Arch MI values our relationship with customers, so communication is a top priority. The Arch MI teams that support your needs are readily accessible by phone, fax or email.

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>CONTACT INFORMATION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales/Relationship Management</td>
<td>To contact your Arch MI Account Manager, visit: archmi.com</td>
<td></td>
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</tbody>
</table>
| Corporate Headquarters (General)    | P: 800-909-4264  
F: 800-490-6757  
E: archmortgageinsurance@archmi.com | Arch MI’s team of home office professionals provides customers with operational, risk management, marketing and technology support – so you get solutions that work for you. |
| Contract Underwriting               | P: 800-603-3565  
E: contractuw@archmi.com  
8 a.m.–8 p.m. ET | - General service information.  
- Status inquiries.  
- Questions on conditions.  
- Portal access.  
- Rush requests. |
| Claims                              | P: 877-642-4642, Option 2, Option 2  
8:30 a.m.–5 p.m. ET  
E: claims.support@archmi.com | - Assistance with claim filing.  
- Provide required claim documentation.  
- General claims inquiries. |
| Underwriting Network Support (Non-Delegated) | P: 877-642-4642, Option 1, Option 1  
8 a.m.–8 p.m. ET  
E: uwcustomerservice@archmi.com | - Confirm receipt of new loan.  
- Check loan status.  
- Confirm receipt of conditions.  
- Change a loan in progress.  
- Check on current turn times.  
- Request a loan to be expedited.  
- Underwriting scenarios.  
- Password resets and new user setups. |
| MI Operations (Delegated)           | P: 877-642-4642, Option 1, Option 2  
8 a.m.–8 p.m. ET  
E: delegateduw@archmi.com | - Pended delegated MI application questions.  
- Commitment and Certificate of Insurance questions. |
| Policy Servicing                    | P: 877-642-4642, Option 2  
8 a.m.–8 p.m. ET  
F: 800-253-8432  
E: policyservicing@archmi.com | - Billing and payment inquiries.  
- Cancellation requests.  
- Loan sales and servicing transfers.  
- Loan closing dates.  
- Set up electronic billing.  
- Coverage reinstatements and commitment extensions. |
| Default Reporting                   | P: 800-909-4264  
8 a.m.–8 p.m. ET  
E: defaultreporting@archmi.com | - Notice of default (NOD) filing assistance.  
- Set up automated default reporting (ADR).  
- Inquire about general default reporting. |
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Loss Mitigation</td>
<td>P: 877-642-4642, Option 2, Option 2</td>
<td>Submit Loss Mitigation workout for approval.</td>
</tr>
<tr>
<td></td>
<td>8:30 a.m.—5:00 p.m. ET</td>
<td>General loss mitigation inquiries.</td>
</tr>
<tr>
<td></td>
<td>E: <a href="mailto:LoanMods@archmi.com">LoanMods@archmi.com</a></td>
<td></td>
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<tr>
<td>Loss Recoveries</td>
<td>P: 800-334-0296</td>
<td>Assistance with accounts where Arch MI is attempting to recover losses.</td>
</tr>
<tr>
<td></td>
<td>8 a.m.—5 p.m. ET</td>
<td>Assistance for borrowers who owe money on an Arch MI recovery account.</td>
</tr>
<tr>
<td></td>
<td>E: <a href="mailto:dgr@archmi.com">dgr@archmi.com</a></td>
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