

Default Resource is a diversified financial services company that provides the full spectrum of default and origination products and services to the real estate and mortgage markets including valuation, REO asset management, hazard recovery, business process consulting and loss mitigation services.

Products and Services

Valuations

Through our Mark to Market ("M2M") subsidiary, Default Resource is the industry leader in providing accurate and cost effective valuation services including broker price opinions, appraisals, forensic reconciliations and customized valuation products. Our 150+ point quality control process and integrated technology platform ensures quality and performance.

Asset Management

Default Resource's end-to-end asset management platform manages all traditionally disparate services and aggregates them through a single, integrated solution. We combine operational best practices, industry leading technology and our client's proprietary business logic, maximizing exposure, reducing fixed costs, enhancing net proceeds and eliminating compliance issues. Default Resource creates customized asset disposition solutions, leveraging multi-directional listing strategies to produce unparalleled results.

Training

Default Resource offers customized, online or classroom training for clients seeking to improve vendor or employee performance. Offering such courses as "Best Practices in REO" or "Advanced Property Valuation", Default Resource enhances overall service levels within organizations, reduces expenses, increases operating capacity and improves profitability. Since its inception, Default Resource has trained in excess of 40,000 real estate professionals from many of the industry's leading institutions.

Property Preservation, Inspection and Hazard Recovery

Default Resource offers comprehensive property preservation, inspection and hazard recovery services to servicers and institutional investors nationwide. Our network of over 25,000 experienced providers is considered to be one of the largest and most well respected in the industry.

Consulting

Increased competition and new business strategies require organizations to look for ways to improve operating efficiencies. Through Default Resource's innovative consulting services, our clients are able monetize opportunities, eliminate capacity constraints and execute on industry-leading process strategies.

Transaction Services

Default Resource provides comprehensive transaction services to the residential real estate industry. By leveraging Default Resource's network of experienced professionals, we provide comprehensive due diligence, forensic, loss mitigation and collection services to support our clients' loan or REO acquisition / disposition initiatives.

Why Default Resource

Headquartered in Frederick, Maryland with satellite offices in Atlanta, Georgia, Dallas, Texas, and St. Louis, Missouri, Default Resource is well positioned to exceed our clients' demands. We offer multiple integrated solutions leveraging cutting-edge technology and optimal decision models.

Contact Us

(678) 680-4550
Sales@DefaultResource.com

Asset Management

“Quality is the driving force behind Default Resource; it is our passion and constant focus.” – Glen Calderon, CEO

Default Resource’s end-to-end asset management platform manages all traditionally disparate services and aggregates them through a single, integrated solution. We combine operational best practices, industry leading technology and our client’s proprietary business logic, to maximize exposure, reduce fixed costs, enhance net proceeds and eliminate compliance issues. Through our subsidiary, Executive Asset Management, we create customized asset disposition solutions, leveraging multi-directional listing strategies to produce unparalleled results.

Products and Services

Pre-Marketing
Proactive redemption monitoring, foreclosure sale confirmation and ratification, relocation assistance, eviction coordination, lock-out and person property storage, rental management, weekly vacancy inspection, re-key and winterization, local foreclosure compliance registration
Marketing and Offer Management
Valuation management, NPDES inspections, erosion control, process tax and HOA invoices, HOA violations, property cost benefit repair and improvement analysis, offer negotiation and acceptance, contract review and execution
Title and Closing
Title procurement and resolution, closing coordination (finance and inspection contingencies), HUD-1 review and approval

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Performance Standards

Transparency

- Reduce fraud by using unbiased vendor management and offer submission processes
- Customized reporting, including multiple distribution channels and dynamic integration

Exposure

- Sell of your REO faster at less cost by leveraging multiple disposition strategies

Control

- Delegated authority models drive the right REO asset management decisions without infrastructure costs
- Capacity constraints eliminated through resource allocation

Customer Service

- Dedicated and experienced management staff
- 24 X 7 customer support
- Integrated technology and workflow design

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Through our subsidiary, Mark to Market (“M2M”), Default Resource, is the industry’s leading valuation service provider. M2M offers a comprehensive suite of products for the origination, default and REO markets.

Mark to Market’s integrated, transparent and customized solutions, simplify the ordering and management of all valuation services.

Products and Services

Broker Price Opinions

- Nationwide coverage
- Over 26,000 approved and experienced real estate professionals
- 100% quality control review of all BPOs
- Industry leading turn times

Appraisals

- Single Family, Condo, Co-Op, Multi-Family and Exterior Appraisals
- FHA certified network
- Compliant with all HVCC and AMC requirements

Reconciliations

- Comprehensive review and analysis of all commercially available data including proprietary sources
- Performed by licensed appraisers with local industry expertise
- Automated, rules-based decision engines, reduce human error and optimize decisioning

Specialty Products

- Customized valuation products and solutions
- Data analysis and aggregation
- Pipeline management and reporting
- Automated valuation and reconciliation models
- Site inspections
- Secret shopper program

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Performance Standards

Unparalleled Quality

- Multi-faceted quality control processes blend robust analytical algorithms and experienced staff, ensuring reliability and consistency
- Comprehensive and customizable solutions leverage proprietary technology to streamline processes, enhancing quality and performance

Scalability and Delivery

- Customized reporting, including multiple distribution channels and systemic integration
- Adaptive infrastructure strategy eliminates capacity constraints while facilitating client control
- Proprietary and comprehensive vendor management philosophies ensure adherence to rigid client standards

Customer Service

- Dedicated and experienced management staff
- 24 X 7 customer support
- Integrated technology and workflow design

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Default School

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Today’s real estate market is ever changing. The number of Real Estate Owned and foreclosure properties is rapidly increasing putting more demands on the companies that own these assets. These financial institutions, mortgage lenders and REO services use real estate professionals to manage, market and sell their assets. They rely on the expertise of these local specialists to provide the best service and to represent their property. These companies have less time and staff to train current and new brokers and agents they are using.

Default School fills that void by providing online and traditional training for the corporate seller and their brokers and agents. In addition, we provide the necessary tools any broker or agent need to become an REO specialist. Default School provides a variety of products for the default servicing sector and the real estate professionals managing these properties. Each course is designed to enhance your vendor’s performance.

Default School’s courses are informative, interactive, fun and most importantly can be done completely at the pace of the student. Default School courses are multi-media with streaming video, interactive exercises and complete quality assessments.

Our Clients

Default School collaborates with several of the highest-volume lenders, servicers and GSE’s in the REO and foreclosure industry. In the past year alone, these clients managed and sold over 60,000 listings of REO. Our clients want to work with real estate agents who are trained and capable to offer the best quality services.

Students successfully complete the core REO course selection will receive the REO Default Certified Professional (RDCPro™) designation.

Client Benefits

Because Default School is the only authorized provider of REO education for agents and brokers, our clients reap the benefits. There are other REO courses available, but our clients endorse Default School to provide training that makes agents and brokers eligible to join our clients approved vendor network. In addition, working with Default School allows clients to search for the RDCPro™ designation, when selecting an agent to manage and dispose of their REO properties.

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Courses

REO Best Practices
Advanced Valuations
Loss Mitigation
Short Sale
Renovation Lending
Client Policies and Procedures
Customized Course

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Products and Services

Property Preservation

Eviction assistance, personal property posting, initial securing / re-key and lockbox, interior / exterior debris removal, winterization, snow removal service, lawn services, over-allowable / second bids, recurring maintenance, police reports, fire damage reports, vehicle removal services

Inspection

Occupancy check, name verification, property inspection, door knock, letter delivery, sale date inspection, insurance loss draft inspection

Hazard Recovery

Review of client reports for insurable damage, determine insurance company, timely filing of claim, adjuster inspection of damaged property, review of explanation of benefits, review denied claims for possible dispute, recommendations made to assist in repair process

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Performance Standards

Transparency

- Processes designed to allow clients access to real-time data to enhance investment decisions
- Automated and manual quality control verifications eliminate inaccuracies
- Online, milestone-based tracking system

Experience

- Trained personnel ensure adherence to all regulations and client guidelines
- Contractors and field representatives possess industry leading knowledge

Scalability and Delivery

- Practically limitless scalability
- Customized reporting through our proprietary online system

Customer Service

- Dedicated and experienced management staff
- 24 X 7 customer support
- Integrated technology and workflow design

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