

2015 Realogy  
Welcome to *Investor Day*



*March 18, 2015*



REALOGY

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# Safe Harbor Statement

This presentation contains forward-looking statements. The Company desires to take advantage of the Safe Harbor Provisions of the Private Securities Litigation Reform Act of 1995 and is including this statement for the express purpose of availing itself of the protections of the safe harbor with respect to all forward-looking statements. Therefore, the Company wishes to caution each participant to consider carefully the specific factors discussed with each forward-looking statement in this presentation and other factors contained in the Company's Annual Report on Form 10-K for the year ended December 31, 2014, and the company's other filings made from time to time with the Securities and Exchange Commission under the captions "Forward-Looking Statements", "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" as such factors in some cases have affected, and in the future (together with other factors) could affect, the ability of the Company to implement its business strategy and may cause actual results to differ materially from those contemplated by the statements expressed herein. The information contained in this presentation is as of March 18, 2015 except for the Company's obligation to disclose material information under the federal securities laws, the Company assumes no obligation to update the information or the forward-looking statements contained herein, whether as a result of new information or otherwise.

## **Non-GAAP Financial Measures**

The financial measures EBITDA, Adjusted EBITDA, and Free Cash Flow, as used in this presentation, are supplemental measures of the Company's performance that are not Generally Accepted Accounting Principles ("GAAP") measures. Refer to slides 85, 86 and 87 of this presentation and Tables 5a, 5b, 6a, 6b, 7, and 8 of the Company's February 24, 2015 press release announcing full year 2014 financial results for the definitions of these non-GAAP financial measures, a reconciliation of these measures to their most comparable GAAP measures, and the Company's explanation of why it believes these non-GAAP measures are useful to investors.

## **Market and Industry Data and Forecasts**

This presentation includes data, forecasts and information obtained from independent trade associations, industry publications and surveys and other information available to us. While we believe that the industry data presented herein is derived from the most widely recognized sources for reporting U.S. residential housing market statistical data, we do not endorse or suggest reliance on this data alone. Forecasts regarding rates of home ownership, median sales price, volume of homesales, and other metrics included in this presentation to describe the housing industry are inherently uncertain or speculative in nature and actual results for any period could materially differ. Industry publications, surveys and forecasts generally state that the information contained therein has been obtained from sources believed to be reliable, but such information may not be accurate or complete. We have not independently verified any of the data from third-party sources nor have we ascertained the underlying economic assumptions relied upon therein. Statements as to our market position are based on market data currently available to us. For further information regarding the Company's use of industry data, forecasts and information, see the Company's Annual Report on Form 10-K for the year ended December 31, 2014 under the heading "Market and Industry Data and Forecasts."



Richard A. Smith

Chairman,  
Chief Executive Officer  
and President



# Realty Value Proposition

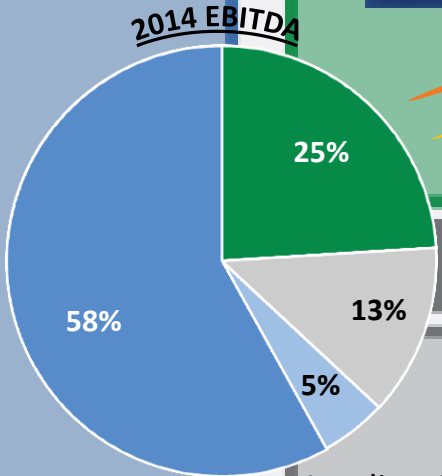


## Real Estate Franchise Services (RFG)

World's Largest Real Estate Franchisor

## Owned Brokerage Network (NRT)

Largest U.S. Residential Real Estate Brokerage



## Relocation Services

Leading Global Relocation Company

## Title Settlement and Services

Significant Provider of Title and Settlement Services

## Strong Market Position

- Realogy's 2014 homesale transaction volume outpaced the market by 4%
- Market penetration grew 100 basis points to 27%
- NRT is 2x larger than next largest brokerage by sales volume
- World's largest residential real estate franchisor

## Growth Opportunities

- Roll up acquisition strategy is low risk and highly accretive – 17 NRT and 3 TRG acquisitions in 2014
- Strong potential in additional markets, i.e. the Sunbelt states
- ZipRealty Zap platform enhances RFG value proposition

## Free Cash Flow Generation

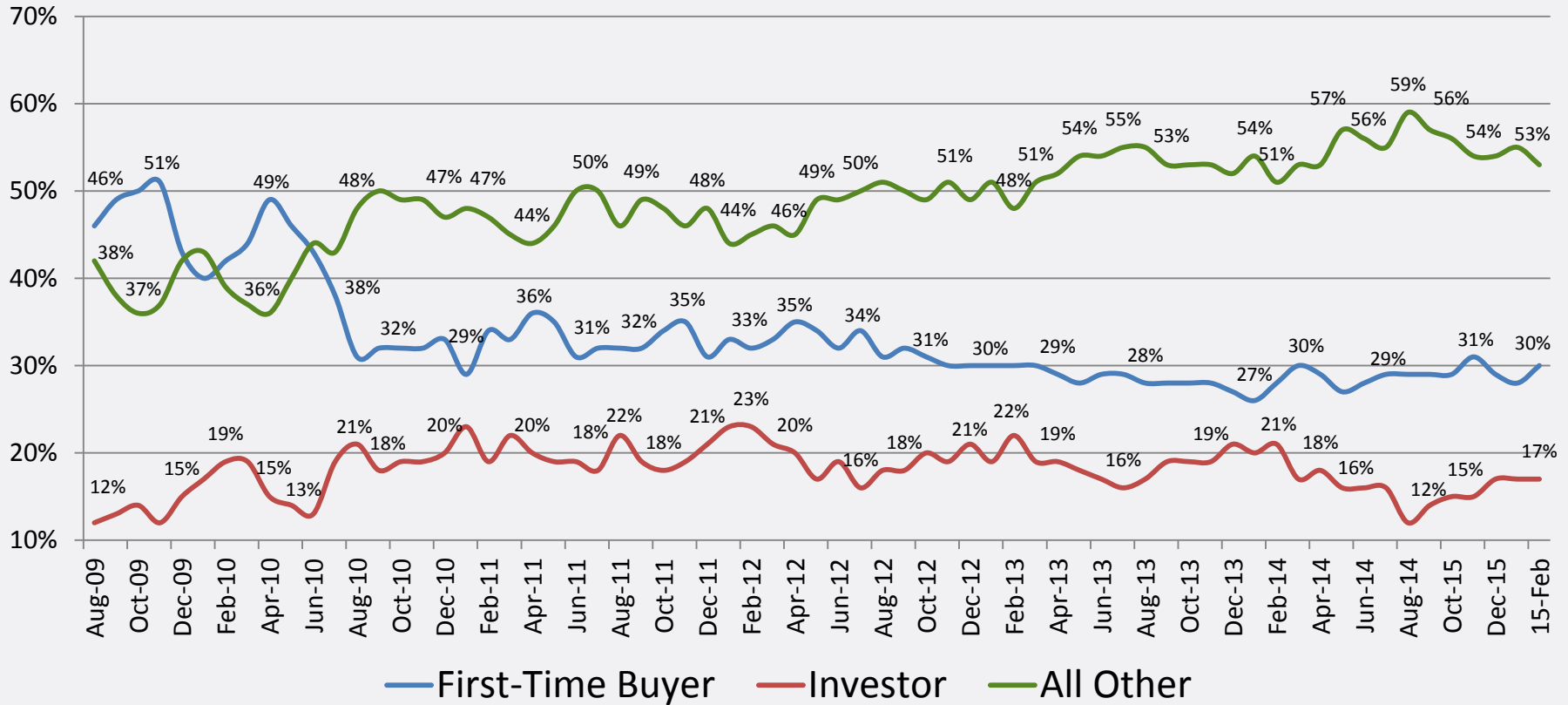
- Generated \$367 million of free cash flow in 2014
- Significant Adj. EBITDA to free cash flow conversion
- Excess free cash flow will be applied to debt reduction, growth opportunities and the eventual return of capital

# Next Stage of Housing Recovery:

Return of the First-Time Buyer



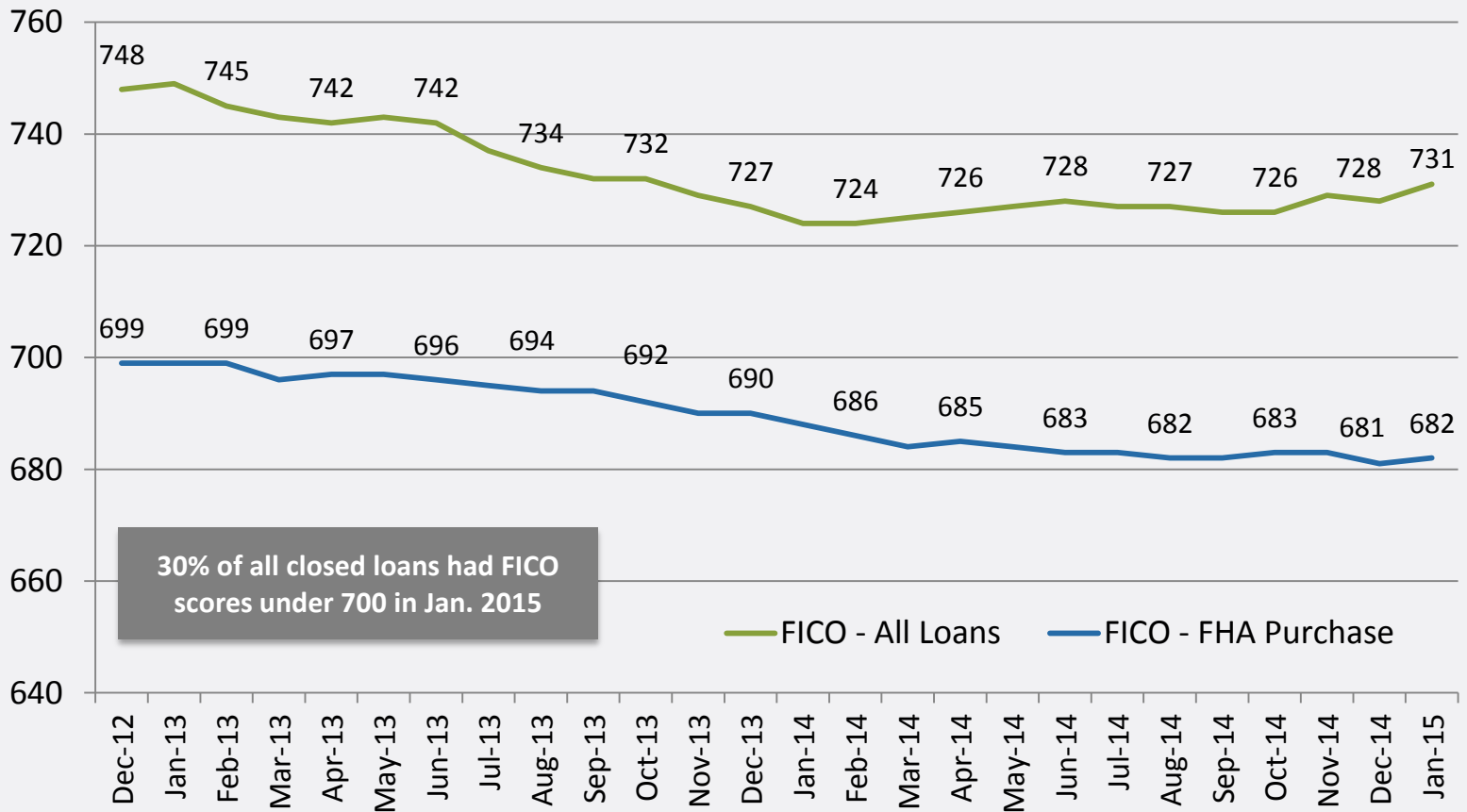
Homebuyer Classification



# Credit Remains Challenging



Average FICO scores of all closed loans



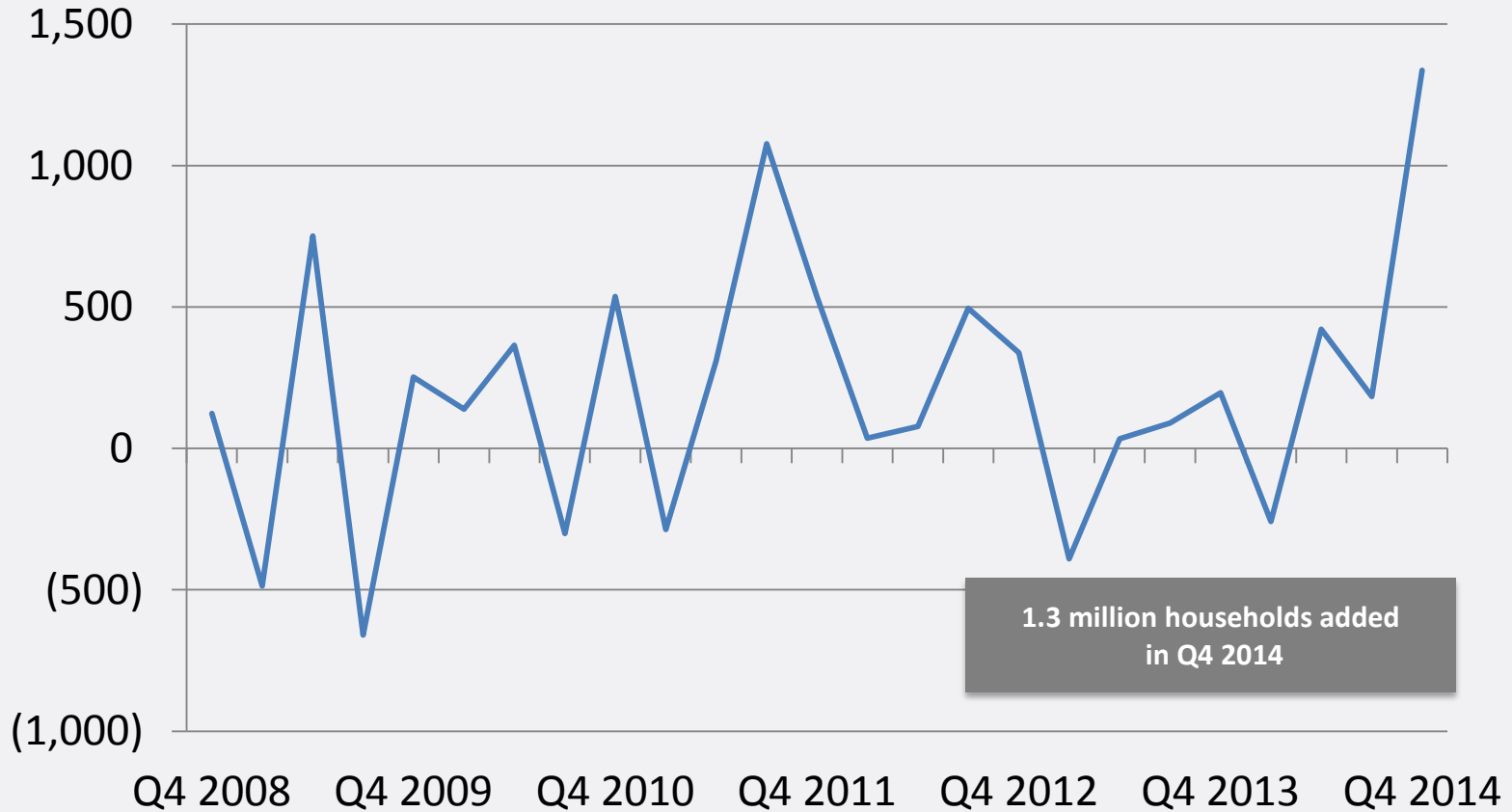
30% of all closed loans had FICO scores under 700 in Jan. 2015

# Household Formation Improving



## Quarterly Household Formation

Number of households added ('000s)





## Progress on Policy

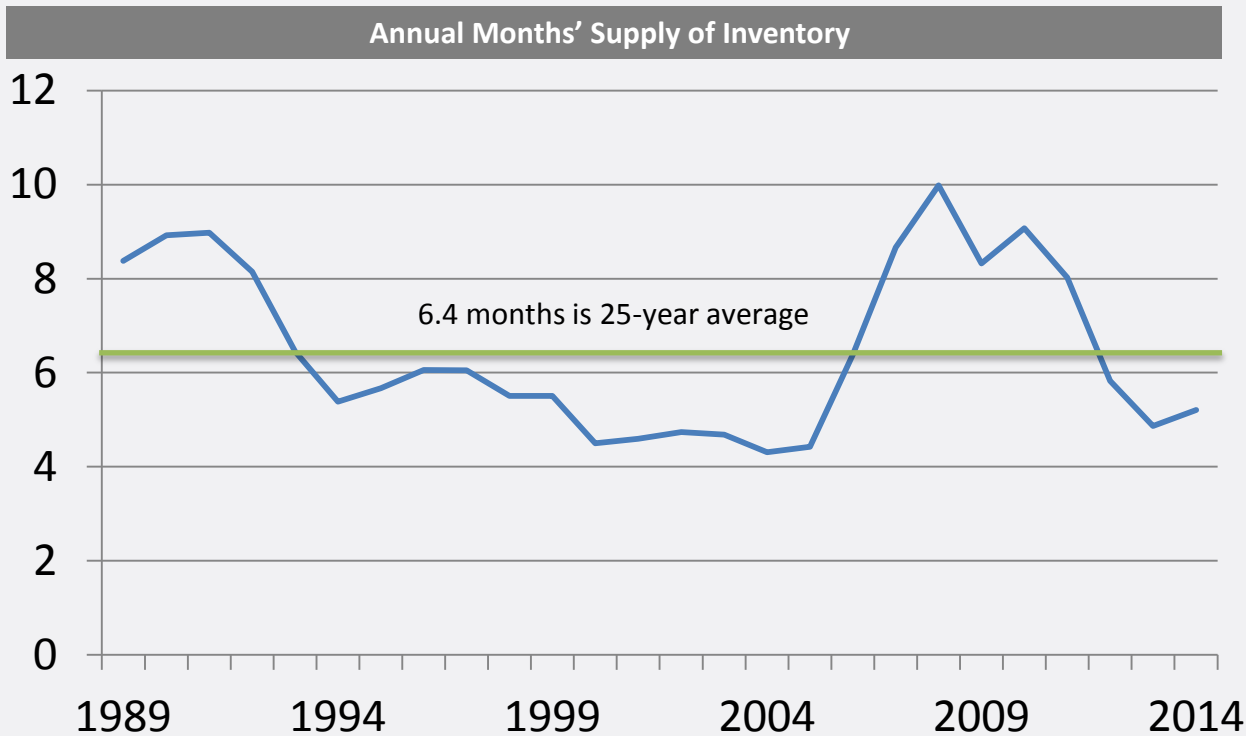
Reduction of  
annual insurance  
premiums by  
50 bps

Reinstatement of  
3% down-  
payment for low  
income and first-  
time buyers

Clarification on  
put-back

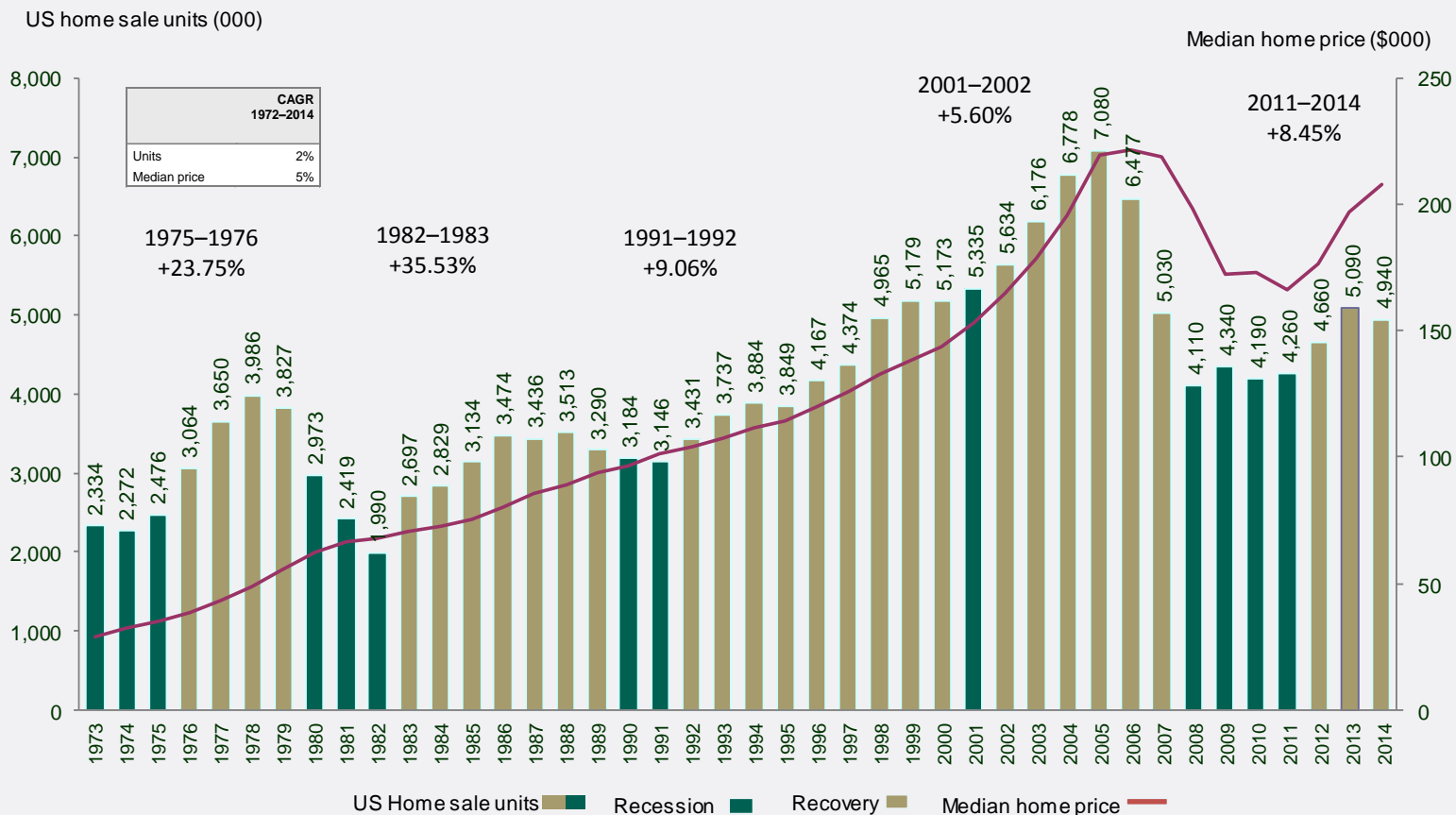
According to NAR estimates, reduced FHA fees alone could add an incremental 90,000 to 140,000 buyers to the market on an annual basis

# Catalysts for Increased Inventory



- Home price appreciation
- Recovering negative equity
- Move-up buyer activity
- New construction
- Rental rate increases
  - rent vs. own

## U.S. Existing Home Sales Units and Median Home Price



## Real Estate Franchise Services



- Enhance value proposition of each brand
- Increase productivity of franchisees
  - Invest in technology
  - Assist franchisees with acquisitions
  - Lead generation and management
- Maintain historically high franchisee retention rate

## Owned Brokerage Network



- Continue to selectively pursue tuck-in and strategic acquisitions
- Recruit, retain and develop productive agents
- Grow real estate related services
- Increase high-margin lead conversion

## Relocation Services



- Build on existing client relationships
- Grow affinity services, mobility market share, broker to broker referrals
- Continue to pursue adjacent revenue growth opportunities
- Expand global footprint

## Title and Settlement Services



- Increase NRT capture rates
  - Recruit sales reps for broader office coverage
  - Acquire local agencies to cover NRT acquisitions
  - Leverage and integrate technology with NRT
  - Build service delivery model for Zip agents
- Diversity through third party unaffiliated business



Alex Perriello

President and  
Chief Executive Officer

Realogy Franchise Group



# RFG Business Unit Overview



REALOGY FRANCHISE GROUP



## WHO

The world's **largest** residential real estate franchisor

## WHAT

What makes us **unique** is our multi-brand approach to the business

## BRANDS

We operate **seven** world-class brands (six franchised) in 104 countries and territories

## PURPOSE

We help real estate entrepreneurs be more **successful**.

### How We Do Business:

- We sell franchises
- We service franchisees
- We deliver compelling brand value propositions
- We retain franchisees

### Key Franchise Metrics:

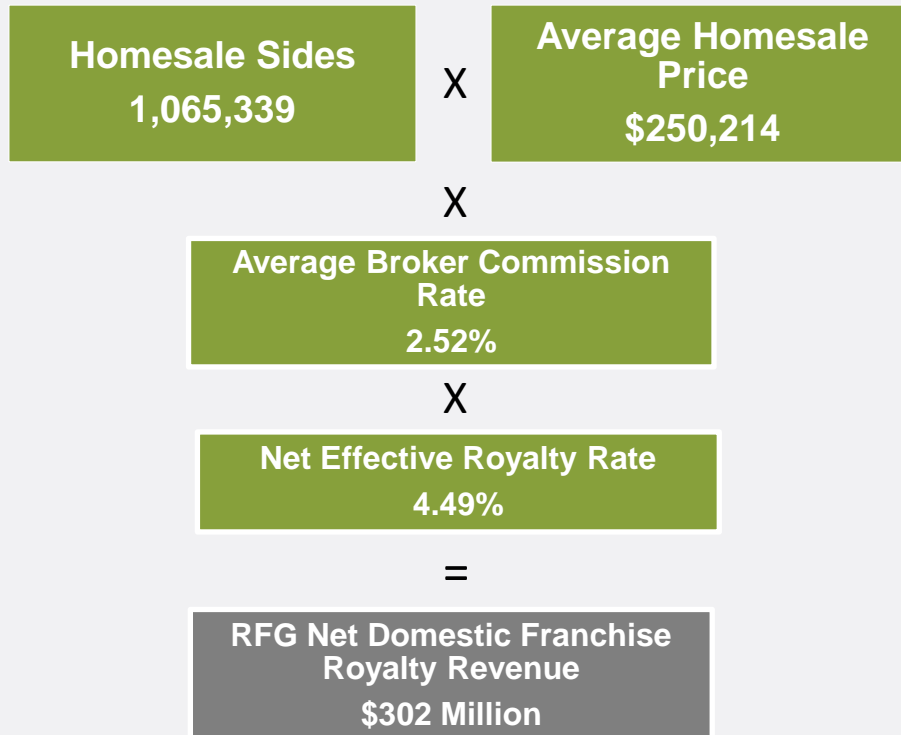
- Average franchisee tenure is 20 years
- Typical franchise agreement is 10 years
- Franchisee GCI retention rate 98%
- No franchisee (excluding NRT) represents more than 1% of RFG revenues

# How We Generate Domestic Net Royalties



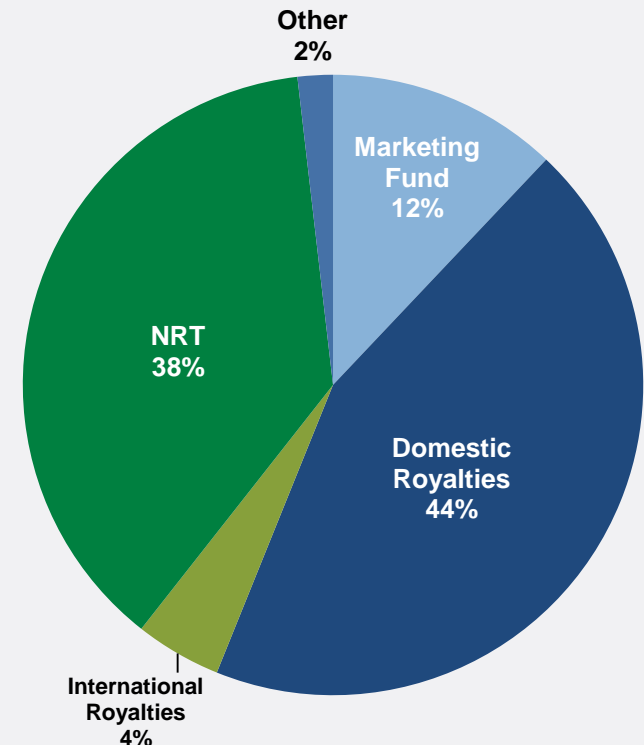
REALOGY FRANCHISE GROUP

## Transaction Volume 2014<sup>1</sup>



## 2014 Net Revenue Distribution

\$716 million in 2014

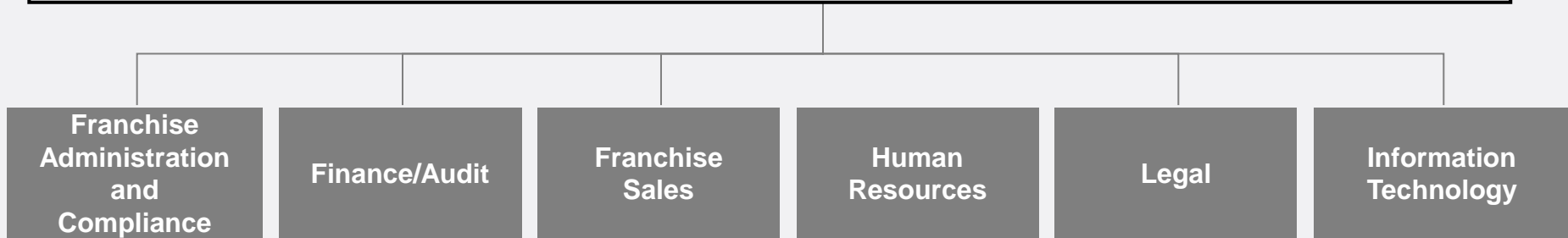


<sup>1</sup>Does not include NRT Royalties

# Efficient Franchise Operating Structure



REALOGY FRANCHISE GROUP



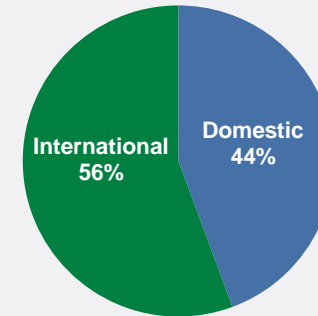


## Our global affiliate base:

- Representation in 104 countries
- 2014 RFG Domestic GCI of \$7 billion



## Office Distribution



Brand Presence As of December 31, 2014	2014 Sides	Offices Worldwide	Sales Associates Worldwide	Number of Countries and Territories	Aided Brand Awareness
<b>Century 21</b>	394,989	6,902	101,178	78	94% <sup>1</sup>
<b>Coldwell Banker</b>	705,322	3,047	86,050	43	85% <sup>1</sup>
<b>Coldwell Banker Commercial</b>	Included in CB	167	2,179	43	91% <sup>2</sup>
<b>ERA</b>	116,533	2,304	33,387	35	41% <sup>1</sup>
<b>Better Homes and Gardens Real Estate</b>	57,335	283	9,146	2	97% <sup>3</sup>
<b>Sotheby's International Realty</b>	87,420	756	16,576	60	N/A
<b>Corcoran Group</b>	10,350	31	2,350	1	N/A
<b>Total<sup>4</sup></b>	<b>1,373,671</b>	<b>13,496</b>	<b>251,261</b>	<b>104</b>	

<sup>1</sup> Millward Brown 2014 Ad Tracking Study

<sup>2</sup> Penton Media 2012

<sup>3</sup> BHG Magazine has 97% Brand Awareness

<sup>4</sup> Includes NRT and ZipRealty

# Franchise Competitive Landscape



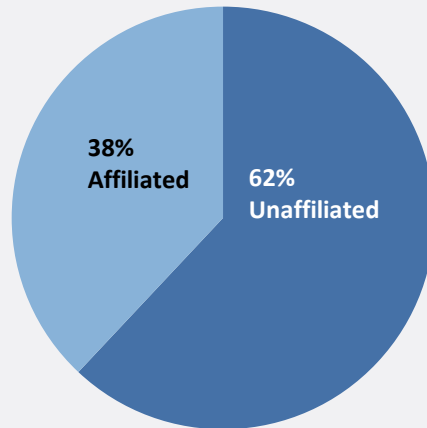
REALOGY FRANCHISE GROUP

Brand Presence	Offices U.S.	Agents U.S.	Offices Worldwide	Agents Worldwide	Number of Countries	Aided Brand Awareness
<b>Realogy Franchise Group<sup>1</sup></b>	5,918	171,824	13,459	248,516	104	--
<b>Keller Williams</b>	N/A	N/A	700	112,000	12	48% <sup>2</sup>
<b>RE/MAX</b>	3,360	57,181	6,481	97,647	97	88%
<b>Berkshire Hathaway HomeServices</b>	1,100	35,000	1,100	35,000	1	20% <sup>2</sup>
<b>Regional (Limited Franchising)</b>						
<b>Weichert</b>	374	N/A	374	N/A	1	21%
<b>Long &amp; Foster</b>	164	10,054	164	10,054	1	N/A
<b>Windemere</b>	300	7,000	300	7,000	1	N/A
<b>Howard Hanna</b>	171	6,200	171	6,200	1	N/A

<sup>1</sup>Does Not include NRT's Corcoran Group or ZipRealty offices

<sup>2</sup>Millward Brown 2014 Ad Tracking Study

## 62% of Agents are Unaffiliated with any Franchise<sup>1</sup>



- Franchised firms are typically **larger companies**, thus 45% of firms with **four** or more offices are franchised companies.<sup>2</sup>
- 82% of all **residential** real estate firms are independent non-franchised firms and 18% are franchised.<sup>2</sup>
- The typical residential real estate firm's brokerage sales volume was \$4.7 million in 2013.<sup>2</sup>
- 87% of firms reported their current franchise affiliation improved their firm **name recognition**; 85% reported an improved **use of technology**; and 83% reported an improvement in **acquiring listings**.<sup>3</sup>

## Growth Strategy

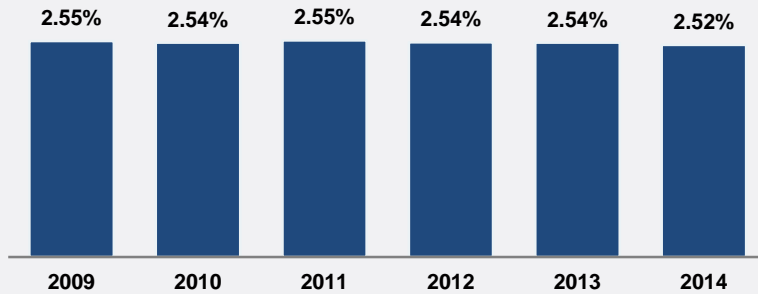
- Sign new franchisees
- Expand on market-driven approach to franchise sales
- Focus on top 10 opportunity markets and Top 10 underserved markets by brand
- Deploy resources to those markets where opportunities exist
- Target Brand Presidents' prospect list

<sup>1</sup> NAR 2014 Member Profile Survey

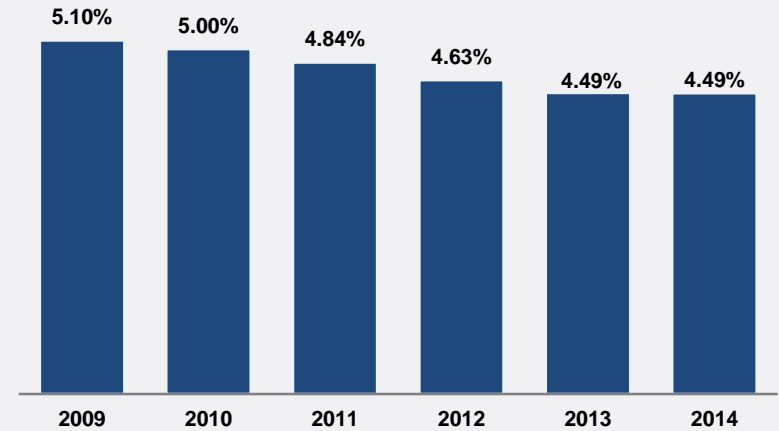
<sup>2</sup> NAR 2014 Profile of Real Estate Firms

<sup>3</sup> NAR 2013 Profile of Real Estate Firms

### Average Broker Commission Rate



### Net Effective Royalty Rate



Notes: Numbers above do not include NRT

- Continue to increase the value proposition of each brand
- Franchise sales goal to increase transaction sides by 1% to 2% above market annually
- Enhance productivity of franchisees
  - Invest in technology
  - Lead generation and management
  - Assist franchisees with acquisitions
- Maintain historically high franchisee retention rate
- Continue to focus on net effective royalty rate and expense structure to enhance profitability

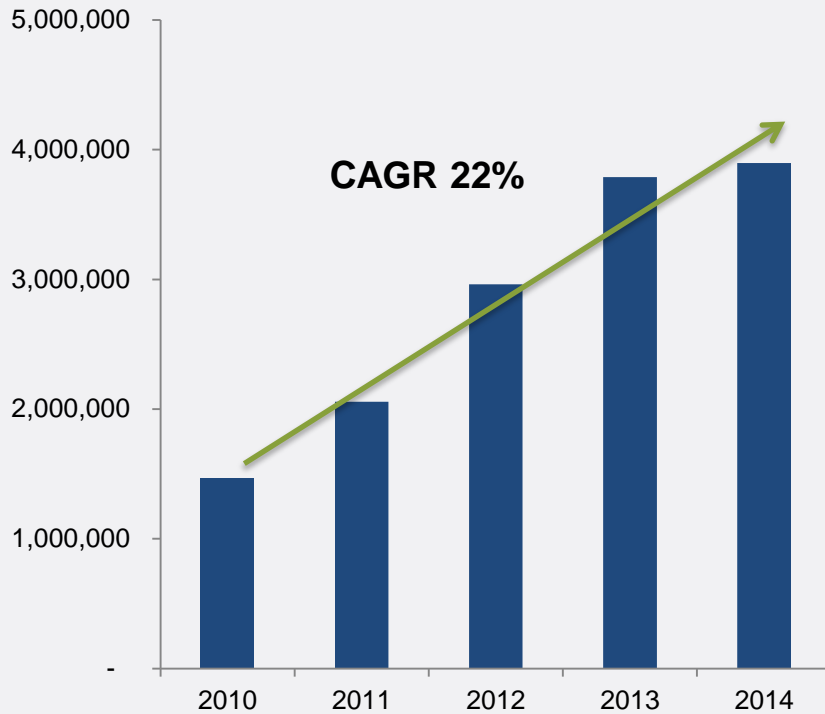
# Why Brokers Affiliate With Our Brands - GROWTH



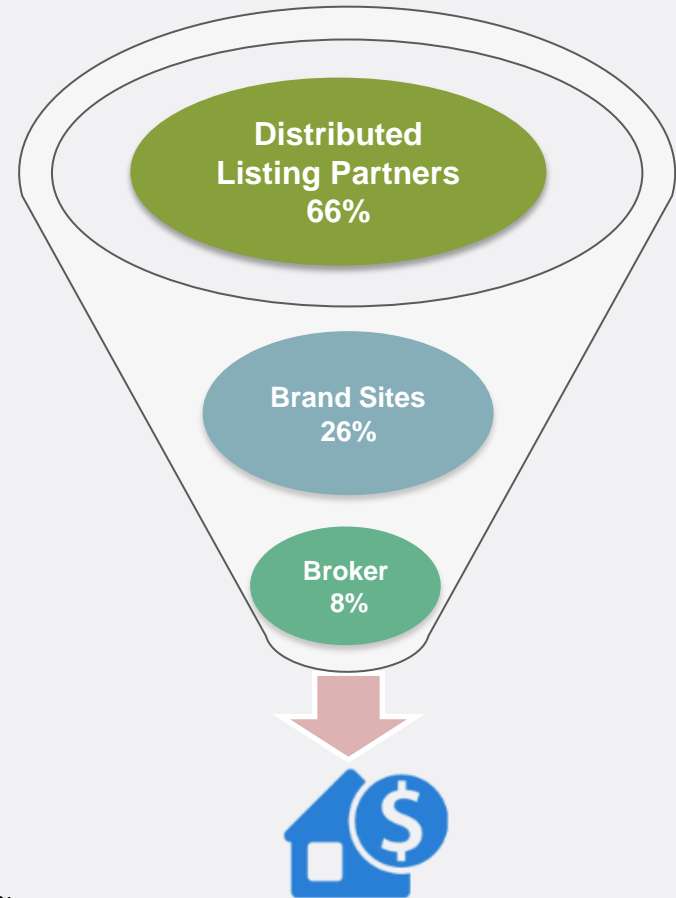
REALOGY FRANCHISE GROUP



## Web-based Lead Volume<sup>1</sup>



## Lead Share<sup>2</sup>



<sup>1</sup> Leads through our proprietary technology system "LeadRouter" (includes NRT)

<sup>2</sup> RFG only

Distributed Listing Partners Sites represent: Homes.com; HotPads.com; Realtor.com; Trulia.com; Zillow.com.

Brand Sites represent: BHGRealestate.com; Century21.com; Coldwellbanker.com; ERA.com; SothebysRealty.com.



**Objective:** Complement existing presence in attractive markets with ~1,800 connected, high-performing sales associates and expand into existing NRT regions

**Outcome:** Enhanced penetration of existing Realogy markets with:

- Added value proposition for recruiting
- High-margin company-generated units
- Strong office and shared services synergies
- Additional revenue opportunities across other business segments

**Objective:** Provide our franchisees and their affiliated agents with a world-class digital platform (Zap) to enhance their business

**Outcome:** An enhanced brand value proposition that will:

- Improve agent productivity
- Help franchisees recruit and retain agents
- Improve NERR on new franchise sales
- Additional revenue opportunities from franchisees and agents on the platform



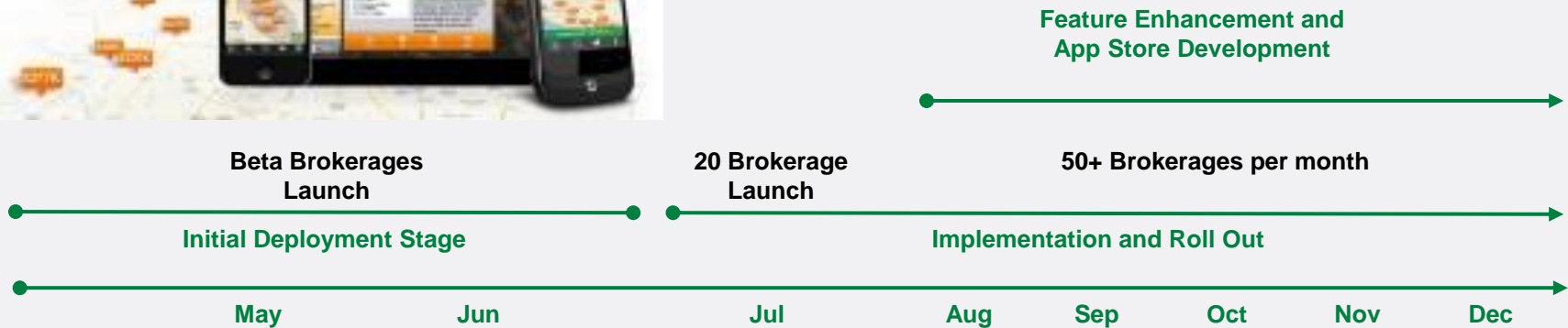
- A turn-key technology solution for enhanced customer acquisition at the local level (Web-Mobile-CRM)
- Retire home-grown solutions and replace with a world-class technology ecosystem
- Improve lead conversion rates and customer satisfaction
- Help recruit and retain tech-savvy agents
- Enhance the productivity and retained company dollar of existing sales force
- Redirect cost savings to local search engine marketing strategies

- A system-wide operating platform will allow us to deliver cutting-edge products and services to our franchisees faster and more efficiently than our competition
- Help eliminate much of the technology dysfunction inherent in our industry today
- Materially enhance each brand's value proposition
- Supports a number of our strategic goals (royalty fee; revenue growth; franchise sales; broker retention; NERR)
- Make RFG a more attractive place for innovators

# Zap Roll-Out Timeline and Milestones



REALOGY FRANCHISE GROUP



- Achieve 300 franchisee installations by year end 2015
- Reach 1,250 franchisees by year end 2016
- Attain 70% adoption rate (approximately 2,000) by year end 2017

- Each brand will have greater market presence
- Domestically, each brand will share a common core technology platform (Zap) at the local franchisee level
- Establish a subscription-based revenue stream as we fully leverage the Zap platform
- Revenues, EBITDA and margins will benefit from the continuous enhancement of the brand value propositions and disciplined financial management



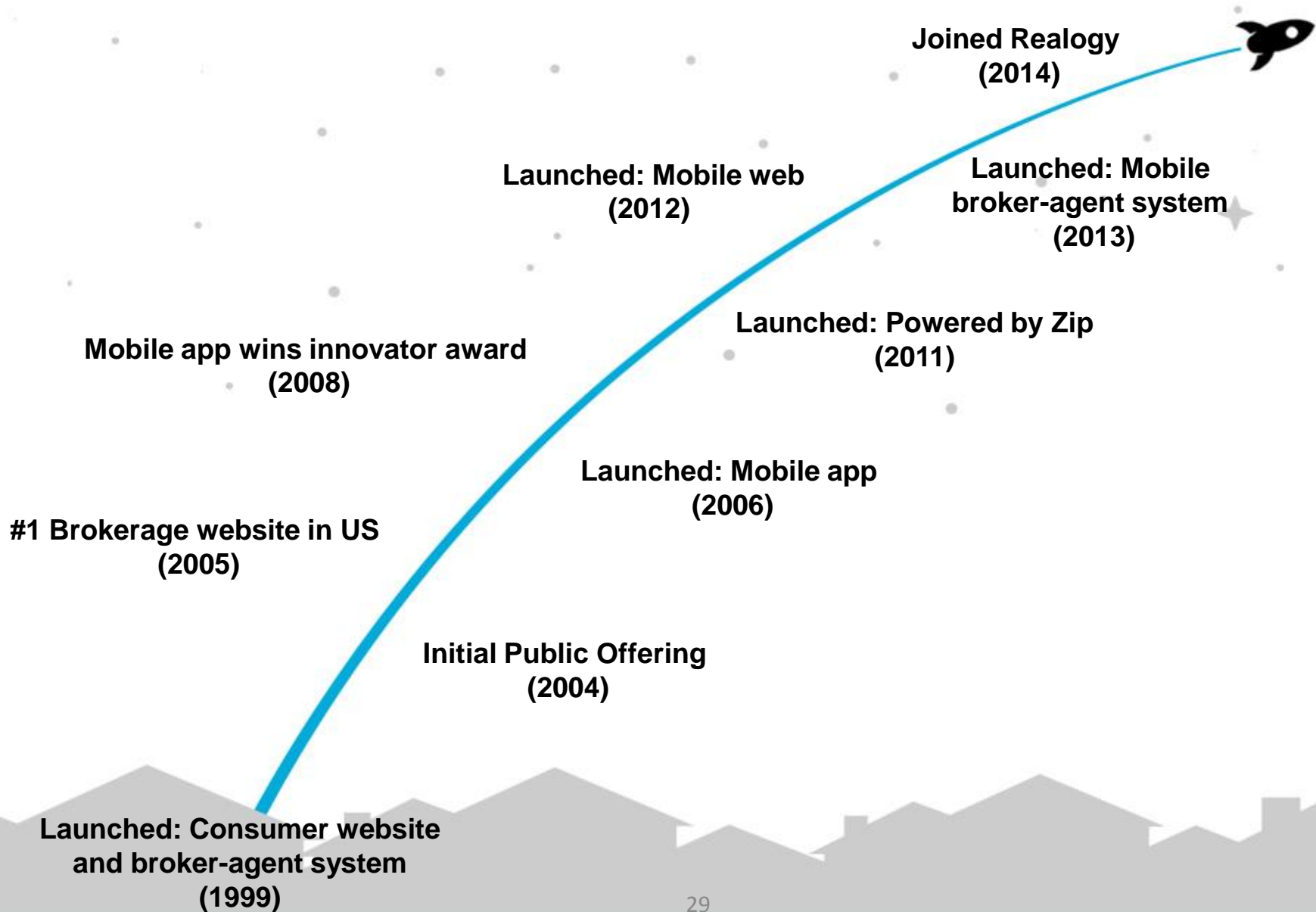
Lanny Baker

Chief Executive Officer

ZipRealty



# Brokerage Heritage / Digital Expertise





REALOGY


## Today's Landscape

Consumers are searching on portals instead of local broker sites and apps


Agents seeking help as consumer behavior and expectations change

Brokerages challenged by pace, integration and cost of technology


## The Zip Solution



Meet users' full needs with an authoritative online-to-offline experience



Offer effective marketing, efficient systems, and deep customer insight



Provide an end-to-end platform that saves time and improves results



# Meet Zap – An Intelligent, Integrated Platform



End-to-end digital real estate solution built to the needs of sales associates and brokers, Zap Captivates, Predicts, Informs and Connects.

**Consumer** products with differentiated data/content; mobile apps/site synced to world class web experience

**Agent** productivity platform features predictive analytics, automated marketing and intuitive, mobile CRM

**Brokerage** digital presence with SEO/SEM/mobile, lead tracking and business performance dashboard



# Consumer

# Agent

# Broker



World Class  
**WEBSITE**



Intelligent, Automated  
**DESKTOP  
CRM**



**SEARCH  
ENGINE  
MARKETING**



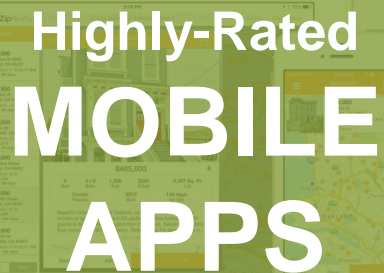
Fully-Responsive  
**MOBILE  
WEBSITE**



Robust, Full-Featured  
**MOBILE CRM**



**INTEGRATION**  
with Other Apps



Highly-Rated  
**MOBILE  
APPS**



Standardized  
**AGENT  
WEBSITES**



Brokerage  
**OVERSIGHT  
TOOLS**

# Zap Captivates – Authoritative Consumer U/X



Complete, accurate and timely for sale property listings, sourced from MLS's, surrounded by 3rd party data and expert insight from Zap agents.

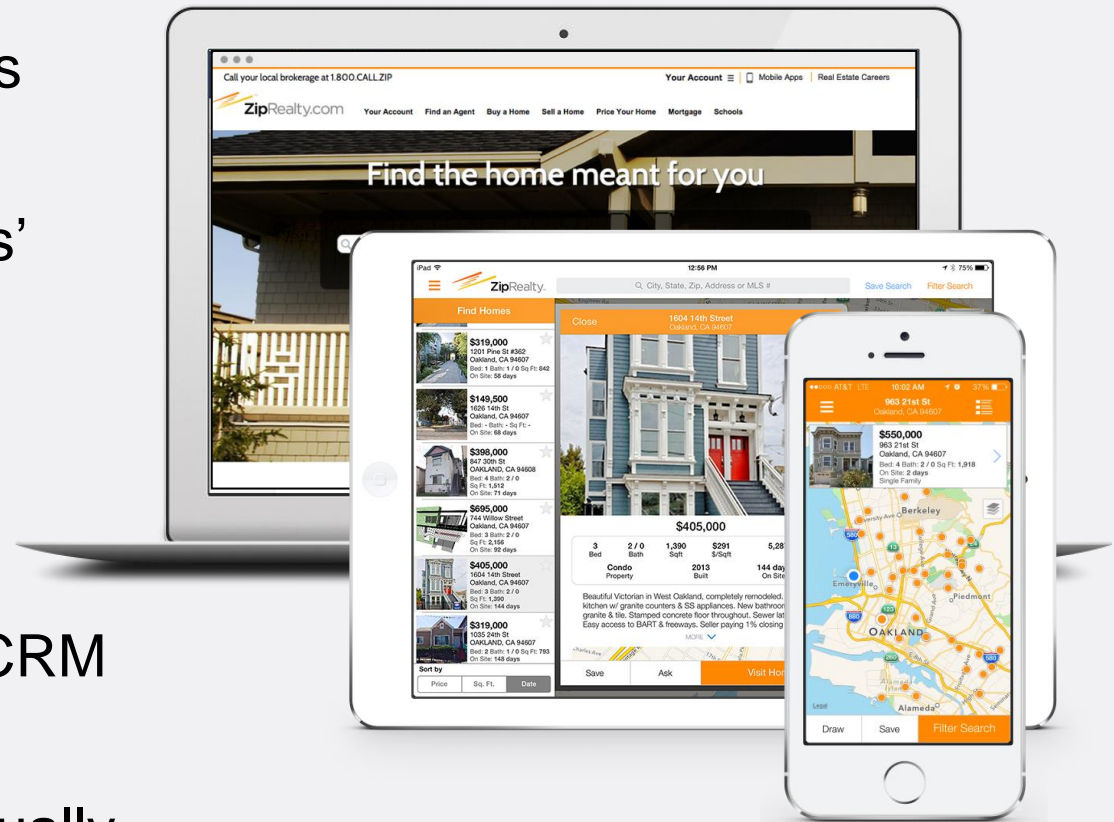
**Relevant** to search engines

**Personalized** to individuals' specific home searches

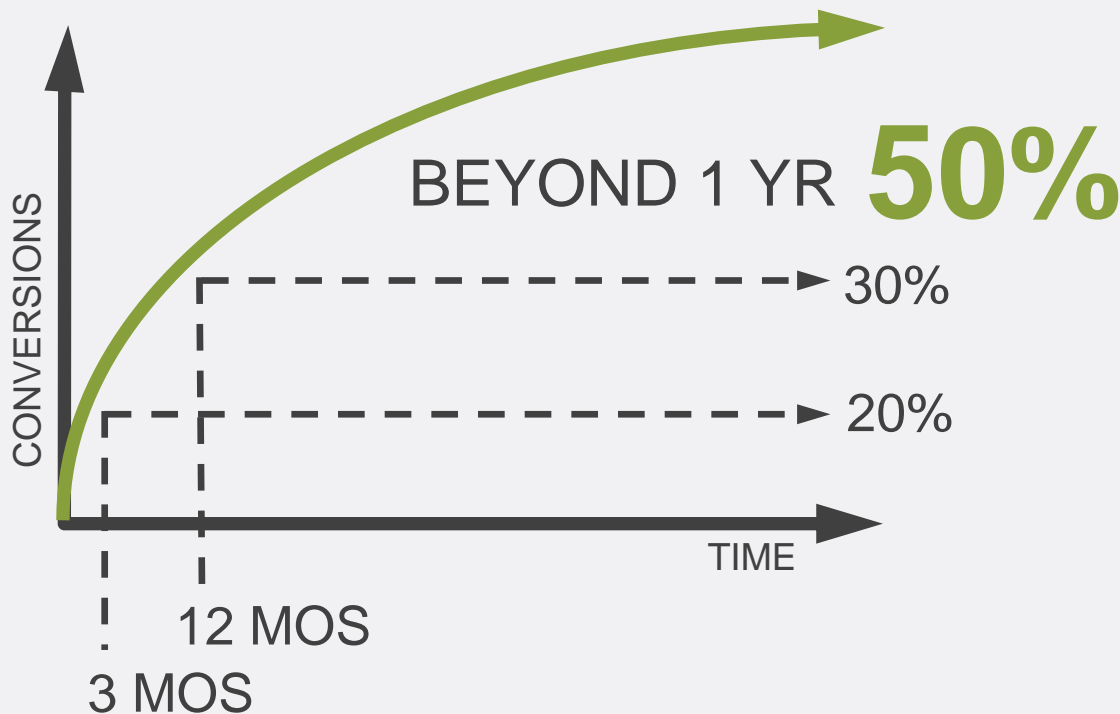
**Synced** across all devices

**Interconnected** with Zap CRM

**Tested** and iterating continually



Today's home buyers and sellers operate on extended timelines.



Systematic updates and notifications promote user loyalty and retention

Ongoing re-marketing leads to user/agent engagement

Half of closes are from leads originated more than 12 months earlier

Analysis of consumer usage and behavior data scores users' transaction readiness and identifies specific service needs.

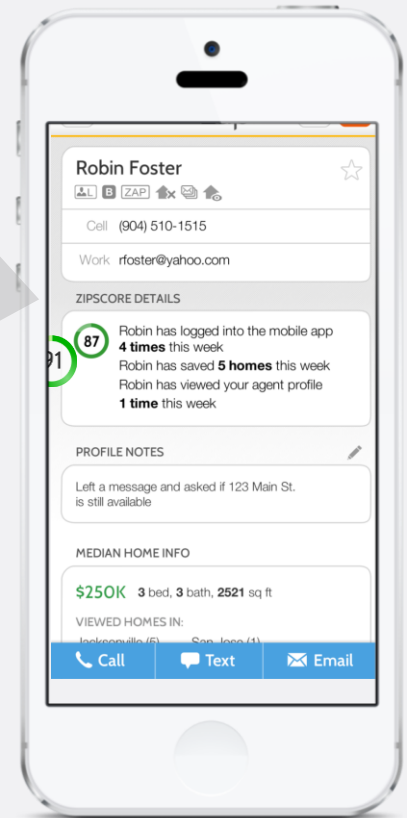
**Automated** Zap Score rates each user's likelihood to buy or sell

**Detailed** insight into the behaviors behind each users' Zap Score

**Updated** and available anywhere

**Customized** scripts and follow up plans to guide agent service

**Intelligent**



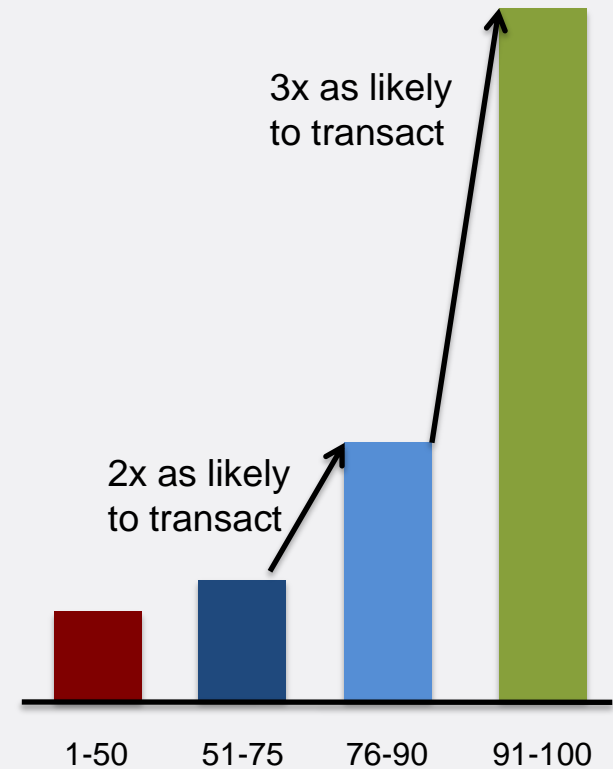
Zap Score based on 15+ years of real estate consumer behavior data

End-to-end system captures verified data from first search through closed transaction

Clients rankings trigger customized and automated marketing outreach

Zap email open rate of 38% vs. industry average of 22%

Likelihood to Transact, Next 90 Days  
According to Zap Score ranges

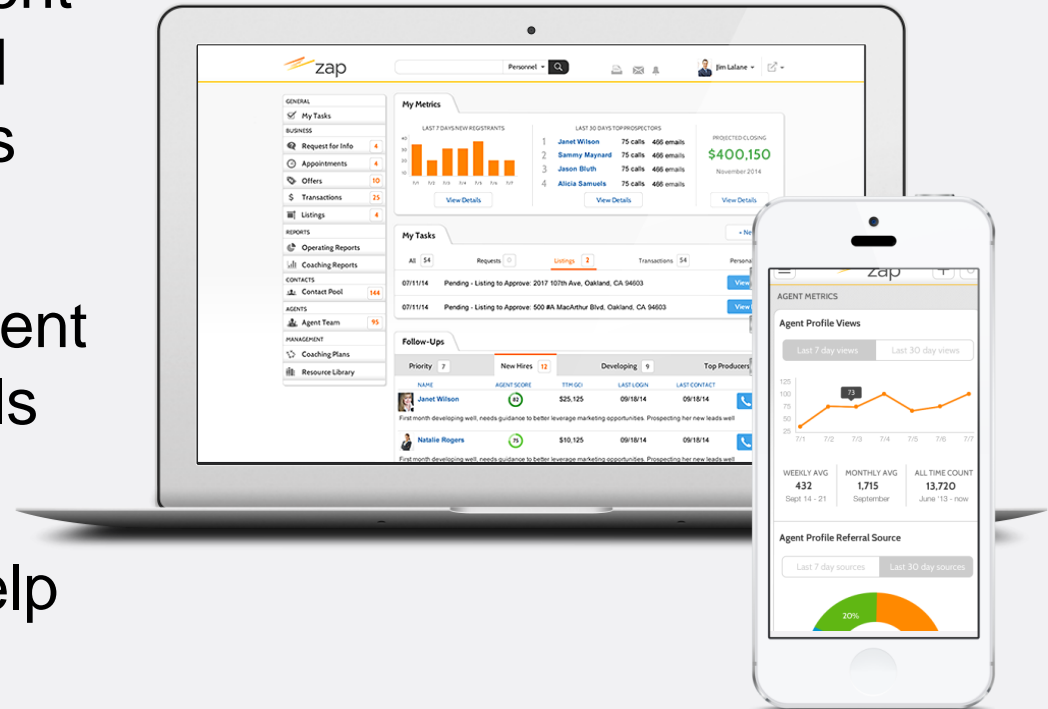


Automated analysis and action plans to help agents and brokers grow.

**Centralized** database of client status, activity, interests and agent/client communications

**Searchable** and sortable client pool linked to marketing tools

**Dashboards** and reports help brokers assess marketing performance, customer behavior and agent activity



Communication and interaction with active clients is organized, tracked and available on any device

Needs of emerging customers are flagged and matched to scripts and follow up plans

Users exhibiting lower near-term intent to transact are incubated with automated and personalized communications delivered by Zap

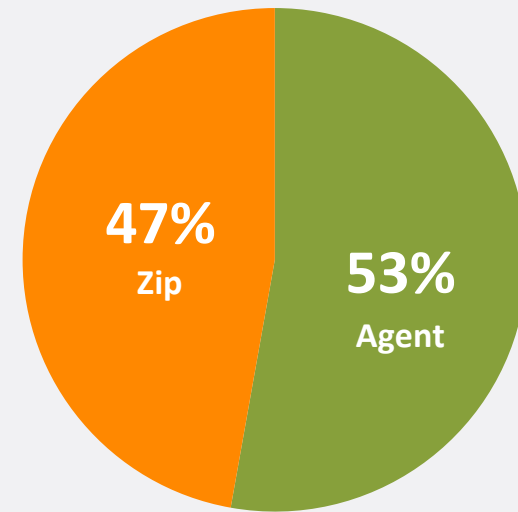
Closed Sides Per Agent

10.7



Engaged Zap Agents

Closed Sides by Source



Figures for 12 months ended June 30, 2014. Engaged Zap Agents defined as all ZipRealty agents having >6 mos. tenure, >24 Zap log-ins per week, and >700 clients in their Zap database; and represented 46% of total ZipRealty closed sides in 12 mos. ended June 30, 2014.



The power and intelligence of Zap draws from its integrated design.

Consumers connect to relevant information and high impact agent and brokerage marketing

Agents connect to new and existing clients, and uncover valuable information about client needs

Brokerages connect to agents seeking tools and support to grow their business

Free brokerages from challenge of connecting and managing disparate technology systems



Brokerages able to field a competitive mobile and web experience for users

A technology platform that helps agent recruitment and retention

Avoid cost and headache of systems integration within and across the brokerage

Resources and attention can be directed to higher return areas

## According to the National Association of REALTORS

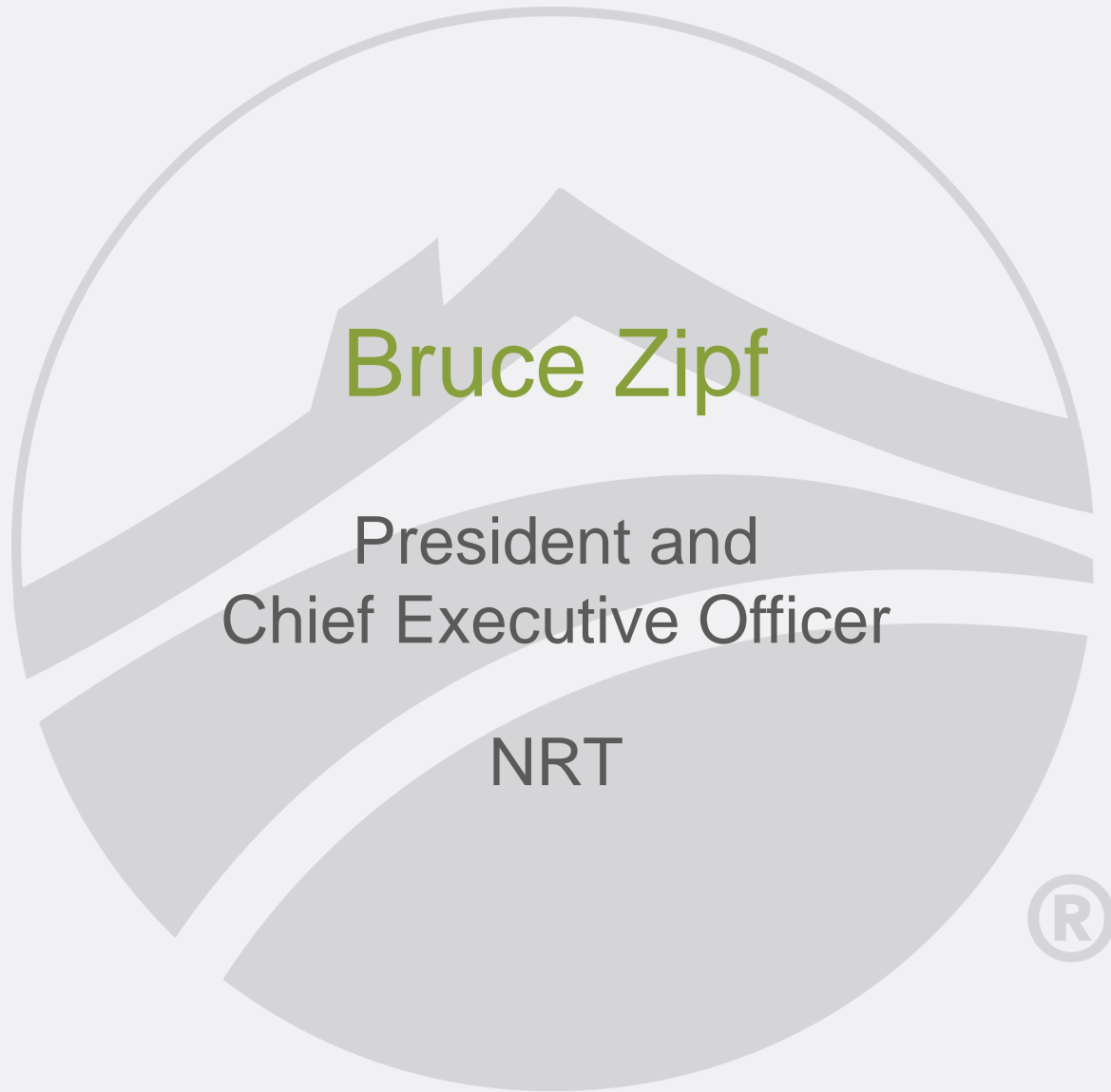
- 42% of REALTORS spend in excess of \$1,000 annually on real estate technology
- The typical REALTOR spent \$848 last year on real estate technology
- 58% of Brokers spend in excess of \$1,000 annually on real estate technology
- The typical Broker spent \$1,410 on real estate technology last year

- Roll out Zap base product platform to 300 RFG franchisees
- Extend Powered by Zip (PbZ) footprint through NRT footprint
- Enhance Zap product with feature upgrades, added functionality, and always-improving usability
- Develop once-for-all integrations between Zap and premier third-party systems and tools
- Launch Zap Store with internally- and externally-developed apps, including marketing services/lead generation
- Organize product and technology team to accelerate momentum
- Deploy training and customer support to serve Zap franchisees, agents and consumers

# What ZipRealty and Zap will look like in 2017



- The most widely-used digital platform in residential real estate
- A core component of increasingly attractive RFG brand value propositions
- Contributor to franchise network growth, and agent and franchisee productivity
- Center of an ecosystem delivering innovation and additional products/services via the Zap Store
- Source of new non-royalty revenue and EBITDA through Zap Store
- Lean, nimble and forward-looking product and technology team, backed by industry's leading company



Bruce Zipf

President and  
Chief Executive Officer

NRT



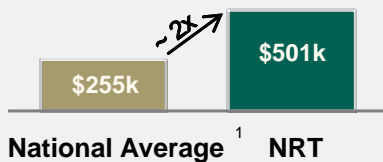
# Leader in Key Real Estate Markets



## Business Overview

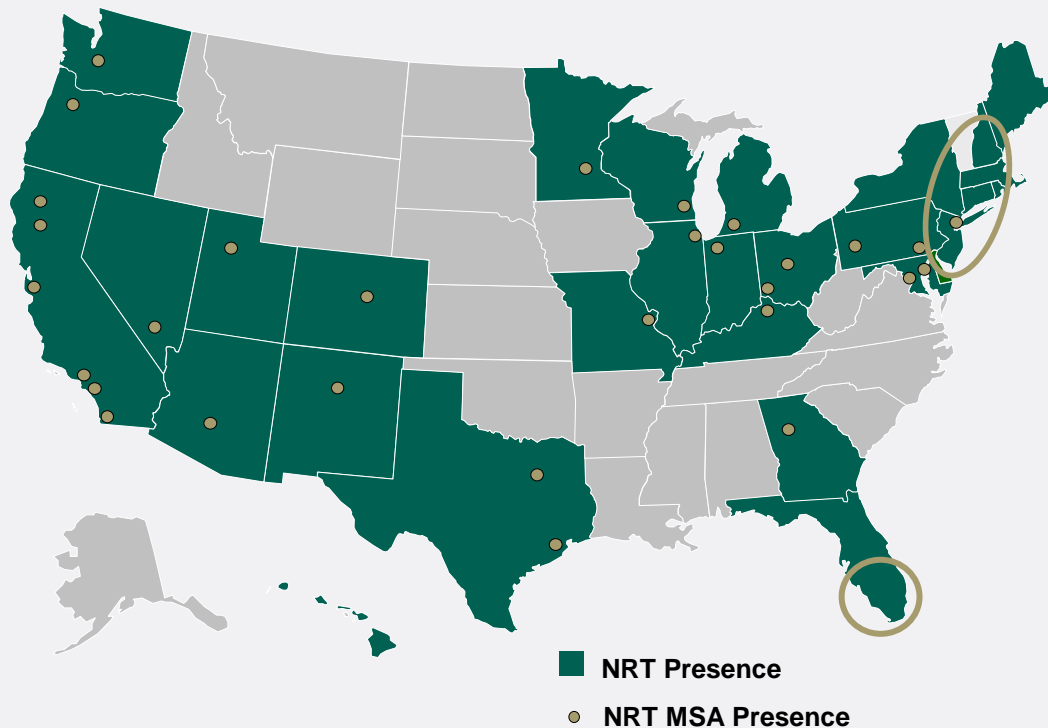
- World's largest residential real estate brokerage company
  - 725 offices
  - 45,000 sales associates
  - \$154 billion in sales volume in 2014
  - Ranked No.1 or No.2 in most of its markets

## 2014 Average Sales Price Comparison



## Provider of Real Estate related services:

- PHH Home Loans J.V.
- Property Management
- Insurance
- Commercial
- Title Services
- Resort Rental
- Home Warranty



<sup>1</sup> National Association of Realtors Average Sales Price

# How NRT Generates Revenue



## 2014 Key Revenue Drivers

Homesale Sides  
308,332

x

Avg. Homesale Price  
\$500,589

x

Average Broker Commission Rate  
2.47%

+

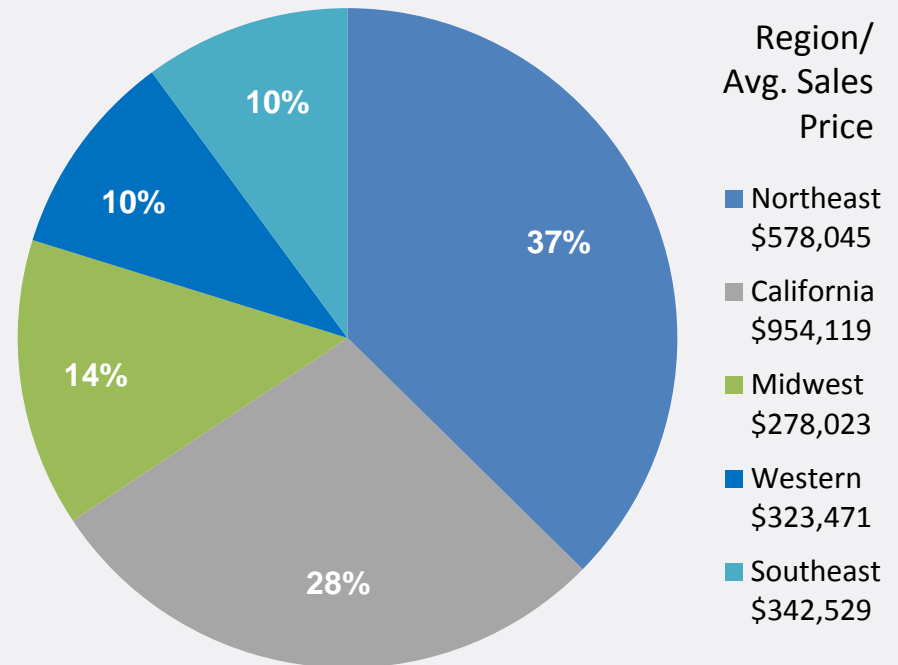
Non-sides Related GCI and  
Other Revenue  
\$268M

=

Total Revenue  
\$4,078M

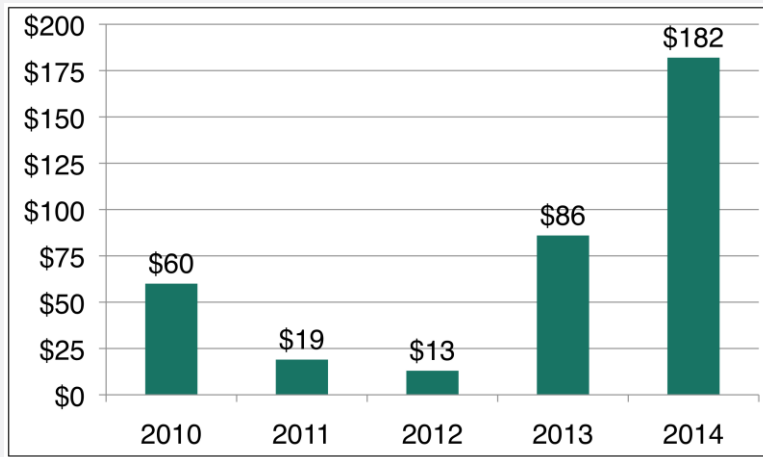
## 2014 Net Revenue Distribution

\$4.1 Billion Total Revenue in 2014

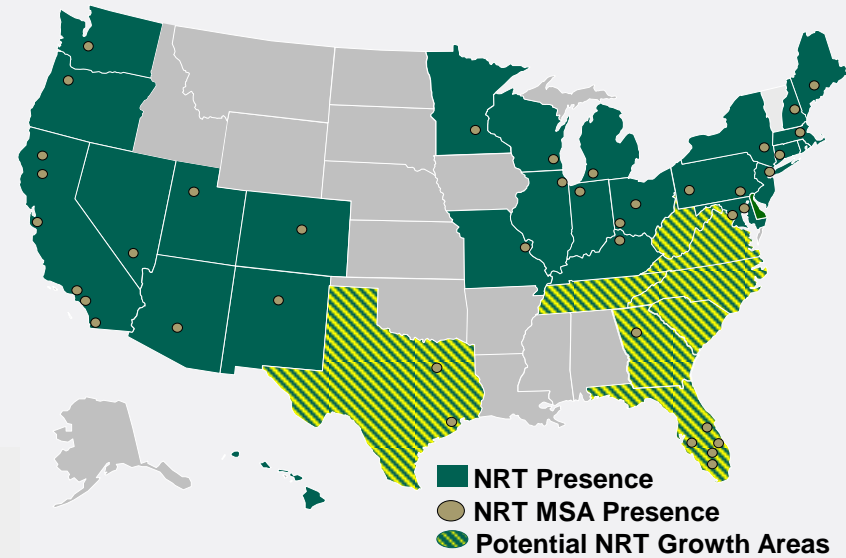


## Acquire Real Estate Companies to Expand and Enhance NRT's Footprint

Gross Commission Revenue (\$ in millions)



Number of Acquisitions	2010	2011	2012	2013	2014
	9	13	7	15	17

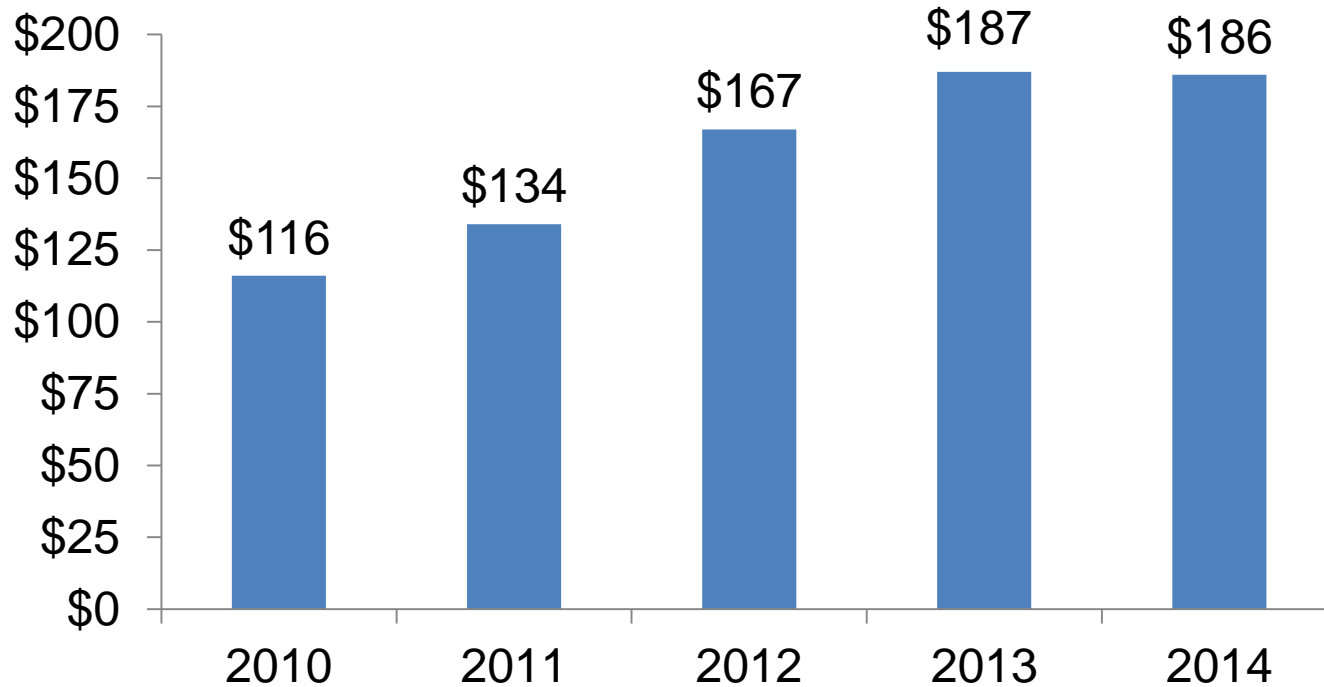


NRT Net Contribution of Large 2014 M&A		(\$ in millions)
Revenue		\$114
Revenue Net of Commissions		38
Royalty to RFG		(6)
Acquisition Related Expenses		(24)
EBITDA to NRT		\$8
Net EBITDA to Realogy		\$14



## Recruiting Productive Agents

Gross Commission Revenue  
(\$ in millions)



	2010	2011	2012	2013	2014
New Sales Associates <sup>1</sup>	7,323	7,491	7,998	9,153	9,360
GCI/Agents (000's)	\$16	\$18	\$21	\$21	\$20

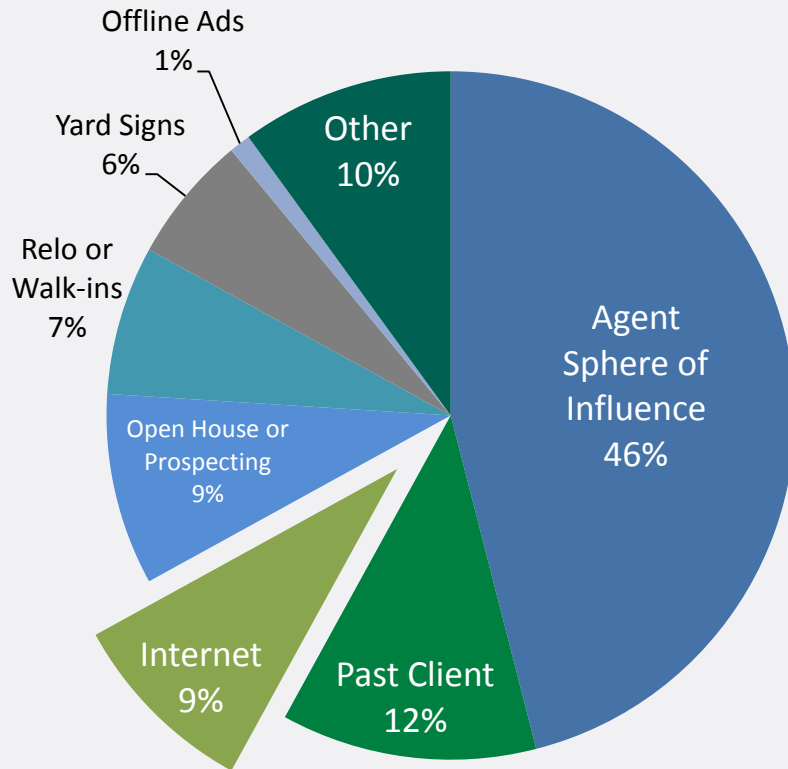
<sup>1</sup> Excludes Sales Associate Disassociations

# Where Our Business Originates:

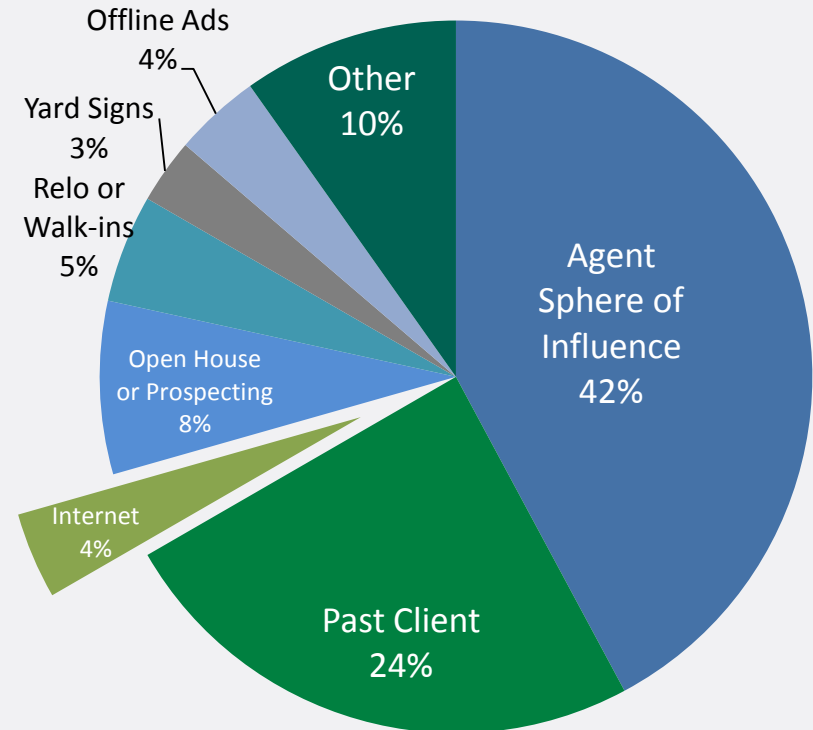
Sales Associate Sphere of Influence Remains the No. 1 Source of Business



Where **BUYERS** find their Sales Associate



Where **SELLERS** find their Sales Associate

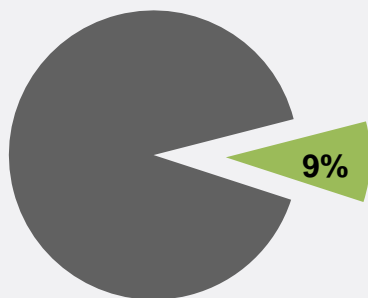


# Leverage Technology to Enhance Revenue

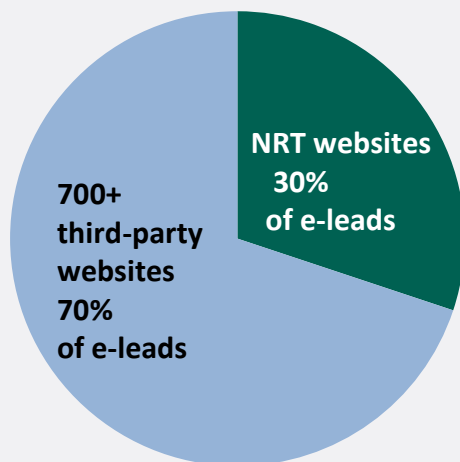


To generate more real estate leads through our various Company websites and focus on better lead conversion through upgrading our contract relationship management platforms:

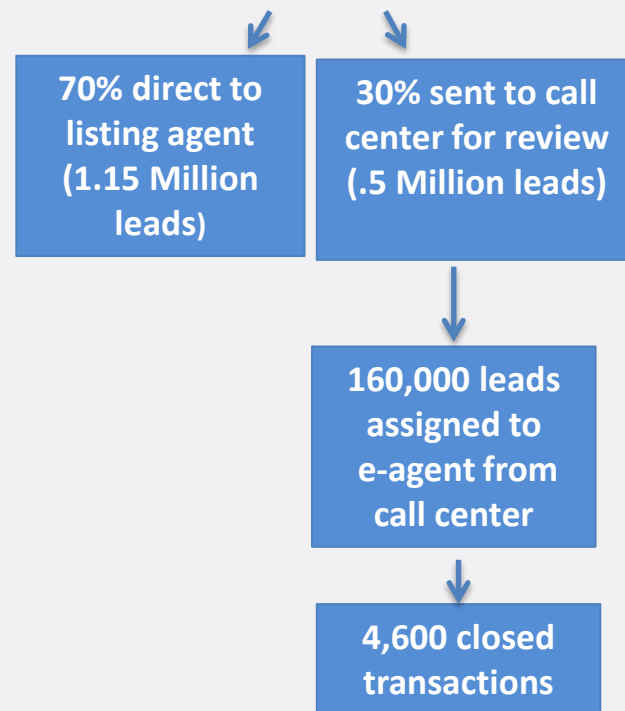
9% of buyside leads come from the Internet



Leads are generated by third-party sources and company websites



1.65 million e-leads generated in 2014



Utilize ZipRealty.com / Zap to Generate / Manage Referrals to NRT's Powered By Zip (PbZ) Agents

**At Acquisition: NRT (Coldwell Banker)**  
4 PbZ CB NRT locations  
*all in traditional CB NRT markets*

**At Acquisition: ZipRealty**  
23 ZipRealty owned offices  
*17 in traditional CB NRT markets*

**Post-Integration:**  
1,800+ Zip/PbZ agents across NRT

- **Newest Location: Tuscon, Arizona**  
*(traditional NRT market, pre-existing PbZ market)*
- **Future Locations: NRT will methodically grow PbZ presence:**
  - across traditional NRT markets
  - into select non-traditional NRT Coldwell Banker markets (complementing Austin, Houston, Las Vegas, Portland, Richmond, and Seattle)

# Different Economics Between Agent-Generated vs. Company-Generated Lead Transaction

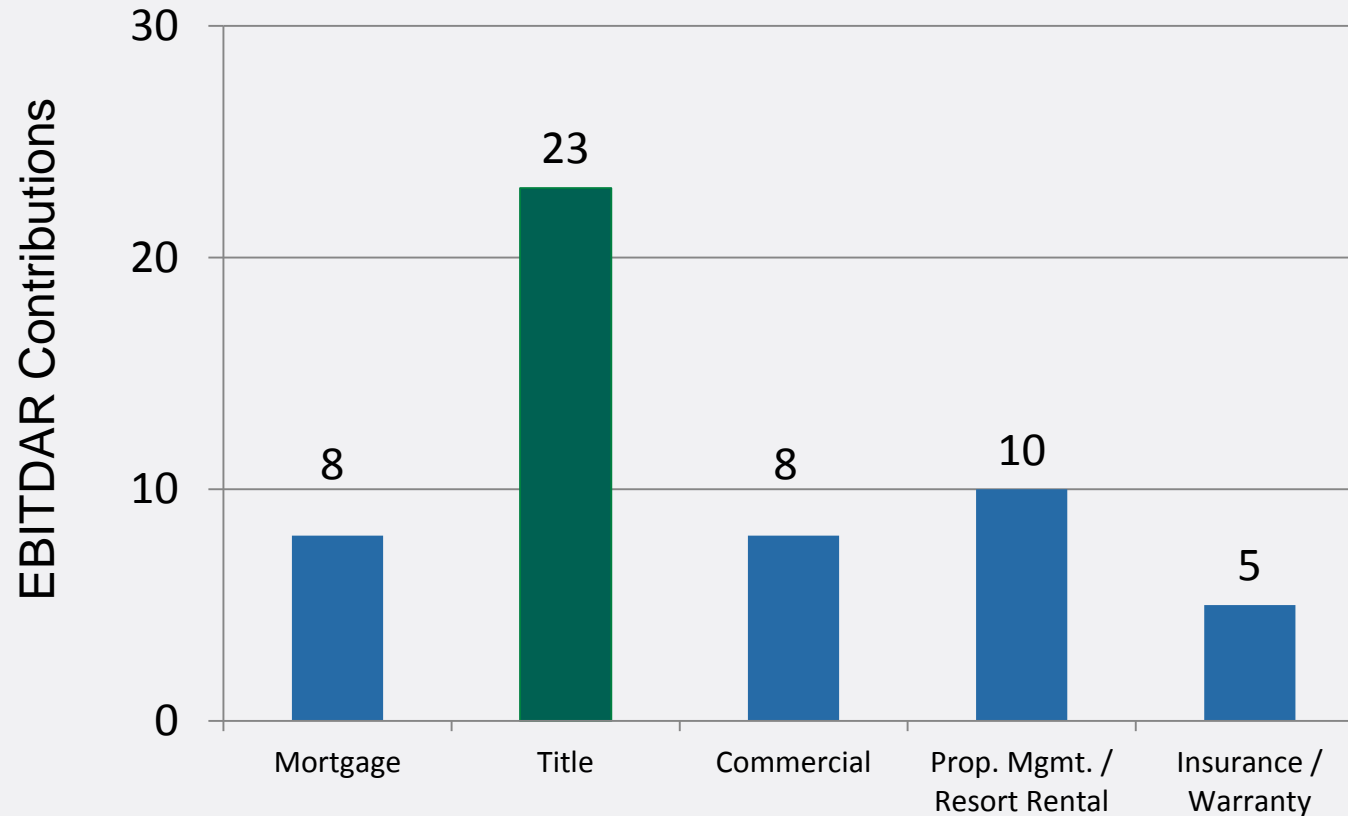


## Illustrative Purposes Only

	<u>Agent Generated Lead</u>		<u>Company Generated Lead</u>	
Home Price		\$300,000		\$300,000
Gross Commission (one side)	2.5%	\$7,500	2.5%	\$7,500
Referral Fee			35%	\$2,625
Company Retention	30%	<u>\$2,250</u>	40%	<u>\$1,950</u>
Gross Profit Net of Commission		\$2,250		\$4,575
NRT Gross Profit /Gross Commission		30%		61%

(\$ in millions)

## 2014 Contribution by Real Estate Related Services



Included in NRT' and RFG results

Included in TRG results

EBITDAR: Earnings Before Interest, Taxes, Depreciation, Amortization, and Royalty

- Utilize NRT's competitive advantage to recruit, retain and develop productive sales associates
- Execute our acquisition strategies for existing and new real estate markets
- Leverage technology to improve revenue and enhance operating profitability
- Maximize related real estate services contribution

- Grow profitable market presence in existing markets
- Increase presence in a greater number of the largest U.S. markets, with a metric-driven “new market” growth strategy guided by market-specific long-term economic trends
- Deliver substantially more company-generated business opportunities to our independent contractor base, fully leveraging all available lead sources as well as our integrated agent productivity suites
- Grow primary and related services, with a growth emphasis on property management
- Serve the real estate related needs of a much greater number of customers across a wider variety of markets and service lines





Break





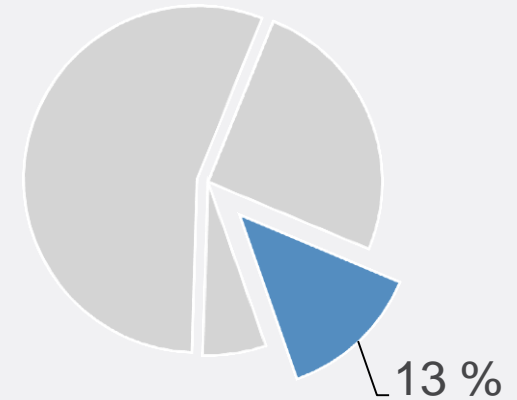
Kevin Kelleher

President and  
Chief Executive Officer

Cartus



- Outsource provider of global mobility services
- Manages residential real estate transactions at departure and destination points
- Broad portfolio of wing to wing relocation services



**Cartus Contribution to  
Realogy Adjusted  
EBITDA**

- Integral to the Realogy business model
- Top 25 clients have an average tenure of 19 years<sup>1</sup>
- Broad and growing international reach (149 countries in 2014) and product portfolio
- Customer base includes 56% of Fortune 50 companies<sup>1</sup>
- Performance-based broker network is largest in the U.S.



<sup>1</sup> As of 12/31/2014

## Client Transactional Fees



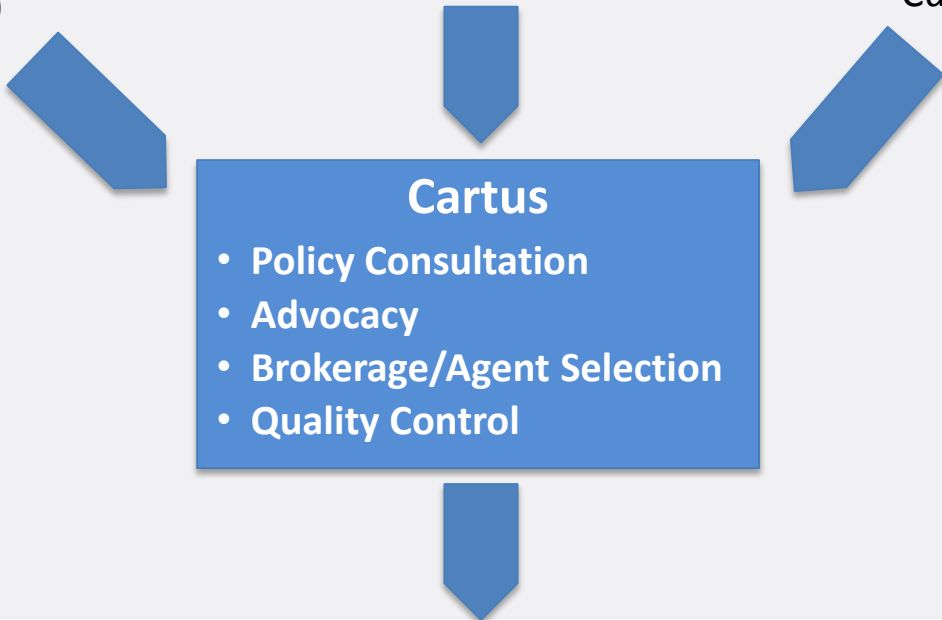
<sup>1</sup> Other revenue includes net interest income on funds advanced to transferees, policy advisory fees, and other items.

# Three Distinct Verticals

**Corporate**  
(Employees of  
Corporate Clients)

**Affinity**  
(Members)

**Broker to Broker**  
(Agents with Retail  
Customers)

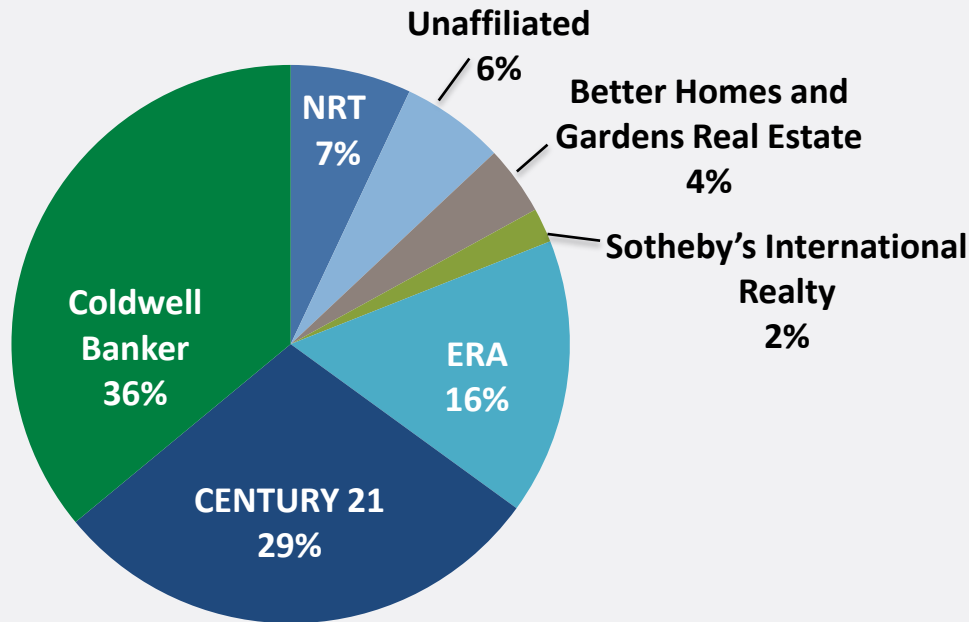


**Cartus**

- Policy Consultation
- Advocacy
- Brokerage/Agent Selection
- Quality Control



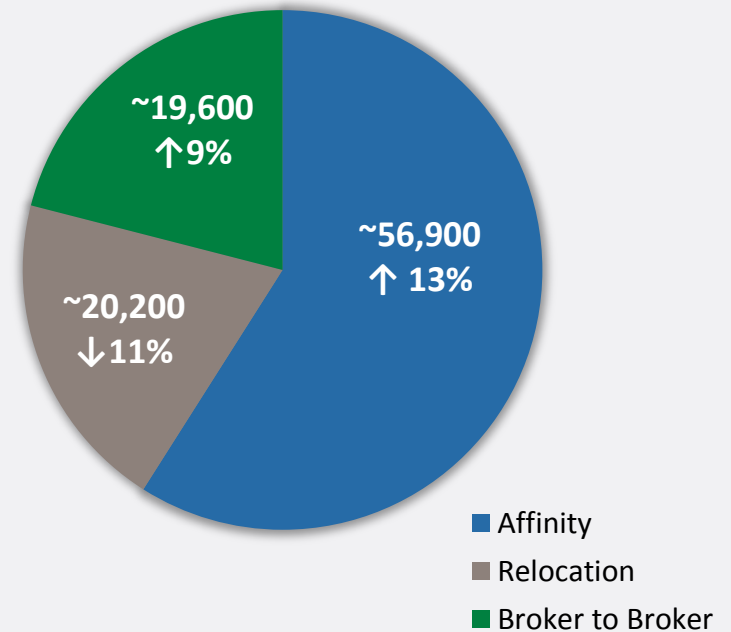
## Network Referrals

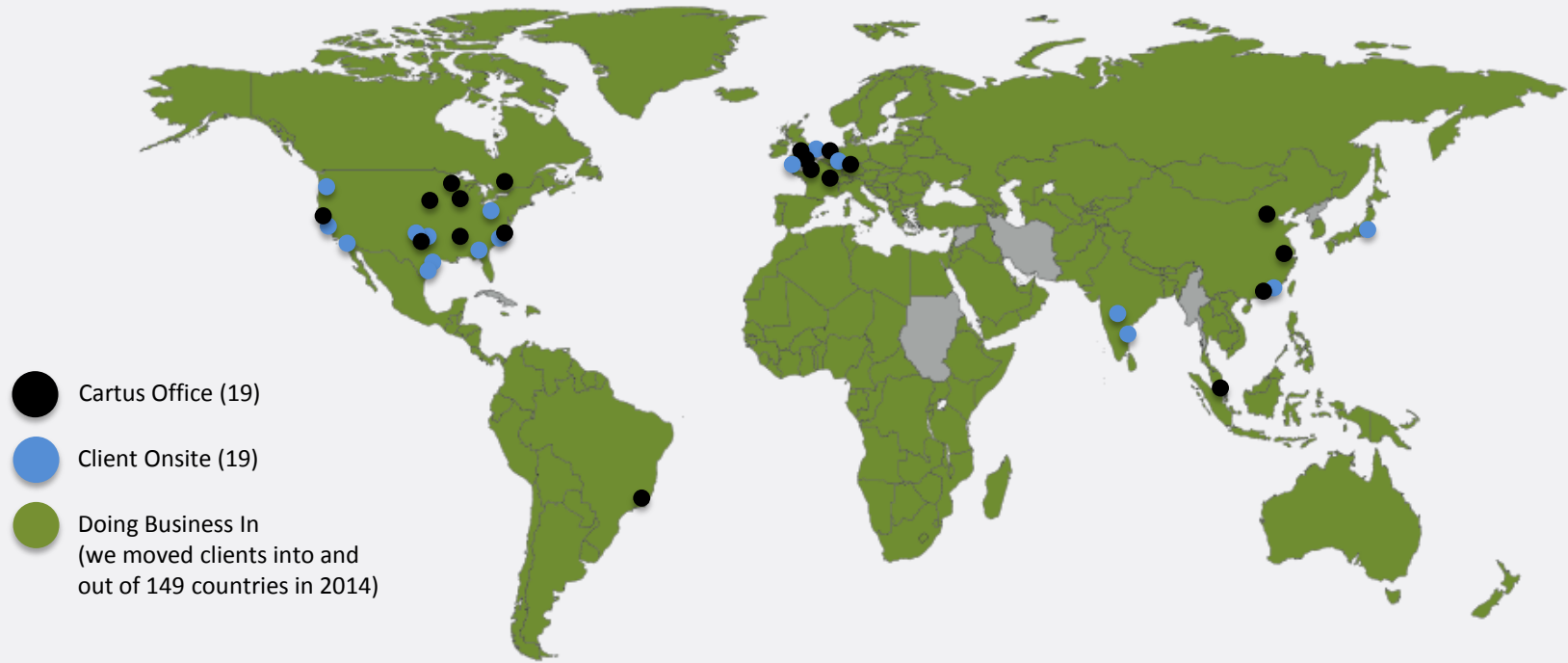


- ~800 broker markets
- 94% of network brokers are affiliated with Realogy brands

## 2014 Closings by Business Unit

~96,800 closings ↑7%





## Top 10 Client Departure Locations (2014)

- |                |             |
|----------------|-------------|
| United States  | Singapore   |
| India          | France      |
| United Kingdom | Germany     |
| China          | Switzerland |
| Canada         | Australia   |

## Top 10 Client Destination Locations (2014)

- |                |             |
|----------------|-------------|
| United States  | India       |
| United Kingdom | China       |
| Singapore      | Netherlands |
| Germany        | Hong Kong   |
| Switzerland    | Canada      |



## Drive Profitable Organic Growth

- Expand existing client relationships
- Grow mobility market share
- Grow Affinity services
- Grow Broker to Broker referrals

## Expand Adjacent Revenue Growth Opportunities

- Language training
- Immigration services

## Pursue Margin Enhancing Initiatives

- Process improvement
- Increase efficiencies
- Improve price competitiveness

## Expand Global Footprint

- Latin America
  - (São Paulo, Brazil, Feb. 2015)
- India

## Maintain Brand Reputation as Superior Provider and Market Leader

- Invest in client/customer facing technologies
- Integration of mobile technologies
- Attract, train, and retain talent worldwide

- Grow globally through new and expanded corporate relationships
- Grow network referrals through Affinity growth
- Built new revenue through adjacent channels
- Reduced expenses and improved margins



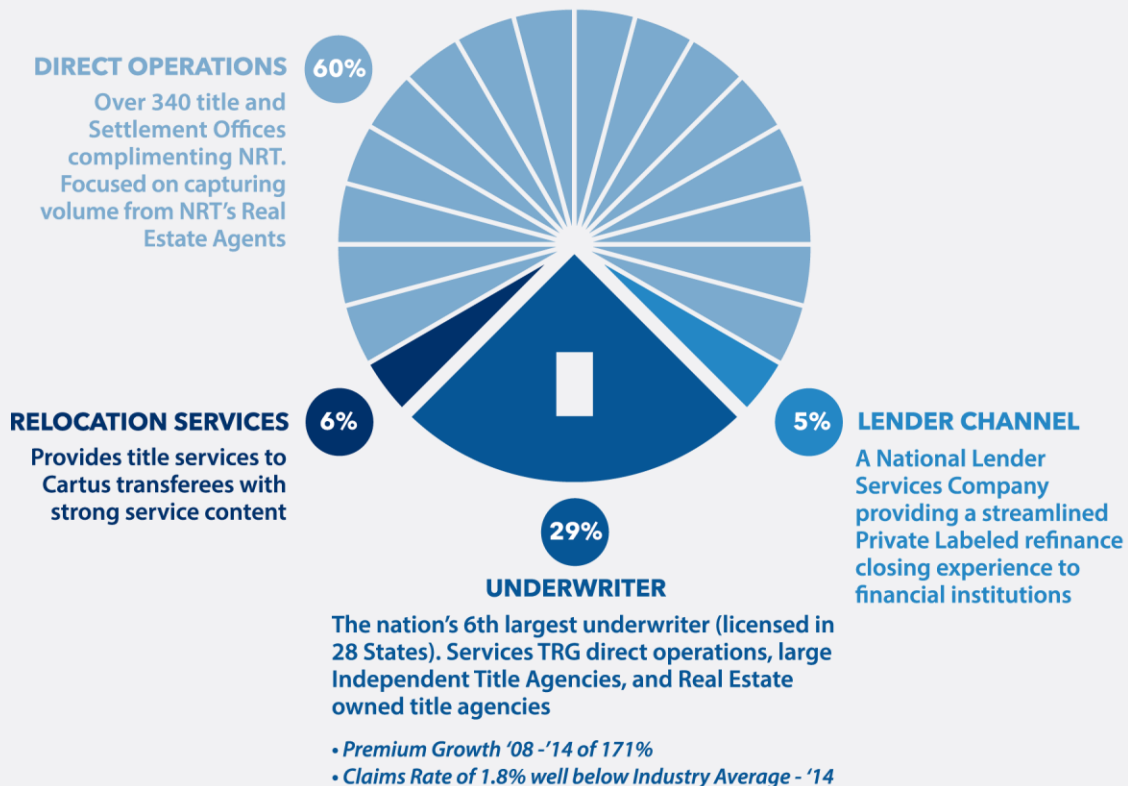
Don Casey

President and  
Chief Executive Officer

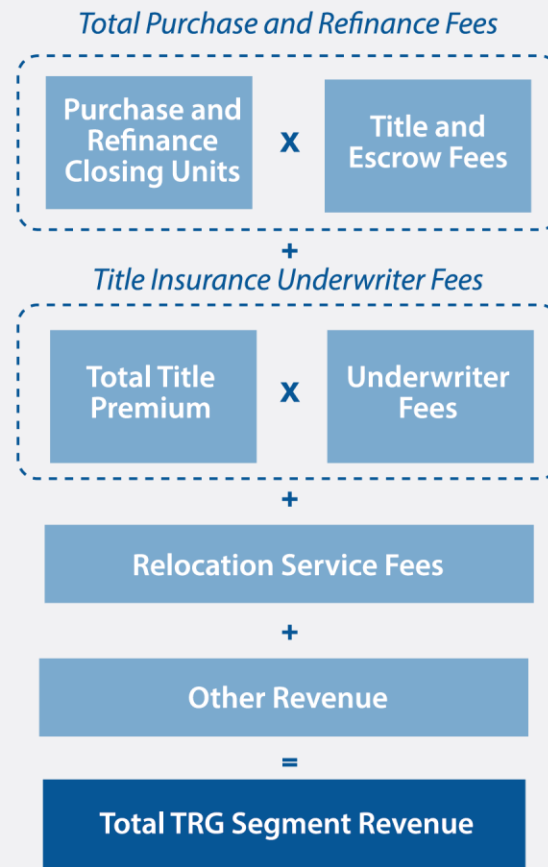
Title Resource Group



## Channel Contribution of 2014 EBITDA

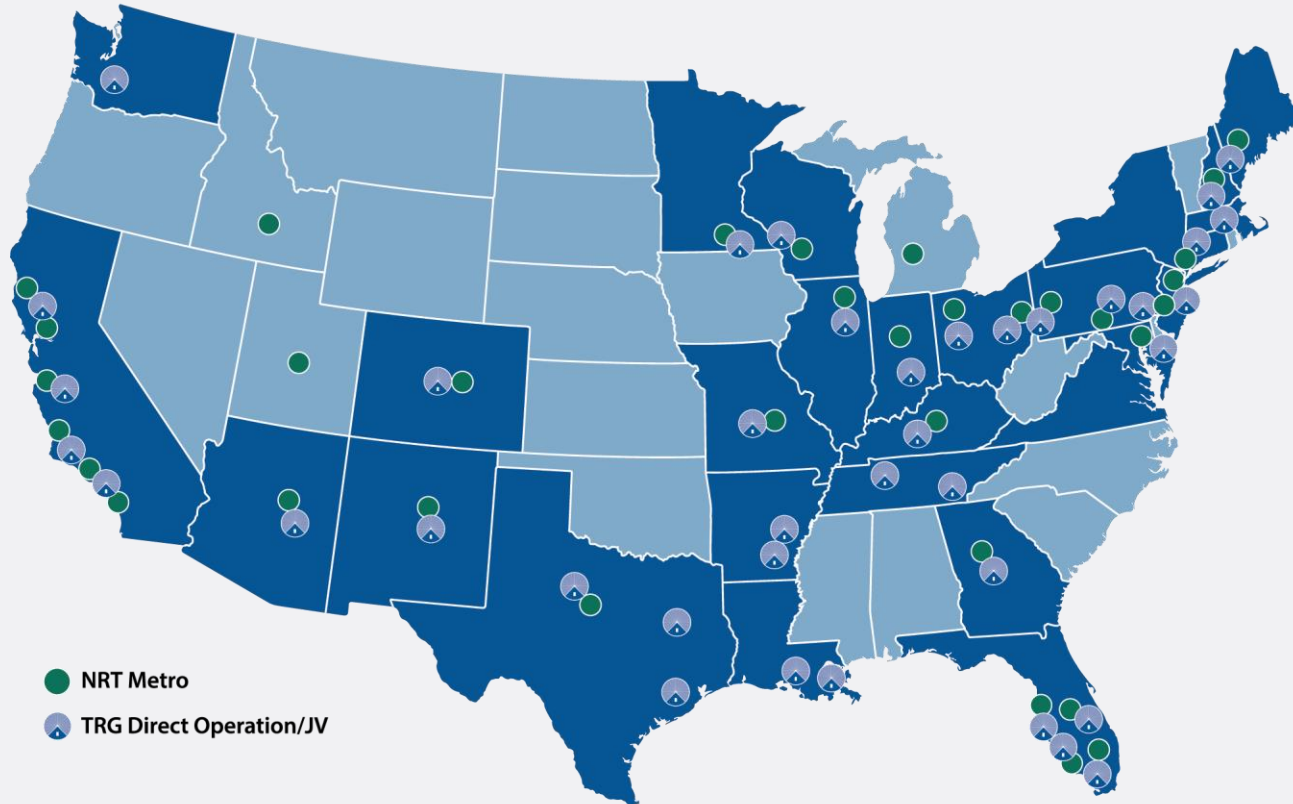


## Key Revenue Drivers





## Current Footprint



- NRT Metro
- TRG Direct Operation/JV

- ARIZONA**  
Catalina Title Agency  
Equity Title Agency, Inc.
- ARKANSAS**  
Mercury Title
- CALIFORNIA**  
Cornerstone  
Equity Title  
First California Escrow  
Progressive Title  
TRG Services, Escrow Inc.  
West Coast Escrow
- COLORADO**  
Guardian Title Agency
- FLORIDA**  
Sunbelt Title
- GEORGIA**  
Regency Title Company
- ILLINOIS**  
Burnet Title Chicago
- INDIANA**  
Burnet Title Indiana  
First Advantage Title  
Riverbend
- KENTUCKY**  
Metro Title
- LOUISIANA**  
Equity Closing  
Platinum Title and  
Settlement Services
- MAINE**  
Great East Title Services  
Market Street  
Settlement Group
- MARYLAND**  
Mid-Atlantic  
Settlement Services  
NRT - Maryland
- MINNESOTA**  
Burnet Title Minnesota
- MISSOURI**  
U.S. Title
- NEW HAMPSHIRE**  
Horizon Settlement Services  
Great East Title Services  
Market Street  
Settlement Group  
St. Mary's Title Services
- NEW JERSEY**  
NRT Title Agency  
Title Resource Group  
Settlement Services LLC  
TRG Settlement Services LLP
- NEW YORK**  
Skyline TRG Title Agency
- OHIO**  
Quality Choice Title  
Residential Title Agency
- PENNSYLVANIA**  
Guardian Transfer  
Keystone Closing Services  
Keystone Title Services
- TEXAS**  
Access Title  
American Title  
Texas American Title
- VIRGINIA**  
Mid-Atlantic  
Settlement Services
- WASHINGTON**  
CW Title
- WISCONSIN**  
Burnet Title Milwaukee



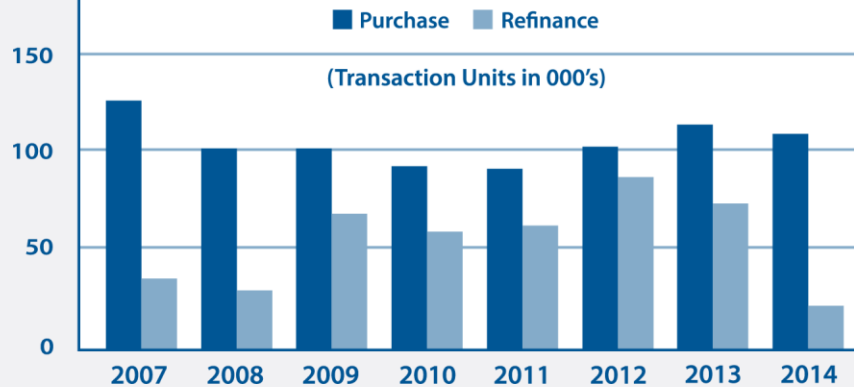
## PURCHASE

- We are driven by Affiliated business Purchase Model
- Our purchase focus has two benefits:
  - A more stable base
  - Higher average fees
- Purchase activity follows real estate seasonality

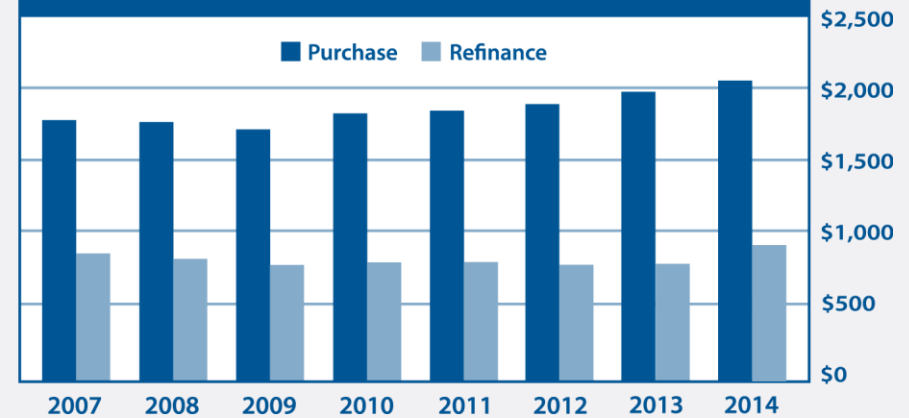
## REFINANCE

- Refinance activity correlates to interest rates, not seasonality
- The major lenders and local regulations keep refinance fees low
- Given fluctuations in interest rates, we are always opportunistic in regards to refinance activity
- To service refi volume, we maintain a flexible workforce model

### Leading provider of settlement services for real estate transactions



### AVERAGE FEES





## Building Value one Transaction at a Time



**41% Capture Rate**  
Impact: + 1% Capture = \$1.3 Million EBITDA

### 3 Year Plan – 50% Capture

- Build value for NRT agents through exceptional closings
- #1 Focus is to grow in lock step with NRT
  - Organic – recruit sales reps for broader office coverage
  - Acquisition – acquire local agencies to cover NRT acquisitions
  - Technology – leverage and integrate tools with NRT
  - ZIP – build service delivery model for NRT zip agents

**1% NRT growth in sides = \$750,000 in TRG EBITDA**



TITLE  
RESOURCES®

### Value Circle Contribution

- Grow with TRG success (capture rate and market growth)
- Expand state licensure in line with TRG's expansion
- Underwrite established franchise owned title companies

### Existing Independent Title Agents:

- Represents 51% of premiums in 2014
- Strategic, well established relationships
- Focus on the support of real estate affiliated title companies
- Sales focus on large, high quality agents

### Unaffiliated Business Expansion

- Diversify through third party unaffiliated business – 42% in 2014
  - Organic – Recruit sales reps with outside business
    - Market to RFG franchisees in TRG footprint
  - Acquisition – Target select markets with strategic benefits



# Tony Hull

Executive Vice President,  
Chief Financial Officer  
and Treasurer



# 2011-2014 Financial Progress



\$ in millions Year Ended Dec 31 <sup>st</sup>	2011	2012	2013	2014	2011-2014 CAGR
<b>Revenue</b>	\$4,093	\$4,672	\$5,289	\$5,328	9%
<b>Adjusted EBITDA<sup>1</sup></b>	\$571	\$674	\$796	\$779	11%
<b>Cash Interest (excluding securitizations)</b>	\$602	\$562	\$305	\$243	-26%
<b>Free Cash Flow<sup>1</sup></b>	\$(143)	\$(224)	\$421	\$367	NM
<b>Net Corporate Debt<sup>2</sup> (excluding securitizations)</b>	\$7,007	\$3,990	\$3,669	\$3,597	-20%
<b>Net Corporate Debt/Adjusted EBITDA</b>	12.3x	5.9x	4.6x	4.6x	NM

<sup>1</sup> Please see Slides 85 - 87 for definitions of these non-GAAP financial measures, a reconciliation of these measures to their most comparable GAAP measures, and the Company's explanation of why it believes these non-GAAP measures are useful to investors.

<sup>2</sup> Net Corporate Debt represents total long-term corporate debt, including short term portion, net of cash and cash equivalents.

# RLGY Homesale Transaction Volume Has Consistently Outperformed Market



\$ in millions	2012	2013	2014
NAR Existing Homesale Units	4.66M	5.09M	4.94M
% change	9%	9%	-3%
NAR Average Sales Price	\$225K	\$246K	\$255K
% change	5%	9%	4%
NAR 2012-2014 Transaction Volume	30%		
RLGY Homesale Sides	1.28M	1.40M	1.37M
% change	10%	10%	-2%
RLGY Average Sales Price	\$266K	\$287K	\$306
% change	7%	8%	7%
RLGY 2012-2014 Transaction Volume	38%		

Source: Existing homesale transaction volume based on National Association of Realtors.

# Segment EBITDA Summary



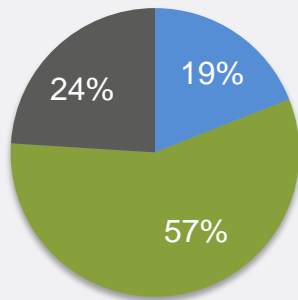
Overall 2014 Cost Structure - 76% Variable / 24% Fixed<sup>1</sup>

\$ in millions	RFG	NRT	Cartus	TRG
Revenue	\$716 <sup>2</sup>	\$4,078	\$419	\$398
Costs:				
Variable	31 <sup>3</sup>	3,147	241	230
Fixed	<u>137</u>	<u>746</u>	<u>76</u>	<u>132</u>
Subtotal	168	3,893	317	362
Mix by Business				
Variable	18%	81%	76%	64%
Fixed <sup>4</sup>	82%	19%	24%	36%
National Marketing Expense / (PHH HL JV)	\$ <u>85</u> <sup>5</sup>	<u>(8)</u> <sup>6</sup>	<u>--</u>	<u>--</u>
Total Reported Costs	\$253	\$3,885	\$317	\$362
EBITDA	\$463	\$193	\$102	\$ 36
EBITDA Margin %	65%	5%	24%	9%

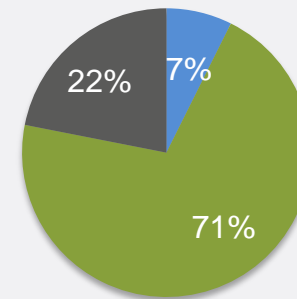
- <sup>1</sup> Includes corporate expense of \$60 million (before early extinguishment of debt).  
<sup>2</sup> Includes intercompany royalties and marketing fees paid by NRT to RFG of \$283 million and included as an expense in NRT. Includes national marketing fund revenue of \$86 million.  
<sup>3</sup> RFG variable costs exclude marketing fund expenses.  
<sup>4</sup> Fixed costs generally increase annually due to inflation.  
<sup>5</sup> National marketing fund revenue and expense offset one another.  
<sup>6</sup> Represents earnings from PHH HL JV.

2014

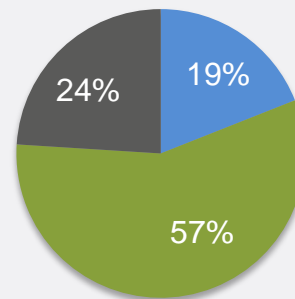
## Revenues



## Adjusted EBITDA<sup>1</sup>



## Transaction Sides



- 1st Qtr
- 2nd and 3rd Qtr
- 4th Qtr

<sup>1</sup> Please refer to Slide 85 for Adjusted EBITDA reconciliation.

# 2011- 2014 Margin Analysis



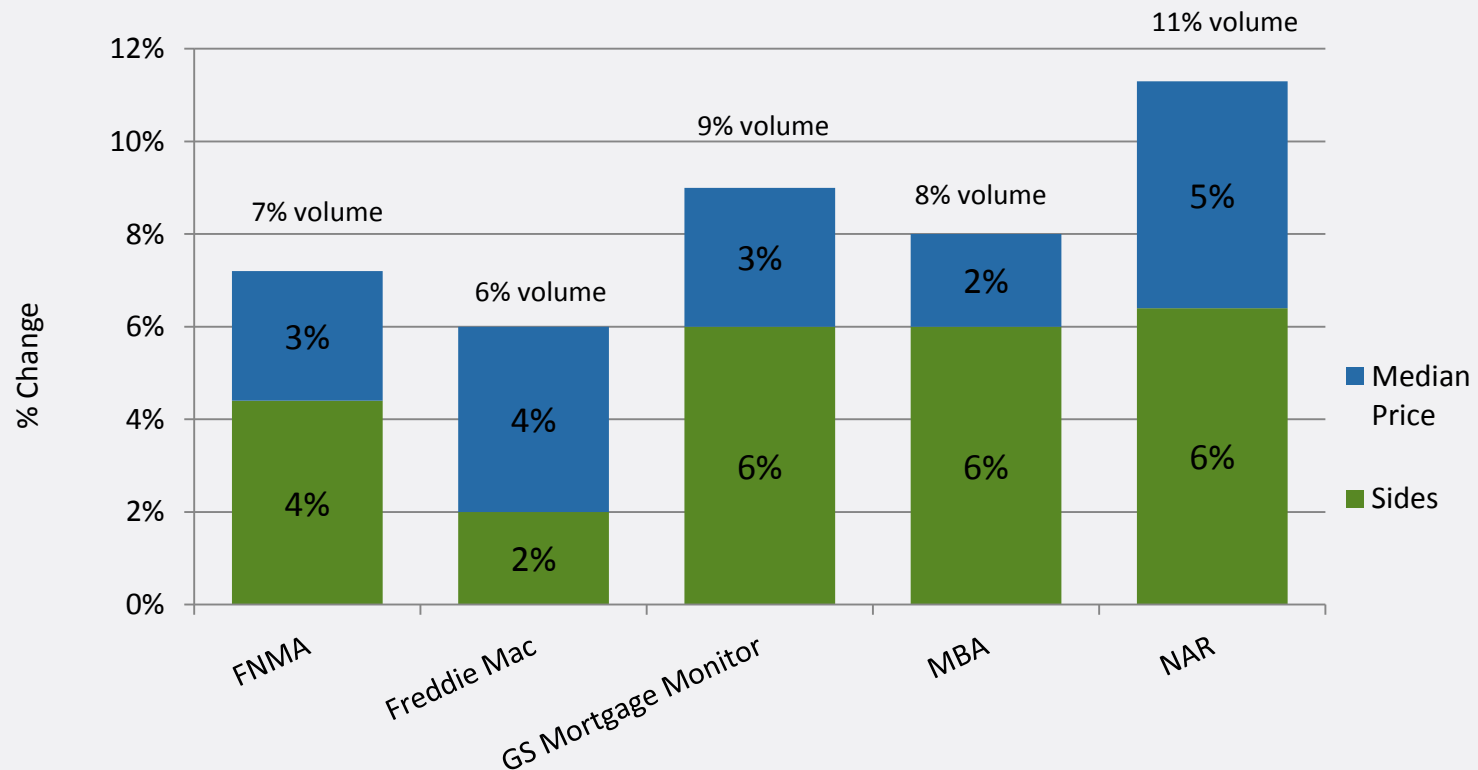
	2011	2012	2013	2014
Revenue	\$ 4,093	\$ 4,672	\$ 5,289	\$ 5,328
Adjusted EBITDA <sup>1</sup>	\$ 571	\$ 674	\$ 796	\$ 779
Adjusted EBITDA Margin	14.0%	14.4%	15.1%	14.6%
PHH HL Earnings	\$ 24	\$ 60	\$ 24	\$ 8
Adjusted EBITDA w/o PHH HL JV Earnings	\$ 547	\$ 614	\$ 772	\$ 771
<b>Margin Excluding PHH HL JV Earnings</b>	<b>13.4%</b>	<b>13.1%</b>	<b>14.6%</b>	<b>14.5%</b>
Pro Forma 2014 Adjusted EBITDA assuming achievement of full bonus at target and incremental ZipRealty technology costs				\$ 740
Pro Forma 2014 Adjusted EBITDA Margin				13.9%

<sup>1</sup>Please refer to Slide 85 for Adjusted EBITDA reconciliation

# 2015 Existing Homesale Volume Forecasts Vary Widely



## 2015 Industry Forecasts



NOTE: All forecasts as of February 2015, except NAR and Freddie Mac as of March 2015.

# 2015 Margin Sensitivities



Pro Forma 2014 Adjusted EBITDA Margin: 13.9% <sup>1</sup>

2015 Existing Homesale Volume Growth	Potential 2015 Adjusted EBITDA Margin
3% to 5%	13.6% - 13.9%
6% to 8%	13.9% - 14.2%
9% to 11%	14.2% - 14.5%

<sup>1</sup>Please see slide 76 for adjustments to Adjusted EBITDA without PHH HL JV Earning and 2014 Pro Forma Adjusted EBITDA. Potential 2015 Adjusted EBITDA margin reflects the adjustments to 2014 Pro Forma Adjusted EBITDA and inflation and assumes net effective royalty rates and commission splits are relatively flat as shown on slide 81.

Note: Please refer to the Forward Looking Statements on slide 1.

- Realogy converted 47% of Adjusted EBITDA to free cash flow in 2014
- Realogy corporate cash interest declined 20% in 2014 to \$243 million, and is expected to decrease to between \$205 and \$215 million in 2015
- \$2.0 billion of NOLs at year-end 2014 will continue to provide for minimal cash tax payments in 2015, expected to total \$15 to \$20 million
- Capital expenditures relative to EBITDA are modest, with 2015 spending forecast in the \$80 to \$85 million range
- 2015 cash legacy costs are forecast at \$15 to \$20 million
- Working capital is expected to be a cash source of \$10 to \$20 million in 2015



(Dollars in millions)	Rate	Next Call Date	First Call Price	December 31, 2014
Revolver	L+275			\$ 0
Term Loan	L+300 (75bp Floor)			\$ 1,871
<b>First Lien Debt</b>	<b>7.625%</b>	<b>Jan 16</b>	<b>103.813%</b>	<b>\$ 593</b>
<b>1.5 Lien Debt</b>	<b>9.000%</b>	<b>Jan 16</b>	<b>104.500%</b>	<b>\$ 196</b>
<b>Senior Cash Notes</b>	<b>3.375%</b>	<b>May 16</b>	<b>NCL</b>	<b>\$ 500</b>
Senior Cash Notes	4.500%	April 19	NCL	\$ 450
Senior Cash Notes	5.250%	Dec 21	NCL	<u>\$ 300</u>
Total Net Debt (inclusive of \$313M of cash & cash equivalents)				\$ 3,597

Notes: Does not include securitization debt or related assets. Cash and cash equivalents includes statutory cash required for the title business. Term Loan amount outstanding is net of \$16 million discount.

# Selected 2014 EBITDA Sensitivities



	2014 Metric	Measurement	EBITDA Sensitivity
<b><u>RFG</u></b>			
Homesale Sides	1,065,339	100 bps	\$3M
Average Sale Price	\$250,214	100 bps	\$3M
Average Broker Commission Rate	2.52%	1 bps	\$1M
Net Effective Royalty Rate	4.49%	1 bps	\$0.7M
<b><u>NRT</u></b>			
Homesale Sides	308,332	100 bps	\$11M
Average Sale Price	\$500,589	100 bps	\$11M
Average Broker Commission Rate	2.47%	1 bps	\$4M
Agent Commission Split	68.4%	10 bps	\$3M
Estimated 2014 Inflation Impacted Cost Base	\$1,600M	100 bps	\$16M

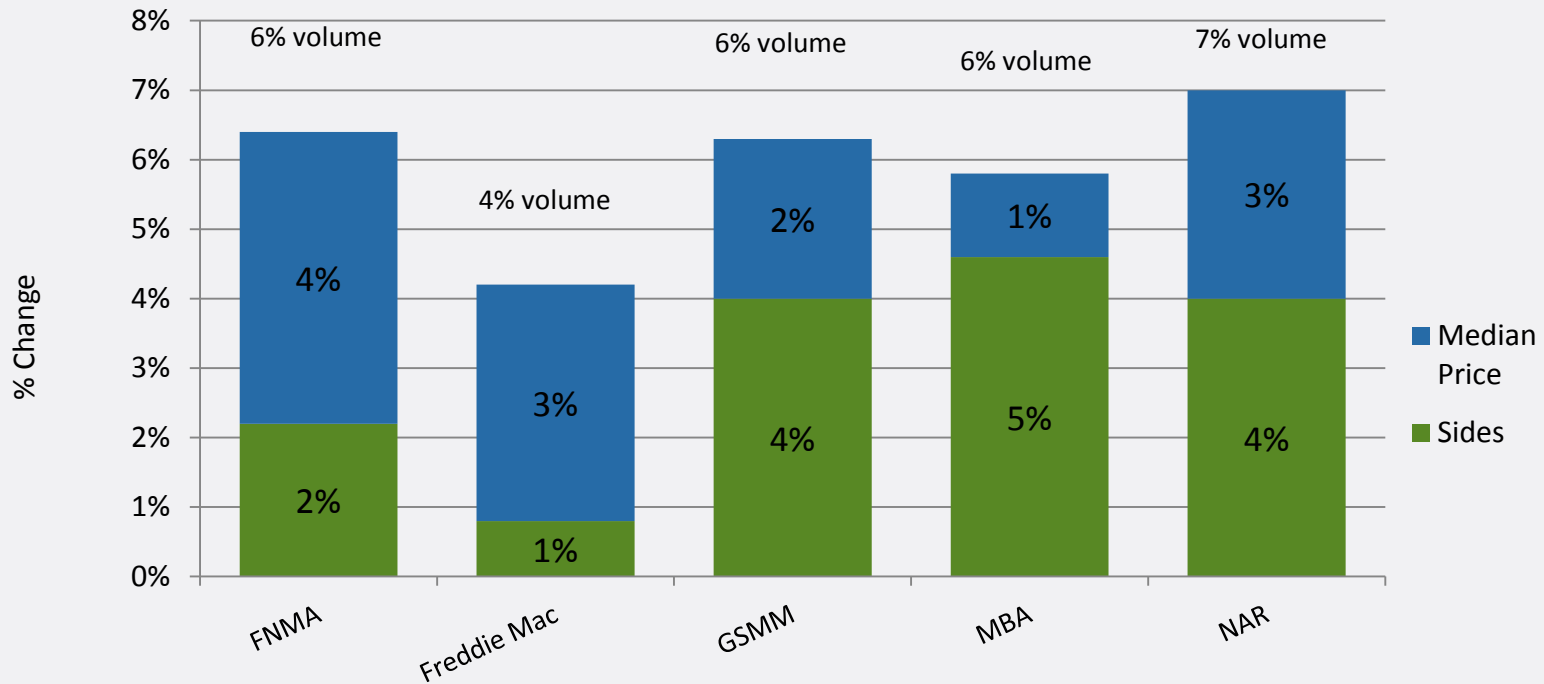
RFG & NRT combined = \$14M per 1% change in sides or price, all other variables held constant

Of \$11M for NRT, \$2M is reflected in RFG EBITDA as royalties and \$9M to NRT EBITDA

# 2016 Existing Homesale Volume Forecasts



## 2016 Industry Forecasts



2016 Forecasts	FNMA	Freddie Mac	GSMM	MBA	NAR
Homesale Units (in millions)	5.3	5.1	5.4	5.4	5.5
Median Price <sup>1</sup>	\$224K	\$221K	\$220K	\$214K	\$225K
2015-2016 Transaction Volume Growth	16%	12%	17%	13%	21%

<sup>1</sup>For the forecasts that only give percent change on price, the percent change has been applied to the National Association of Realtors 2014 median price.

NOTE: All forecasts as of February 2015, except NAR and Freddie Mac as of March 2015.

- Still too early to have informed view on 2015 homesale transaction volume trends, but industry forecasts range from 6% to 11% growth
- Important long-term investments and compensation normalization will put pressure on 2015 margins
- Interest expense expected to decline approximately 14% in 2015
- Continued strong cash generation is expected to allow for near-term deleveraging, enhancing equity value
- Longer term, existing homesale volume gains along with minimal cash taxes and lower cash interest requirements expected to provide opportunity for further deleveraging and position RLGY to return capital to shareholders

# Appendix

# EBITDA and Adjusted EBITDA Reconciliation



Dollars in millions	Twelve Months Ended			
	12/31/2014	12/31/2013	12/31/2012	12/31/2011
<b>Net income (loss) attributable to the Company</b>	<b>\$143</b>	<b>\$438</b>	<b>\$(543)</b>	<b>\$(441)</b>
Income tax expense (benefit)	<u>87</u>	<u>(242)</u>	<u>39</u>	<u>32</u>
<b>Income (loss) before income taxes</b>	<b>\$230</b>	<b>\$196</b>	<b>\$(504)</b>	<b>\$(409)</b>
Interest expense, net	267	281	528	666
Depreciation and amortization	<u>190</u>	<u>176</u>	<u>173</u>	<u>186</u>
<b>EBITDA</b>	<b>\$687</b>	<b>\$653</b>	<b>\$ 197</b>	<b>\$ 443</b>
Merger costs, restructuring costs and former parent legacy costs (benefit), net	(11)	—	4	(3)
IPO related costs for the convertible notes			361	-
Loss on extinguishment of debt	47	68	24	36
Pro forma cost savings for restructuring initiatives	—	1	7	11
Pro forma effect of business optimization initiatives	14	16	31	52
Non-cash charges	30	39	(3)	4
Non-recurring fair value adjustments for purchase accounting	—	1	3	4
Pro forma effect of acquisitions and new franchisees	8	11	5	7
Fees for secondary offering	—	2		
Apollo management fees	—	—	39	15
Incremental securitization interest costs	<u>4</u>	<u>5</u>	<u>6</u>	<u>2</u>
<b>Adjusted EBITDA</b>	<b>\$779</b>	<b>\$796</b>	<b>\$ 674</b>	<b>\$ 571</b>

Note: Refer to slide 87 for the definitions of certain non-GAAP financial measures and the Company's explanation of why it believes these non-GAAP measures are useful to investors.

# Free Cash Flow Reconciliation



Dollars in millions	Twelve Months Ended			
	12/31/2014	12/31/2013	12/31/2012	12/31/2011
<b>Net income (loss) attributable to the Company Holdings</b>	<b>\$143</b>	<b>\$438</b>	<b>\$(543)</b>	<b>\$(441)</b>
Income tax expense (benefit), net of payments	77	(258)	32	29
Interest expense, net (including securitization interest)	267	281	528	666
Cash interest payments	(249)	(312)	(571)	(608)
Depreciation and amortization	190	176	173	186
Capital expenditures	(71)	(62)	(54)	(49)
Restructuring costs and legacy, net of payments	(15)	(11)	(14)	(37)
IPO related costs, net	—	—	256	—
Cash payment related to final Apollo management fee termination	—	(15)	—	—
Loss on the early extinguishment of debt	47	68	24	36
Working capital adjustments	(10)	70	(42)	(31)
Relocation assets, net of securitization	<u>(12)</u>	<u>46</u>	<u>(12)</u>	<u>8</u>
<b>Free Cash Flow</b>	<b>\$367</b>	<b>\$421</b>	<b>\$(223)</b>	<b>\$(241)</b>

Note: Refer to slide 87 for the definitions of certain non-GAAP financial measures and the Company's explanation of why it believes these non-GAAP measures are useful to investors.

EBITDA is defined by us as net income (loss) before depreciation and amortization, interest expense, net (other than relocation services interest for securitization assets and securitization obligations) and income taxes. Adjusted EBITDA calculated for a twelve-month period is presented to demonstrate our compliance with the senior secured leverage ratio covenant in the senior secured credit facility. Adjusted EBITDA corresponds to the definition of "EBITDA," calculated on a "pro forma basis," used in the senior secured credit facility to calculate the senior secured leverage ratio. Adjusted EBITDA includes adjustments to EBITDA for restructuring costs, former parent legacy cost (benefit) items, net, loss on the early extinguishment of debt, non-cash charges, non-recurring fair value adjustments for purchase accounting, fees for secondary equity offerings and incremental securitization interest costs, as well as pro forma cost savings for restructuring initiatives, the pro forma effect of business optimization initiatives and the pro forma effect of acquisitions and new franchisees, in each case calculated as of the beginning of the twelve-month period.

We present EBITDA and Adjusted EBITDA because we believe EBITDA and Adjusted EBITDA are useful as supplemental measures in evaluating the performance of our operating businesses and provide greater transparency into our results of operations. Our management, including our chief operating decision maker, uses EBITDA as a factor in evaluating the performance of our business. EBITDA and Adjusted EBITDA should not be considered in isolation or as a substitute for net income or other statement of operations data prepared in accordance with GAAP.

We believe EBITDA facilitates company-to-company operating performance comparisons by backing out potential differences caused by variations in capital structures (affecting interest expense), taxation, the age and book depreciation of facilities (affecting relative depreciation expense) and the amortization of intangibles, which may vary for different companies for reasons unrelated to operating performance. We further believe that EBITDA is frequently used by securities analysts, investors and other interested parties in their evaluation of companies, many of which present an EBITDA measure when reporting their results.

EBITDA and Adjusted EBITDA have limitations as analytical tools, and you should not consider EBITDA or Adjusted EBITDA either in isolation or as substitutes for analyzing our results as reported under GAAP. Some of these limitations are:

- these measures do not reflect changes in, or cash required for, our working capital needs;
- these measures do not reflect our interest expense (except for interest related to our securitization obligations), or the cash requirements necessary to service interest or principal payments on our debt;
- these measures do not reflect our income tax expense or the cash requirements to pay our taxes;
- these measures do not reflect historical cash expenditures or future requirements for capital expenditures or contractual commitments;
- although depreciation and amortization are non-cash charges, the assets being depreciated and amortized will often require replacement in the future, and these measures do not reflect any cash requirements for such replacements; and
- other companies may calculate these measures differently so they may not be comparable.

In addition to the limitations described above, Adjusted EBITDA includes pro forma cost savings, the pro forma effect of business optimization initiatives and the pro forma full period effect of acquisitions and new franchisees. These adjustments may not reflect the actual cost savings or pro forma effect recognized in future periods.

Free Cash Flow is defined as net income (loss) attributable to Realogy before income tax expense (benefit), net of payments, interest expense, net, depreciation and amortization, capital expenditures, restructuring costs and former parent legacy costs (benefits), net of payments, loss on the early extinguishment of debt, working capital adjustments and relocation assets, net of change in securitization obligations. We use Free Cash Flow in our internal evaluation of operating effectiveness and decisions regarding the allocation of resources. Free Cash Flow are not defined by GAAP and should not be considered in isolation or as an alternative to net income (loss), net cash provided by (used in) operating, investing and financing activities or other financial data prepared in accordance with GAAP or as an indicator of the Company's operating performance. Free Cash Flow may differ from similarly titled measures presented by other companies.



Domestic Services	International Services	Intercultural & Language Training
<ul style="list-style-type: none"> <li>• Moving Services</li> <li>• Temporary Housing</li> <li>• Home Sale Assistance</li> <li>• Marketing Assistance</li> <li>• Buyer Value Option Program</li> <li>• Rental Assistance</li> <li>• Home Purchase Assistance</li> <li>• Mortgage Assistance</li> <li>• Short Sales Counseling</li> <li>• Lump Sum Support</li> <li>• Spouse/Partner Assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Acadia Moving Services</li> <li>• Acadia Temporary Housing</li> <li>• Host Country Services</li> <li>• Departure Program</li> <li>• Int'l Educational Counseling and Placement</li> <li>• Furniture Services</li> <li>• International AutoSource</li> <li>• Visa &amp; Immigration Services</li> <li>• School Search</li> <li>• Lease Negotiation</li> <li>• Look/See Visits</li> <li>• Spouse/Partner Assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Candidate Assessment</li> <li>• Cross-Cultural Training</li> <li>• Repatriation Integration</li> <li>• Language Training</li> <li>• Global Awareness Seminars</li> <li>• Global Business Briefings</li> <li>• Global Workforce Development</li> <li>• Intercultural Management Training</li> </ul>
Program Administration		Consulting Solutions
<ul style="list-style-type: none"> <li>• Pre-decision Counseling</li> <li>• Preparation of Letter of Assignment</li> <li>• Cost Estimates</li> <li>• Policy Counseling</li> <li>• Expense Administration</li> </ul>	<ul style="list-style-type: none"> <li>• Balance Sheet Prep/Comp Accumulation</li> <li>• Ongoing Assignment Support</li> <li>• Executive Support Services</li> <li>• Tenancy Payment Services</li> <li>• Property Management</li> </ul>	<ul style="list-style-type: none"> <li>• Policy Consulting</li> <li>• Benchmarking</li> <li>• Policy Design/Rewrite</li> <li>• Transition Planning</li> <li>• Group Moves</li> <li>• Virtual Resource Center</li> </ul>



# Q&A Session

