

### **AGENT REPORT CARD**



This report highlights the performance of the top agents responsible for the processing of CMO/ABS securities in two specific areas of concern:

- 1) The unavailability of timely rate information.
- 2) Inaccurate rate information that requires amendment and therefore post payable date adjustments to DTCC's Clients.

The impact of each agent on last month's performance is reflected in bar charts showing "late/amended" information.

In addition, the top three agents with the best record in each category have been highlighted in <a href="Green">Green</a>.

### **Agent Report Card - Rankings**

#### **Agent Report Card**

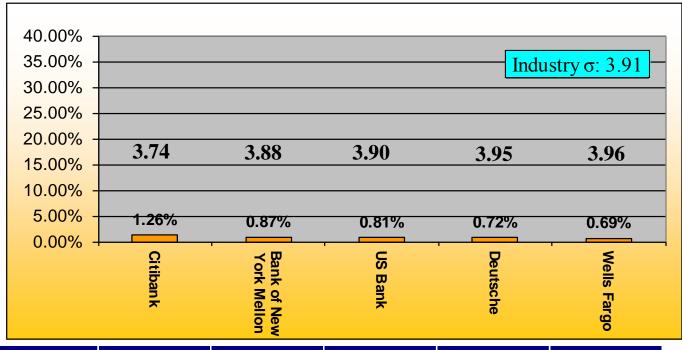
Rankings based on a percentage of an agent's total rates

(Best three in each category highlighted in green)

|                            | ,                 |                       | ,             | Amended          |
|----------------------------|-------------------|-----------------------|---------------|------------------|
|                            | Rates Open at COB | Late Rates after 3:00 | Amended       | Announcements 30 |
|                            | P/D - 1           | pm Cut-off on P/D     | Announcements | Days + after P/D |
| Bank of New<br>York Mellon | 4                 | 5                     | 3             | 4                |
| Citibank                   | 1                 | 1                     | 1             | 1                |
| Deutsche Bank              | 2                 | 1                     | 4             | 5                |
| US Bank                    | 3                 | 3                     | 5             | 1                |
| Wells Fargo                | 5                 | 4                     | 2             | 1                |
|                            |                   |                       |               |                  |

# Conforming Late Rates CMO/ABS Payable on the 15th and 25th

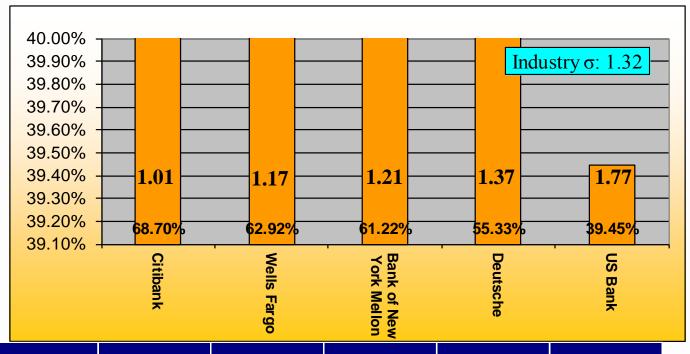
# Rates open at COB on P/D -1 As a percentage of an agent's total rates



| Sigma Level  | 3.74   | 3.88   | 3.90   | 3.95   | 3.96   |
|--|--------|--------|--------|--------|--------|
| Number of Late Rate                                    | 79     | 161    | 153    | 81     | 223    |
| As a Percentage of Total<br>Late Rates From All Agents | 11.33% | 23.10% | 21.95% | 11.62% | 31.99% |
| Deviation From the<br>Industry Sigma                   | -0.17  | -0.03  | 0.00   | 0.04   | 0.05   |

# **Conforming Late Rates CMO/ABS All Payable Date excluding the 15th and**

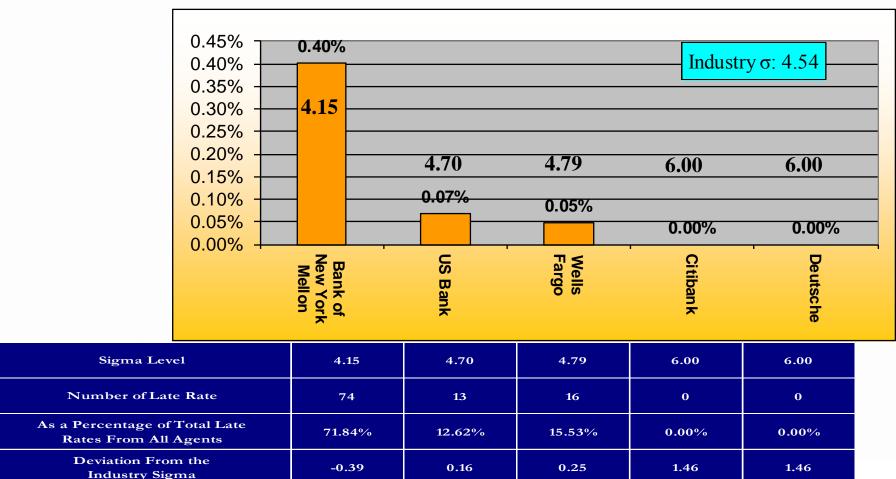
# Rates open at COB on P/D -1 As a percentage of an agent's total rates



| Sigma Level  | 1.01  | 1.17   | 1.21   | 1.37  | 1.77   |
|--|-------|--------|--------|-------|--------|
| Number of Late Rate                                    | 79    | 974    | 491    | 192   | 299    |
| As a Percentage of Total<br>Late Rates From All Agents | 3.88% | 47.86% | 24.13% | 9.43% | 14.69% |
| Deviation From the<br>Industry Sigma                   | -0.31 | -0.15  | -0.11  | 0.04  | 0.44   |

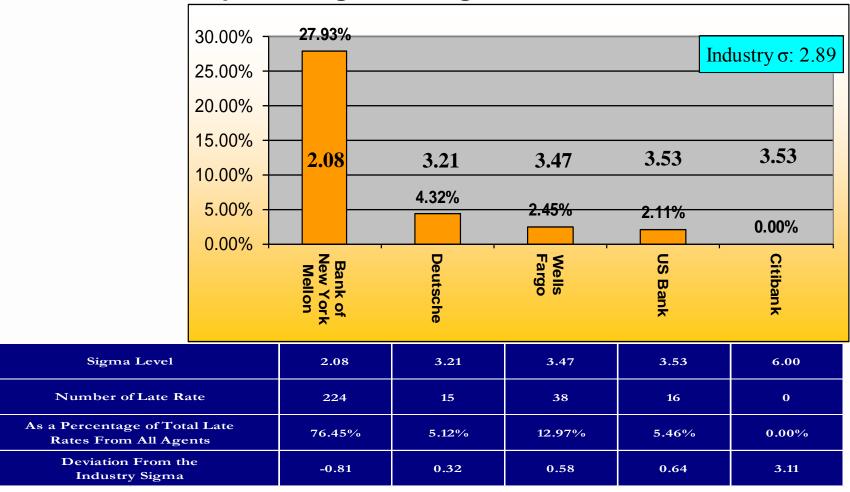
# All Late Rates CMO/ABS Payable on the 15th and the 25th

# After 3:00 p.m. EST on payable date and subsequent days As a percentage of an agent's total Rates



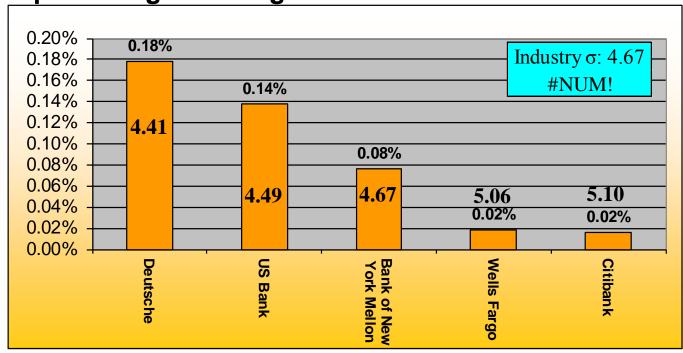
# All Late Rates CMO/ABS Excluding Payable on the 15th and the

# After 3:00 p.m. EST on payable date and subsequent days As a percentage of an agent's total Rates



# All Amended Rates CMO/ABS

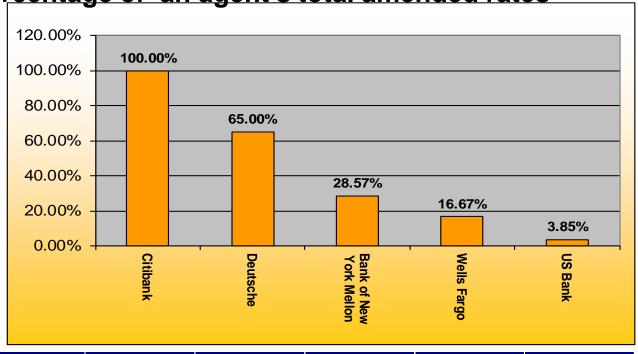
#### As a percentage of an agent's total rates



| Sigma Level  | 4.41   | 4.49   | 4.67   | 5.06  | 5.10  |
|--|--------|--------|--------|-------|-------|
| Number of Amended Rates                                | 20     | 26     | 14     | 6     | 1     |
| As a Percentage of Total Amended Rates From All Agents | 29.85% | 38.81% | 20.90% | 8.96% | 1.49% |
| Deviation From   | -0.25  | -0.17  | 0.00   | 0.39  | 0.43  |

# All Amended Rates CMO/ABS

30 days+ after payable date
As a percentage of an agent's total amended rates



| Number of Amended<br>Rates 30 Days +                   | 1     | 13     | 4      | 1     | 1     |
|--|-------|--------|--------|-------|-------|
| As a Percentage of Total Amended Rates From All Agents | 5.00% | 65.00% | 20.00% | 5.00% | 5.00% |

# Agent Report Card April's Entity Responsible

| Agent            | Paying<br>Agent | Calculation<br>Agent | Servicer | Third<br>Parties | Re-<br>Securitization | Total | Percentage<br>of Total | Total<br>Allocation<br>Volume | Revision<br>Percentage<br>Rate |
|------------------|-----------------|----------------------|----------|------------------|-----------------------|-------|------------------------|-------------------------------|--------------------------------|
| BNY Mellon       | 13              | 4                    | 1        | 0                | 0                     | 18    | 10.47%                 | 19,215                        | 0.09%                          |
| Wells Fargo      | 27              | 0                    | 3        | 0                | 0                     | 30    | 17.44%                 | 33,910                        | 0.08%                          |
| U.S. Bank        | 73              | 5                    | 0        | 1                | 0                     | 79    | 45.93%                 | 19,654                        | 0.40%                          |
| Citi             | 1               | 0                    | 0        | 0                | 0                     | 1     | 0.58%                  | 6,365                         | 0.01%                          |
| Deutsche<br>Bank | 44              | 0                    | 0        | 0                | 0                     | 44    | 25.58%                 | 11,574                        | 0.38%                          |
| Total            | 158             | 9                    | 4        | 1                | 0                     | 172   | 100.00%                | 90,714                        | 0.18%                          |

#### **Agent Report Card**

April's Breakdown of Top Calculation Agents and Servicers Responsible for Revisions

| Calculation Agent/Servicer | Calculation Agent<br>or Servicer | Count @<br>Deal Level | Count @<br>Revision Level | Percentage of<br>Total @<br>Revision Level |
|----------------------------|----------------------------------|-----------------------|---------------------------|--|
| US Bank                    | Calculation Agent                | 3                     | 4                         | 30.77%                                     |
| BNYM                       | Calculation Agent                | 2                     | 4                         | 30.77%                                     |
| Select Portfolio Servicing | Servicer                         | 1                     | 3                         | 23.08%                                     |
| Other                      |                                  | 2                     | 2                         | 15.38%                                     |
| Total                      |                                  | 8                     | 13                        | 100.00%                                    |

#### **Agent Report Card**

April's Root Cause Breakdown

|                     | Operat                |                   | Error                                  |  |       |                           |              |  |   |
|---------------------|-----------------------|-------------------|--|--|-------|---------------------------|--------------|--|---|
| Agent               | As<br>Paying<br>Agent | As Calc.<br>Agent | Other Calc.<br>Agents and<br>Servicers | Modification<br>of Underlying<br>Asset | Other | Late Payment<br>on Assets | Unaeterminea | Document<br>ambiguity<br>at loan level | Document<br>ambiguity at<br>trust level |
| Bank of New<br>York | 12                    | 0                 | 0                                      | 3                                      | 0     | 3                         | 0            | 0                                      | 0                                       |
| Deutsche<br>Bank    | 44                    | 0                 | 0                                      | 0                                      | 0     | 0                         | 0            | 0                                      | 0                                       |
| СІТІ                | 1                     | 0                 | 0                                      | 0                                      | 0     | 0                         | 0            | 0                                      | 0                                       |
| US Bank             | 66                    | 4                 | 2                                      | 0                                      | 0     | 6                         | 0            | 1                                      | 0                                       |
| Wells Fargo         | 27                    | 0                 | 3                                      | 0                                      | 0     | 0                         | 0            | 0                                      | 0                                       |
| Total               | 150                   | 4                 | 5                                      | 3                                      | 0     | 9                         | 0            | 1                                      | 0                                       |
|                     | 159                   |                   |  |  |       |                           |              |  |   |

# Agent Report Card April's Breakdown of Operational Errors

| Entity Initiating Revision                              | Percentage of Total @ Deal<br>Level | Count @ Revision Level | Percentage of Total @ Revision<br>Level |  |
|---|-------------------------------------|------------------------|---|--|
| Paying Agent  | 52                                  | 150                    | 94.34%                                  |  |
| Calculation Agent                                       | 4                                   | 5                      | 3.14%                                   |  |
| Servicer  | 1                                   | 3                      | 1.89%                                   |  |
| Third Parties (other than servicer / calculation agent) | 1                                   | 1                      | 0.63%                                   |  |
| Total   | 58                                  | 159                    | 100.00%                                 |  |

**Agent Report Card** 

April's Aging Analysis

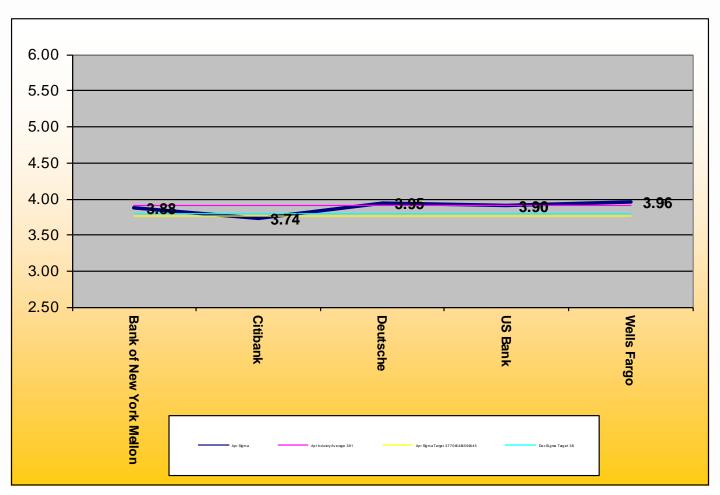
|                     | >365              |                                   | >180              |                                   | 180-120           |                                   | 119-90            |                                   | <90               |                                   |
|---------------------|-------------------|-----------------------------------|-------------------|-----------------------------------|-------------------|-----------------------------------|-------------------|-----------------------------------|-------------------|-----------------------------------|
| Agent               | # of<br>Revisions | % of Agents<br>Total<br>Revisions |
| Bank of<br>New York | 0                 | 0.00%                             | 0                 | 0.00%                             | 2                 | 11.11%                            | 1                 | 5.56%                             | 15                | 83.33%                            |
| Citibank            | 0                 | 0.00%                             | 0                 | 0.00%                             | 0                 | 0.00%                             | 0                 | 0.00%                             | 1                 | 100.00%                           |
| Deutsche<br>Bank    | 0                 | 0.00%                             | 0                 | 0.00%                             | 0                 | 0.00%                             | 0                 | 0.00%                             | 44                | 100.00%                           |
| US Bank             | 0                 | 0.00%                             | 1                 | 1.27%                             | 1                 | 1.27%                             | 12                | 15.19%                            | 65                | 82.28%                            |
| Wells<br>Fargo      | 0                 | 0.00%                             | 0                 | 0.00%                             | 0                 | 0.00%                             | 0                 | 0.00%                             | 30                | 100.00%                           |
| Total               | 0                 | 0.00%                             | 1                 | 0.58%                             | 3                 | 1.74%                             | 13                | 7.56%                             | 155               | 90.21%                            |

<sup>\*\*</sup>DTC is only processing debits that are <90 days and credit revisions <365

### **Monthly Sigma Versus Targets**

### Conforming Structured Securities - Payable 15/25

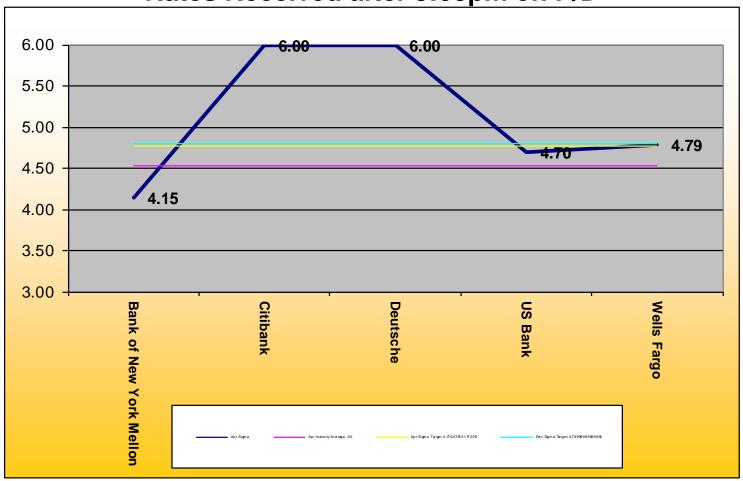
#### Open rates at COB on P/D-1



### **Monthly Sigma Versus Targets**

All Structured Securities – Payable 15/25





### **Monthly Sigma Versus Targets**

All Structured Securities – Amended Rates

#### As a percentage of Total Rates

