

OCT 20 2022

Borrower Survey

Target Borrowers: Performing and Non-Performing

Survey Platform: Crowd Capital Social Media

Type of Survey: Push Poll

Poll Purpose: To market thryv's unique product features while capturing open ended responses on what features Borrowers believe are missing from current loan servicing platforms.

Q: What features do you wish your loan servicing platform provided?

- Servicers who care about you
- 24/7 access to a direct chat with your Loan Servicing Counselor
- 100% digital process with electronic document upload and signing
- Expense monitoring for proactive financial guidance
- Online integration with your banks for loan eligibility verification and easy payments
- Other (please explain in comment below)