

Servicer Alert 01-08
October, 2008

Explanation of Benefits (EOBs) Functionality Added to Radian's MI Online

In a further strengthening of our online services, Radian is pleased to announce that a viewable and printable Explanation of Benefits (EOB) form has been integrated into our *MI Online* web service.

Servicers signing into *MI Online* using their existing account will have an EOB option alongside the existing services provided by *MI Online*. With this upgrade, *MI Online*'s secure servicing site now offers clients 24/7 customer service functionality for the following items:

- Review Claim Status
- File a Claim Submission and receive a confirmation via the user-friendly 4-step process
- Download EOB (side-by-side submitted vs. authorized) in PDF format
- Review and Print Revised Claim and Original Claim (Multiple Formats)

As a result of this enhancement, EOB's are now primarily available online. Radian will continue to honor written requests for duplicate EOBs on any paid claim, which requests will be fulfilled within 5 business days of request.

For more information, feel free to contact your claims representative.

Thank you.

RADIAN

Please contact Brian DiMarco at 1-215-231-1920 (Brian.DiMarco@radian.biz) with any questions concerning this communication.