



Introducing PennyMac Performance Portal (P3)

New Portal Experience, Same Great Service

PennyMac has developed an enhanced, more streamlined platform for our clients, creating a better experience throughout. We'll start migrating you to the new system over the summer. During this transition, your success remains our top priority.

To help you prepare for the new portal experience, we will be offering hands-on support and ample onboarding opportunities. We will provide you with training information when your migration date gets closer.

What you can expect:

Minimal disruption, as well as the same, ***consistent experience*** with:



Account Executives:

Your key point-of-contact will not change.



Service Level Agreements (SLA):

Our commitment to speed, consistency and accuracy will not change.



Pipeline Account Managers (PAM):

Your internal support will not change.



Operations:

Your fulfillment experience will not change.

How we'll prepare you

To help you prepare for the new portal experience, we'll be offering daily webinar sessions. Look out for an invite to register for the sessions as you get closer to your migration date.

During these sessions, you'll be able to:

- **Understand** how to navigate within P3
- **Learn** about new features
- **Communicate** any questions and concerns

You'll also have access to a suite of engaging, interactive, on-demand resources including Self-Paced Virtual Learnings, Videos, Step-by-Step Job Aids, and Quick Reference Guides so that you can learn about P3 at a pace that makes sense for you.

Questions? Feedback?

Please connect with your Account Executive or PAM with any questions or feedback.

Thank you!