January 15, 2019

Happy 2019! We eagerly look forward to working with each of you in 2019 on your journey to using the MITAS web-based modules. First, we really want to thank those of you who were early adopters and helped us shape and re-shape screens, reports and processes. Since our business is simply to provide you with what you need, this collaboration is key to our combined and continued success.

To help each of you continue or prepare for the new MITAS experience, we are inviting all of our client partners back to McKinney for our 2019 MITAS User Conference. In the course of two days, you will learn what leading edge technology can do for you in effectiveness, productivity and capability. Our goal is that every attendee learns much that they didn't know before and are able to take these ideas and knowledge back to their agencies. For those of you still on the path to the new products, it will help you plan and set expectations. Moving to the new technology is not about how to do the same job the same way, but how to do so more efficiently and reliably. For many of you, this is an opportunity to rethink old ideas, train employees and plan for continued improvement.

In each area of our software, we have sought a common set of goals:
1. Reduce the need for customization thru applying industry standards and supporting accessible technologies such the use of Microsoft Excel® as a mechanism to import data or quickly extract data for analysis.
2. Create a communication channel between you and your business partners and customers. We utilize web portals to effectively trade information, documents and make process improvements.
3. Help you achieve the paperless environment you have sought for so long. By using electronic document management, workflow-based approvals and the ability to see your information on screen without the need to print a report first, we not only speed the process, but reduce errors and create reporting and tracking capabilities as well.

Since most of you work in a specific department, so let's talk more specifically about what we will highlight for each of you.

Single Family
Mortgage Loan (the name for our windows-based module for single family), has undergone more change than any other area of MITAS. The industry has continued to evolve with new federal regulations and a shifting financial market place. Our front-end system (including ILRS replacement and loan origination) is completely new and built to industry standards. Our goal is to make sure you can work with industry partners such as FNMA, Freddie Mac, Ginnie Mae, your lenders, master servicers, financial advisors and anyone else you trade loan information with.

Loan Servicing
Loan servicing benefits greatly from the new technology. The product did not require a complete rewrite, but many efficiencies have been realized and more customization of external communications such as billings, late fee statements, activity statements, payoff statements and more are now available. As more and more of our client partners have needs for servicing irregular loans including simple interest, construction and even more

diverse structures, we have embellished how loans are setup and we have brought the various configurations into one view to easily see how a loan will be processed.

Multifamily

The multifamily modules, including application tracking (project development), asset management, program (tenant) compliance, and IDIS integration have all been streamlined to make their use simpler, yet more powerful. These departments greatly benefit from new or improved web portals that help you collect your data more easily and communicate with your business partners. This is an area that so often has the need for custom programs and portals due to your many and diverse program offerings. We will highlight several custom portals which our client partners already use, and hopefully provide you with ideas of how you might improve your special programs.

Accounting

Our accounting modules were the first to be completed into the web environment, and as such, most of our client partners have already migrated or are in the process of doing so. We will be focusing on what's new in the last two years. Much capability was added to accounts payable for tracking of purchase orders and supporting a procurement process complete with multi-level approvals. We have also added Bond Debt Service to the web environment.

Building Reports

The key to any system is how well you can access the information once it has been captured. You have each developed your own approach through use of MITAS reports, exporting data and reporting with 3rd party reporting systems. We will demonstrate what has been accomplished with our client partners for utilizing a modern reporting system to achieve their reporting needs.

Training

We have designed many productivity improvement features into the new software, many of which can only be appreciated once you have migrated and are comfortable with the new design. We will cover several features that can be used by any of the above departments and will improve any user's use of the system.

As you can see, there is no lack of topics to cover. I believe you will receive great value by attending. Making relationships with other MITAS users and discovering what they have found effective in improving their processes, will be a great by-product of your attendance.

I hope to see you in April. We will have all meetings and functions in historic downtown McKinney. Enjoy our quaint town with everything within walking distance of your hotel. Our office is also located in downtown McKinney for those who would like to visit.

See you soon!

Steven M. Mitas
President