

GROW YOUR BUSINESS, NOT YOUR OVERHEAD®

Midland Loan Services, a PNC Real Estate business, is a leading third-party provider of loan servicing, asset management and technology solutions for the commercial real estate finance industry. We have earned a reputation for exceptional customer service, proven real estate expertise and leading-edge technology.

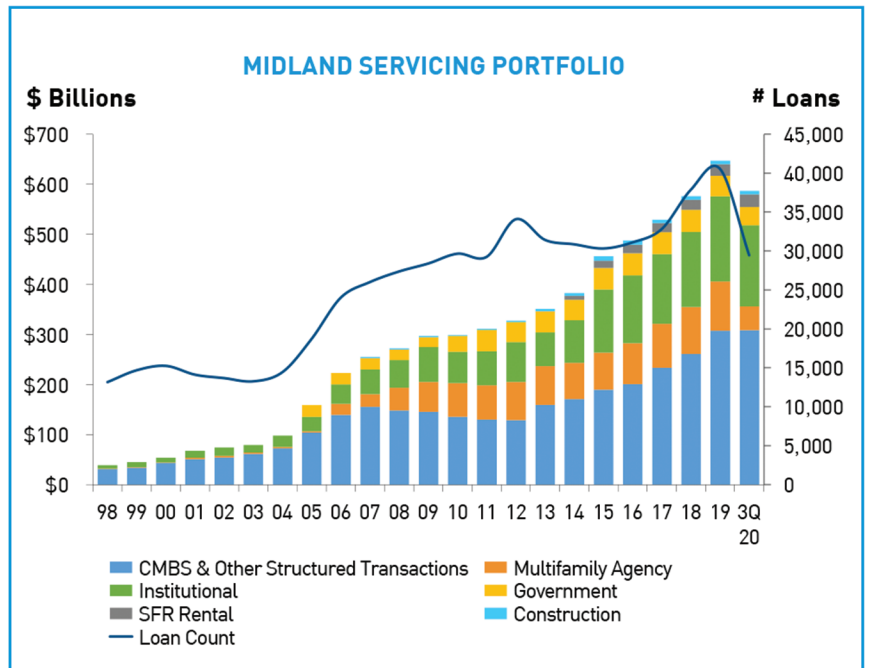
COMMERCIAL LOAN SERVICING

Capabilities include:

- A comprehensive set of loan servicing and asset management products and services for institutional, multifamily agency, specialty finance and alternative lenders
- Flexible servicing solutions, including private label subservicing and outsourcing that allow our clients to retain responsibility for borrower customer service, asset management and credit decisions
- Servicing, subservicing and asset management solutions for portfolio lenders, multifamily agency and specialty finance companies; and interim, primary, master and special servicing for securitized transactions
- Third-party construction loan administration services that help our clients effectively manage construction lending risk
- Best-in-class commercial real estate finance treasury management products and services that help lenders and servicers improve their operations and enhance the borrower experience while reducing operational risks and increasing the value of their servicing deposits

Servicing portfolio:¹

- Total: 29,452 loans serviced, \$586.6 billion outstanding principal balance or construction project budget
- Institutional: 10,483 loans, \$161.9 billion outstanding principal balance
- Multifamily agency: 3,365 loans, \$47.5 billion outstanding principal balance
- Construction loan administration: 39 projects with \$6.2 billion in project budget balances
 - Experience since 2001 includes 204 projects with aggregate budgets totaling approximately \$21.7 billion
- CMBS and other structured transactions: 13,426 loans, 580 transactions, \$308.9 billion outstanding principal balance
- Government services: 756 loans, \$36.4 billion outstanding principal balance
- Single family residential rental transactions (SFR Rental): 52 transactions, \$25.6 billion outstanding principal balance, 202,856 properties



REAL ESTATE SOLUTIONS

Midland is a leading, independent third-party special servicer providing non-performing loan resolution, workout and loss mitigation services for CMBS and non-securitized real estate and commercial assets. Our services leverage seasoned asset management staff and extensive commercial real estate credit expertise. We provide comprehensive services to our B-piece investors by combining due diligence, credit surveillance and special servicing.

Morningstar has observed, “Midland demonstrates successful asset resolutions for CMBS and other clients. Its net recovery proceeds relative to collateral values and time frames are often better than those of other special servicers. Midland performs effectively to resolve loans and REO properties expeditiously to realize their maximum recovery potential.”²

Offerings include:

- CMBS special servicing
- Special credits asset management and resolution service for non-performing loans and real estate owned
- CMBS B-piece investment due diligence
- Collateral risk management and surveillance services

Special servicing portfolio:

- Total named: 484 transactions; 9,250 loans; \$217.0 billion current outstanding principal balance¹
- Active special servicing: 403 loans; \$8.7 billion current outstanding principal balance¹
- #1 CMBS special servicer by market share in 2019,³ and a leader overall since 2010⁴

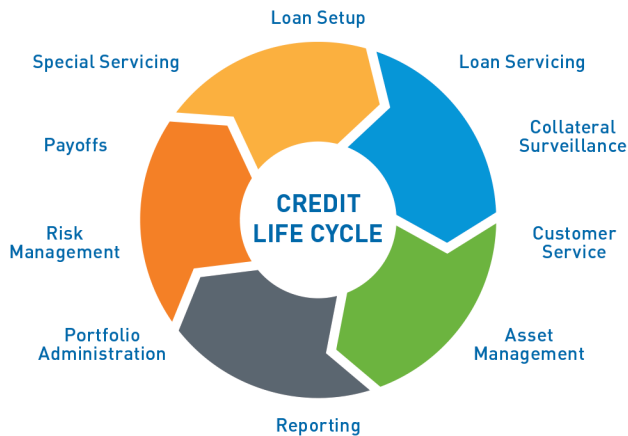
Since 2005, Midland has resolved 3,425 specially serviced assets for total net recoveries of more than \$29 billion (approximately 87% of outstanding balances).¹

TECHNOLOGY SOLUTIONS

Midland is enhancing its *Enterprise!*[®] Loan Management System to deliver a superior user experience, improved efficiency, seamless data exchange and automation of risk management functions.

- *Enterprise!* provides clients and users greater operating efficiency and reduced costs, streamlined processing and workflow, increased capacity and scalability, integrated data and enhanced reporting, and improved borrower customer service.
- Delivered on a secure, hosted basis; Shared Servicing[®] provides the option to outsource selected processing activities through a private label arrangement, while retaining direct control of your borrower relationships and asset management responsibilities
- 19 clients and a current outstanding principal balance of approximately \$1.4 trillion¹

ENTERPRISE! FOR THE LIFE OF THE LOAN



ABOUT MIDLAND

Since 1991, we have delivered our clients comprehensive solutions that can help to reduce costs, increase efficiencies and mitigate risk.

Headquartered in Overland Park, Kansas, Midland has 517 employees¹ and offices in Atlanta, Georgia; Little Rock, Arkansas; Pittsburgh, Pennsylvania; and Washington, D.C.



READY TO HELP

To learn how we can develop solutions to help you move your business forward, call 913-253-9000 or visit pnc.com/midland.



¹ As of September 30, 2020 | ² Morningstar Operational Risk Assessment, August 2017 Report of Midland | ³ Commercial Mortgage Alert Special Servicer Rankings, 2019
⁴ Commercial Mortgage Alert Special Servicer Rankings, 2010-2019

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