



Media Contact:
Christen Reyenga
MediaRelations@nationstarmail.com

Nationstar Launches New Customer-Centric Digital Portal, Mobile App

Assets Showcase Latest Step from Industry-Leading Residential Mortgage Servicer to Help Customers Keep Dream of Homeownership Alive

DALLAS, Texas (December 15, 2016) – [Nationstar Mortgage Holdings Inc.](#) (NYSE: NSM) (“Nationstar”) today introduced two new digital tools to help customers better navigate the often complex homeownership process. The launch of a new website and mobile application marks the latest steps by Nationstar to make the journey to homeownership more rewarding and less worrisome for its 2.7 million customers.

The digital resources are easy to use with simple navigation and a sleek design. Customers will find a variety of unique updates, such as rich educational content, interactive data tools and informational mortgage payment modules. The new mobile-responsive website will also ensure customers have the option to access their accounts on the go – through a web browser on their device or directly through the app.

“We don’t want to just enhance our site’s functionality, or add a mobile app, we want to upgrade our customers’ experience and challenge the standard for customer service in the mortgage industry,” said Jay Bray, Chairman and CEO. “First, we focused on internal change, redefining our values to be radically focused on keeping the dream of homeownership alive. Now, we’re acting on our commitment to being more than a faceless servicer. These new tools provide a better experience with unprecedented convenience and the comfort of knowing we’re with our customers on their homeownership journey every step of the way.”

Educational Content

A key component of the enhanced website provides customers clarity around the home buying and mortgage process. Through new content and informative videos, customers can quickly find answers to questions about payments, statements, account setup or changes and mortgage assistance.

The website also offers tailored, easy-to-understand guides that simplify complex mortgage details, such as escrow account and payment information.

Interactive Data Tools

The new website will feature application capabilities geared towards making the loan modification process easy and less stressful.

Additionally, both the website and mobile app will feature one of the most exciting new offerings, Street Smarts™ from Nationstar, a digital home loan advisor that can deliver custom insights on a customer’s loan, home and neighborhood. The suite of tools gives customers personalized data, including credit



scores, tailored equity analysis, custom pay down options and more. Street Smarts also utilizes a tested and proven best-in-class proprietary technology that delivers real time values for the customer's home and other homes in the same neighborhood. This information is calculated from public and user-submitted data, taking into account special features, location and market conditions.

Nationstar will continue to incorporate additional updates and functionality features to both platforms over the coming year focused on making customers even smarter homeowners. The launch of this new site and the mobile app follow a two-year process undertaken by Nationstar to not only create industry-leading digital assets but to introduce a whole new approach to business that empowers customers.

About Nationstar Mortgage Holdings, Inc.

Based in Dallas, Texas, Nationstar provides quality servicing, origination and transaction-based services related principally to single-family residences throughout the United States. With experience spanning more than 20 years, Nationstar is one of the largest servicers in the country. The company has capabilities to provide its customers products at every point during their homeownership journey and meet the constantly evolving needs of consumers and the mortgage industry. Additional details about Nationstar can be found at www.nationstarholdings.com/press. Shareholder information can be found at www.nationstarmtg.com.