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Nationstar Wins 2017 Digital Edge 50 Award for New Customer-Centric Digital Portal, Mobile App

Nationstar Mortgage demonstrates innovative approach to customer service with new, easy-to-navigate website and mobile application

DALLAS, Texas (April 12, 2017) – [Nationstar Mortgage](#) was named a winner of [IDG Enterprise](#)'s Digital Edge 50 award for the company's new customer-centric digital portal and mobile application. The award recognizes 50 organizations for digital transformation initiatives with significant, measureable business impact. Each award candidate was judged on complexity, scale, business outcomes and innovation.

Nationstar's new website and mobile application were designed to enhance the customer experience. These unique upgrades include 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. Additionally, both the website and mobile app include Street Smarts™ from Nationstar, a digital home loan advisor that delivers insights on a customer's loan, home and neighborhood.

"Our industry is not known for embracing technology and innovation, but we want to change that," said Jay Bray, Chairman and CEO of Nationstar. "We're focused on making each customer's journey to homeownership as seamless as possible by equipping them with the right tools and information they need to make smart home buying decisions. Our new customer-centric digital and mobile platform is setting a new standard for the industry, and we're receiving very positive feedback from customers as well as significant increases in online accounts, automated payments, paperless billings and customer self-service."

The new site and mobile app are core components of Nationstar's transformation to not only create industry-leading digital assets but to introduce a new approach to business that empowers customers.

"The complexity and scale of the initiatives in the Digital Edge 50 show how quickly organizations are progressing to the next phase of digital transformation," said Anne McCrory, Digital Edge program chair and Group VP, Customer Experience and Operations, IDG Enterprise Events. "They are taking advantage of new capabilities, such as AI and deep machine learning, to enhance their mobile and analytics practices worldwide. They are finding dramatic results from the cloud, and serving customers in faster and more elegant ways. Their adoption of agile, extreme programming and completely reworked business processes show how even the most traditional businesses can go big with digital with the right vision and leadership."

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. Additional corporate information is available in the Shareholder Relations section of www.mynationstar.com.



About Digital Edge 50 Award

The Digital Edge 50 Award is a recognized honor of digital innovation. Through digital technologies such as mobile, analytics, AI, the Internet of Things and cloud, award winners see business results that indicate a true “digital edge.” Selected by a panel of industry experts and business and technology executives, winning applications are driving greater customer engagement, higher sales conversions and new products, as well as revenue and profit growth.

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