mm's | 1Q'21 | 2Q'21 | 3Q'21 | 4Q'21 | 1Q'22 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Stockholders' equity | \$2,904 | \$3,350 | \$3,260 | \$3,367 | \$3,977 |
| Goodwill | (120) | (120) | (120) | (120) | (120) |
| Intangible assets | (27) | (22) | (18) | (14) | (13) |
| Tangible book value (TBV) | \$2,757 | \$3,208 | \$3,122 | \$3,233 | \$3,844 |
| Ending outstanding sharecount (mm's) | 86.1 | 86.1 | 75.1 | 73.8 | 73.9 |
| TBV/share | \$32.01 | \$37.24 | \$41.56 | \$43.82 | \$52.01 |
| Assets | \$24,713 | \$23,308 | \$21,661 | \$14,204 | \$14,490 |
| Loans subject to repurchase from GNMA | \$5,816 | \$4,057 | \$2,703 | \$1,496 | \$1,175 |
| Assets from discontinued operations | \$5,186 | \$4,935 | \$3,722 | - | - |
| Tangible assets ${ }^{(1)}$ | \$24,566 | \$23,166 | \$21,523 | \$14,070 | \$14,357 |
| Deferred tax assets | \$1,228 | \$1,118 | \$1,011 | \$991 | \$794 |
| TNW/Assets ${ }^{(2)}$ | 11.2\% | 13.8\% | 14.5\% | 23.0\% | 26.8\% |
| TNW/Assets ${ }^{(2)}$ excluding DTA and loans subject to repurchase from | 8.7\% | 11.6\% | 11.9\% | 19.4\% | 24.6\% |
| GNMA |  |  |  |  |  |
| Operating lease liabilities | \$104 | \$93 | \$87 | \$122 | \$115 |
| MSR line draws | 270 | 270 | 800 | 270 | 585 |
| Unsecured senior note principal | 2,100 | 2,100 | 2,100 | 2,700 | 2,670 |
| Debt | \$2,474 | \$2,463 | \$2,987 | \$3,092 | \$3,370 |
| Debt/TNW | 0.90x | 0.77x | 0.96x | 0.96x | 0.88x |

## ROTCE RECONCILIATION

| \$ mm's | 1Q'22 |
| :---: | :---: |
| Pretax income | \$866 |
| Income tax expense | (208) |
| Net income | \$658 |
| ROCE ${ }^{(1)}$ | 71.7\% |
| ROTCE | 74.4\% |
| Pretax income | \$866 |
| Other mark-to-market | (552) |
| Sagent transaction | (223) |
| Accounting items | 3 |
| Intangible amortization | 2 |
| Pretax operating income | \$96 |
| Income tax expense ${ }^{(2)}$ | (23) |
| Fully-taxed operating income | \$73 |
| ROTCE | 8.2\% |
| Average book value | \$3,672 |
| Average tangible book value | \$3,539 |




 could be significant to future results.

## SERVICING NON-GAAP RECONCILIATION

|  | 1Q'21 |  | 2Q'21 |  | 3Q'21 |  | 4Q'21 |  | 1Q'22 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ mm's | \$ | Bps | \$ | Bps | \$ | Bps | \$ | Bps | \$ | Bps |
| Pretax income (loss) from continuing operations | \$410 | 26.6 | (\$56) | (3.5) | \$197 | 12.1 | \$87 | 5.1 | \$558 | 7.4 |
| Mark-to-market (MTM) | (365) | (23.6) | 140 | 8.7 | (151) | (9.3) | (45) | (2.6) | (553) | (7.4) |
| Fair value of excess spread accretion | (8) | (0.5) | (5) | (0.4) | (2) | (0.1) | (1) | (0.1) | 1 | 0.1 |
| Accounting item | - | - | 1 | 0.1 | - | - | - | - | 1 | 0.1 |
| Pretax income excluding MTM and other notable items | \$37 | 2.5 | \$80 | 4.9 | \$44 | 2.7 | \$41 | 2.4 | \$7 | 0.2 |
| Average UPB (\$bn) | \$617 |  | \$647 |  | \$653 |  | \$682 |  | \$749 |  |
| Amortization Reconciliation |  |  |  |  |  |  |  |  |  |  |
| Forward MSR amortization | (243) | (15.7) | (268) | (16.5) | (261) | (16.0) | (236) | (13.7) | (235) | (12.6) |
| Excess spread accretion | 76 | 4.9 | 70 | 4.3 | 59 | 3.6 | 50 | 2.9 | 33 | 1.8 |
| Total amortization | (167) | (10.8) | (198) | (12.2) | (202) | (12.4) | (186) | (10.9) | (202) | (10.8) |
| Fair value of excess spread accretion | (8) | (0.5) | (5) | (0.4) | (2) | (0.1) | (1) | (0.1) | 1 | 0.1 |
| Total amortization including fair value of excess spread accretion | (\$175) | (11.3) | (\$203) | (12.6) | (\$204) | (12.5) | (\$187) | (11.0) | (\$201) | (10.7) |

SERVICING PROFITABILITY

|  | 1Q'21 |  | 2Q'21 |  | 3Q'21 |  | 4Q'21 |  | 1Q'22 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ mm's | \$ | Bps | \$ | Bps | \$ | Bps | \$ | Bps | \$ | Bps |
| Operational Revenue |  |  |  |  |  |  |  |  |  |  |
| Base servicing fees | \$224 | 14.6 | \$223 | 13.8 | \$230 | 14.1 | \$242 | 14.2 | \$272 | 14.5 |
| Modification fees | 6 | 0.4 | 7 | 0.4 | 6 | 0.4 | 7 | 0.4 | 5 | 0.3 |
| Incentive fees | 1 | - | - | - | - | - | - | - | - | - |
| Late payment fees | 15 | 1.0 | 14 | 0.9 | 15 | 0.9 | 15 | 0.9 | 15 | 0.8 |
| Other ancillary revenues | 142 | 9.2 | 210 | 13.0 | 155 | 9.5 | 118 | 6.9 | 42 | 2.2 |
| Total forward MSR operational revenue | 388 | 25.2 | 454 | 28.1 | 406 | 24.9 | 382 | 22.4 | 334 | 17.8 |
| Base subservicing fee and other subservicing |  |  |  |  |  |  |  |  |  |  |
| Total servicing fee revenue | 453 | 29.4 | 519 | 32.1 | 467 | 28.6 | 445 | 26.1 | 403 | 21.5 |
| MSR financing liability costs | (7) | (0.5) | (6) | (0.4) | (6) | (0.4) | (5) | (0.3) | (5) | (0.3) |
| Excess spread payments and portfolio runoff | (76) | (4.9) | (70) | (4.3) | (59) | (3.6) | (50) | (2.9) | (33) | (1.8) |
| Total operational revenue | 370 | 24.0 | 443 | 27.4 | 402 | 24.6 | 390 | 22.9 | 365 | 19.4 |
| Amortization |  |  |  |  |  |  |  |  |  |  |
| Forward MSR amortization | (243) | (15.7) | (268) | (16.5) | (261) | (16.0) | (236) | (13.8) | (235) | (12.6) |
| Excess spread accretion | 76 | 4.9 | 70 | 4.3 | 59 | 3.6 | 50 | 2.9 | 33 | 1.8 |
| Total amortization | (167) | (10.8) | (198) | (12.2) | (202) | (12.4) | (186) | (10.9) | (202) | (10.8) |
| Mark-to-Market Adjustments |  |  |  |  |  |  |  |  |  |  |
| MSR fair value MTM | 521 | 33.8 | (200) | (12.4) | 155 | 9.5 | 26 | 1.5 | 798 | 42.6 |
| MTM adjustment ${ }^{(1)}$ | (125) | (8.2) | 31 | 1.9 | (13) | (0.7) | (7) | (0.4) | (146) | (7.8) |
| Excess spread / financing MTM | (31) | (2.0) | 29 | 1.8 | 9 | 0.6 | 26 | 1.5 | (99) | (5.3) |
| Total MTM adjustments | 365 | 23.6 | (140) | (8.7) | 151 | 9.4 | 45 | 2.6 | 553 | 29.5 |
| Total revenues | \$568 | 36.8 | \$105 | 6.5 | \$351 | 21.5 | \$249 | 14.6 | \$716 | 38.2 |
| Average UPB (\$bn) | \$617 |  | \$647 |  | \$653 |  | \$682 |  | \$749 |  |

SERVICING PROFITABILITY [CONT.]

| \$ mm's | 1Q'21 |  | 2Q'21 |  | 3Q'21 |  | 4Q'21 |  | 1Q'22 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | \$ | Bps | \$ | Bps | \$ | Bps | \$ | Bps | \$ | Bps |
| Salaries, wages and benefits | \$66 | 4.3 | \$70 | 4.3 | \$69 | 4.2 | \$66 | 3.9 | \$75 | 4.0 |
| Servicing support fees | 21 | 1.4 | 22 | 1.4 | 19 | 1.2 | 24 | 1.4 | 11 | 0.6 |
| Corporate and other general and administrative expenses | 30 | 1.9 | 30 | 1.9 | 28 | 1.6 | 28 | 1.7 | 26 | 1.4 |
| Foreclosure and other liquidation related expenses | (12) | (0.8) | (8) | (0.5) | 1 | 0.1 | 16 | 0.9 | 6 | 0.3 |
| Depreciation and amortization | 5 | 0.3 | 7 | 0.4 | 11 | 0.7 | 9 | 0.5 | 5 | 0.3 |
| Total general and administrative expenses | 44 | 2.8 | 51 | 3.2 | 59 | 3.6 | 77 | 4.5 | 48 | 2.6 |
| Total expenses | \$110 | 7.1 | \$121 | 7.5 | \$128 | 7.8 | \$143 | 8.4 | \$123 | 6.6 |
| Other interest income | 23 | 1.5 | 25 | 1.5 | 39 | 2.4 | 42 | 2.5 | 19 | 1.0 |
| Interest income | 23 | 1.5 | 25 | 1.5 | 39 | 2.4 | 42 | 2.5 | 19 | 1.0 |
| Advance interest expense | (9) | (0.6) | (8) | (0.5) | (6) | (0.4) | (6) | (0.4) | (6) | (0.3) |
| Other interest expense | (62) | (4.0) | (57) | (3.5) | (59) | (3.6) | (55) | (3.2) | (48) | (2.6) |
| Interest expense | (71) | (4.6) | (65) | (4.0) | (65) | (4.0) | (61) | (3.6) | (54) | (2.9) |
| Total other expense, net | (\$48) | (3.1) | (\$40) | (2.5) | (\$26) | (1.6) | (\$19) | (1.1) | (\$35) | (1.9) |
| Pretax income (loss) from continuing operations | \$410 | 26.6 | (\$56) | (3.5) | \$197 | 12.1 | \$87 | 5.1 | \$558 | 29.8 |
| Average UPB (\$bn) | \$617 |  | \$647 |  | \$653 |  | \$682 |  | \$749 |  |

SERVICING PORTFOLIO

| \$ mm's | 1Q'21 | 2Q'21 | 3Q'21 | 4Q'21 | 1Q'22 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Unpaid Principal Balance (UPB) Rollforward |  |  |  |  |  |
| Originations | \$23,623 | \$20,907 | \$18,821 | \$16,248 | \$10,610 |
| Acquisitions | 7,548 | 16,516 | 21,567 | 42,784 | 36,171 |
| Dispositions | (50) | (18) | (14) | $(1,144)$ | (19) |
| Transfers to/from Subservicing | $(2,901)$ | $(4,102)$ | $(3,259)$ | $(1,558)$ | 43,215 |
| Runoff | $(23,381)$ | $(21,876)$ | $(21,478)$ | $(20,213)$ | $(17,345)$ |
| Forward owned ${ }^{(1)}$ | \$276,028 | \$287,455 | \$303,091 | \$339,208 | \$411,840 |
| Subservicing | 352,481 | 366,862 | 365,285 | 370,519 | 383,959 |
| Total Servicing | \$628,509 | \$654,317 | \$668,376 | \$709,727 | \$795,799 |
| Valuation Data |  |  |  |  |  |
| MSR carrying value | 122 bps | 115 bps | 121 bps | 124 bps | 146 bps |
| Runoff Rates |  |  |  |  |  |
| CPR | 26.1\% | 23.7\% | 22.3\% | 19.5\% | 15.1\% |
| Principal payments | 4.2\% | 4.7\% | 5.4\% | 5.5\% | 6.6\% |
| Forward owned runoff rate | 30.3\% | 28.4\% | 27.7\% | 25.0\% | 21.7\% |
| Total Servicing CPR | 30.8\% | 26.0\% | 24.6\% | 21.2\% | 14.8\% |
| Portfolio Composition |  |  |  |  |  |
| GSE | 23\% | 25\% | 27\% | 30\% | 32\% |
| GNMA | 14\% | 13\% | 13\% | 13\% | 16\% |
| PLS | 7\% | 6\% | 5\% | 5\% | 4\% |
| Forward owned | 44\% | 44\% | 45\% | 48\% | 52\% |
| Subservicing | 56\% | 56\% | 55\% | 52\% | 48\% |
| Total | 100\% | 100\% | 100\% | 100\% | 100\% |

## ORIGINATIONS NON-GAAP RECONCILIATION

|  | 1Q'21 |  | 2Q'21 |  | 3Q'21 |  | 4Q'21 |  | 1Q'22 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \$ mm's | \$ | Margin | \$ | Margin | \$ | Margin | \$ | Margin | \$ | Margin |
|  |  |  |  |  |  |  |  |  |  |  |
| Pretax income | \$362 | 1.63\% | \$207 | 1.34\% | \$271 | 1.34\% | \$181 | 1.40\% | \$155 | 1.68\% |
| Accounting items | - | - | 6 | 0.02\% | 2 | 0.01\% | 1 | 0.01\% | 2 | 0.02\% |
| Pretax income excluding accounting items | \$362 | 1.63\% | \$213 | 1.36\% | \$273 | 1.35\% | \$182 | 1.41\% | \$157 | 1.70\% |
| Pull through adjusted lock volume (\$bn) | \$23.3 |  | \$18.4 |  | \$20.1 |  | \$14.7 |  | \$10.3 |  |
| Funded volume (\$bn) | \$25.1 |  | \$22.2 |  | \$19.9 |  | \$17.2 |  | \$11.6 |  |

## ORIGINATIONS PROFITABILITY

| \$ mm's | 1Q'21 | 2Q'21 | 3Q'21 | 4Q'21 | 1Q'22 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Service related, net - Originations | \$43 | \$45 | \$44 | \$44 | \$42 |
| Net gain on mortgage loans held for sale |  |  |  |  |  |
| Net gain on loans originated and sold | 278 | 139 | 209 | 105 | 119 |
| Capitalized servicing rights | 274 | 246 | 221 | 211 | 163 |
| Total net gain on mortgage loans held for sale | 552 | 385 | 430 | 316 | 282 |
| Total revenues | \$595 | \$430 | \$474 | \$360 | \$324 |
| Supplemental Data |  |  |  |  |  |
| Pull through adjusted lock volume | \$23,267 | \$18,358 | \$20,073 | \$14,736 | \$10,332 |
| Funded volume | \$25,133 | \$22,227 | \$19,938 | \$17,165 | \$11,573 |
| Loans sold, servicing retained | \$21,314 | \$19,344 | \$15,989 | \$15,690 | \$13,690 |
| GOS margin ${ }^{(1)}$ | 2.37\% | 2.10\% | 2.14\% | 2.14\% | 2.73\% |
| Revenue margin ${ }^{(1)}$ | 2.56\% | 2.34\% | 2.36\% | 2.44\% | 3.14\% |
| Value of capitalized servicing retained | 128 bps | 128 bps | 138 bps | 134 bps | 167 bps |

## ORIGINATIONS PROFITABILITY [CONT.]

| \$ mm's | 1Q'21 | 2Q'21 | 3Q'21 | 4Q'21 | 1Q'22 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Salaries, wages and benefits | \$167 | \$164 | \$147 | \$131 | \$121 |
| Loan originations expenses | 27 | 26 | 25 | 22 | 20 |
| Corporate and other general and administrative expenses | 20 | 17 | 15 | 15 | 17 |
| Marketing and professional service fee | 13 | 13 | 13 | 13 | 12 |
| Depreciation and amortization | 4 | 6 | 8 | 6 | 4 |
| Total expenses | \$231 | \$226 | \$208 | \$187 | \$174 |
| Funded volume | \$25,133 | \$22,227 | \$19,938 | \$17,165 | \$11,573 |
| Expenses margin ${ }^{(1)}$ | 0.92\% | 1.01\% | 1.04\% | 1.09\% | 1.50\% |
| Interest income | \$23 | \$26 | \$27 | \$26 | \$17 |
| Interest expense | (25) | (23) | (22) | (18) | (12) |
| Total other (expense) income, net | (\$2) | \$3 | \$5 | \$8 | \$5 |
| Funded volume | \$25,133 | \$22,227 | \$19,938 | \$17,165 | \$11,573 |
| Other (expense) income, net margin ${ }^{(1)}$ | -0.01\% | 0.01\% | 0.02\% | 0.05\% | 0.04\% |
| Pretax income from continuing operations | \$362 | \$207 | \$271 | \$181 | \$155 |
| Pretax income margin ${ }^{(2)}$ | 1.63\% | 1.34\% | 1.34\% | 1.40\% | 1.68\% |

## ADJUSTED EBITDA

| \$ mm's | 1Q'21 | 2Q'21 | 3Q'21 | 4Q'21 | 1Q'22 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Consolidated GAAP pretax income | \$728 | \$583 | \$399 | \$211 | \$866 |
| Other mark-to-market | (373) | 135 | (151) | (46) | (552) |
| Adjustments ${ }^{(1)}$ | 4 | (494) | 14 | (11) | (220) |
| MSR amortization, net ${ }^{(2)}$ | 175 | 203 | 202 | 187 | 201 |
| Capitalized servicing rights | (288) | (266) | (236) | (287) | (200) |
| Depreciation and amortization | 16 | 16 | 14 | 12 | 11 |
| Corporate debt interest expense | 30 | 30 | 30 | 36 | 39 |
| Other | 3 | 8 | 7 | 7 | 7 |
| Adjusted EBITDA | \$295 | \$215 | \$279 | \$109 | \$152 |

## 1Q'22 SOURCES AND USES CASH FLOW

| \$mm's | Servicing | Originations | Corporate / Other | Consolidated | Illustrative Steady State Discretionary Cashflow |
| :---: | :---: | :---: | :---: | :---: | :---: |
| GAAP pretax income | \$558 | \$155 | \$153 | \$866 |  |
| Depreciation and amortization | 5 | 4 | 2 | 11 |  |
| Share-based compensation | 1 | 1 | 6 | 8 |  |
| Amortization of deferred financing costs | 2 | 1 | 2 | 5 |  |
| Settlement of excess spread financing | (32) | - | - | (32) |  |
| MSR amortization | 235 | - | - | 235 |  |
| Other mark-to-market | (552) | - | - | (552) |  |
| Sagent gain | - | - | (223) | (223) |  |
| Business segment cash flow from operations | \$217 | \$161 | (\$60) | \$318 | \$318 |
| State/local taxes ${ }^{(1)}$ |  |  |  | - | (28) |
| Total working capital change ${ }^{(2)}$ |  |  |  | 549 | - |
| Total sources, net |  |  |  | \$867 | \$290 |
| Capex |  |  |  | (3) | (3) |
| Capitalized servicing rights - Originations/EBO |  |  |  | (200) | (200) |
| MSR purchases, MSR sales, and excess spread financing |  |  |  | (961) | (1) |
| Net investment in MSR |  |  |  | $(1,161)$ | $(201){ }^{(3)}$ |
| Repurchase of common stock |  |  |  | (35) | - |
| Total uses, net |  |  |  | $(1,199)$ | (204) |
| Change in cash |  |  |  | (\$332) | \$86 |
| Change in unrestricted cash |  |  |  | (\$316) |  |

[^0]
[^0]:    Based on marginal tax rate of $3.2 \%$, net of federal benefit. Actual tax payments/refunds included in total working capital change
    2) Includes mortgage loans originated, sold or repurchased, net gains on mortgage loans held for sale excluding capitalized servicing rights, activities from discontinued operations,
    repayment of nonrecourse debt - legacy assets, and changes in warehouse facilities, advance facilities, advances and other receivables, other assets, payables and other liabilities, taxes, and other activities ${ }^{3)}$ Required investment to sustain the net MSR is based on sum of (\$235) mm forward MSR amortization, $\$ 33 \mathrm{~mm}$ excess spread accretion, and $\$ 1 \mathrm{~mm}$ in fair value of excess spread accretion

