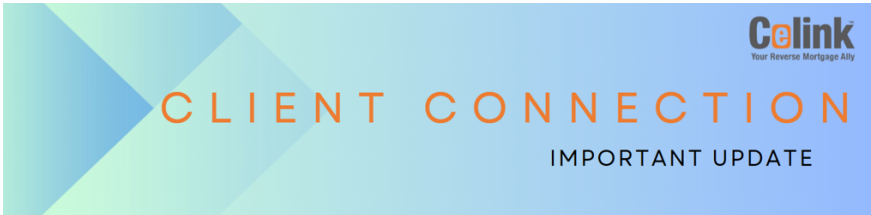


# Celink Email Error

Celink sent the below email alert this morning and are working to identify the root cause of the problem. In summary, an email was sent by Celink (via their vendor) to their customers indicating a payoff request was received and was being reviewed for their Longbridge loan.

Celink was initially unsure if Mutual of Omaha's borrowers were impacted but have since confirmed that they were.



Valued Partners,

We would like to bring to your attention an issue that was identified late last night.

As you may be aware, we rely on a third-party service, MailChimp, to manage various borrower email campaigns. Unfortunately, it appears that a number of borrowers received confirmation emails regarding a payoff quote request that they did not initiate, either directly through us or the borrower portal.

At this time, we suspect that MailChimp may have experienced a technical issue, and we are actively collaborating with their support team to investigate the root cause. We have also requested a comprehensive list of impacted email addresses, so that we can send out an apology notice to those borrowers and clarify that the email they received was sent in error.

We will share any additional information as soon as it becomes available. In the meantime, should your loan officers or servicing teams receive inquiries from borrowers regarding these emails, they can direct them to our Borrower Care department at 866-654-0020 for assistance.

We sincerely apologize for any confusion this may have caused and want to assure you that we are working diligently to resolve this matter as quickly as possible.

## Erroneous Email Sent to Borrowers

