

Midland Tops Master-Servicer Ranking

Midland Loan Services edged out KeyBank to lead the CMBS master-servicer league table at midyear, thanks largely to a dominating performance in the conduit market.

Amid a dramatic drop in CMBS issuance overall, PNC's Midland was the master servicer on \$5.27 billion of deals, good for a 31.9% market share. KeyBank, which topped last year's ranking, came next with \$5.13 billion (31.1%), followed by Wells Fargo (\$3.58 billion, 21.7%) and Berkadia (\$2.52 billion, 15.3%).

Per usual, servicers tended to favor certain segments of the market. Midland and Wells had the lion's share of conduit deals, while KeyBank and Berkadia did most of their business in the single-borrower market.

But with CMBS volume plunging 67% year over year to \$16.49 billion in the half, activity was down sharply for all master servicers — ranging from a 45.8% fall for Berkadia to a 75.6% drop for KeyBank.

There were similarly steep declines in the first-half issuance totals of Freddie Mac CMBS, down 46.7% year over year to \$29.28 billion, and CRE CLOs, down a whopping 91.2% to just \$2.11 billion.

Wells led the master-servicer rankings in the Freddie segment with \$5.27 billion (33.7%) of deals, followed by KeyBank (\$4.75 billion, 30.4%), Midland (\$3.17 billion, 20.3%) and Freddie itself (\$2.43 billion, 15.6%).

Only two servicers saw action in the CRE CLO market, which produced just four deals during the half of 2023 as many regular issuers remained on the sidelines. KeyBank was the master servicer on two of those deals, worth \$1.23 billion, while SitusAMC had the other two, worth \$879.7 million.

The lower half-year volumes likely will spur little change in



the makeup of the largest master and primary servicers overall, encompassing all CMBS issuances outstanding. According to the Mortgage Bankers Association, Midland was the top

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operator in the segment at yearend, with \$731.74 billion outstanding. Wells, which once dominated the space for years, was close behind with \$721.67 billion. KeyBank (\$450.93 billion), Berkadia (\$392.79 billion), and **CBRE Loan Services** (\$380.11 billion) rounded out the top five.

Having won high marks for navigating a crush of troubled situations through the peak of the pandemic, servicers are once again in the spotlight as distress emerges for some properties backing floating-rate debt — particularly in the office sector.

“Servicers know there are going to be issues with certain sectors across the industry,” said **David Harrison**, Midland’s chief operating officer. “However, sector performance can’t be painted in broad strokes, so it continues to be important for servicers to evaluate individual properties on a case-by-case basis.”

The challenges, Harrison added, are just beginning to surface, with master servicers rolling up their sleeves on things like cash traps and special servicers seeing an increase in new transfers. But on a positive note, he said serious signs of a cycle turn — when resolutions become more intractable — haven’t yet materialized.

Alan Kronovet, who leads the business for Wells, said that while more distress is likely, it won’t compare to the tidal wave of loans that servicers dealt with following the onset of Covid.

“When the pandemic hit, many hotels stopped paying in the first 30 days,” he said. “This is more stress at maturity for properties otherwise cashflowing at the current rate, which will have to get worked through. It won’t be a wave; [it will be] just working through the facts and circumstances of each property.”

Bryan Nitcher, head of loan servicing and asset management at KeyBank, said he has seen a notable amount of floating-rate office assets being transferred to special servicing in the first half and expects such transfers to remain elevated for the foreseeable future.

“Time will tell what the final outcome of the assets will be,” he said. “On a positive note, we are seeing successful modifications being negotiated on multiple [single-borrower] assets, which will result in various loans returning to master servicing.”

With a sizable amount of loans maturing in the next two years, servicers once again are preparing to dig in to manage the anticipated volume. “It is going to take a couple of years to get through this,” Nitcher said. ❖

Master Servicers for CMBS and CRE CLOs Issued in the 1st Half

Some deals have more than one servicer due to loan-specific assignments

US CMBS		Conduit/ Pooled (\$Mil.)	Single Borrower (\$Mil.)	1H-23 Total (\$Mil.)	No. of Deals	Market Share (%)	1H-22 Total (\$Mil.)	No. of Deals	Market Share (%)	'22-'23 % Chg.
1	Midland Loan Services	\$4,998.6	\$268.8	\$5,267.3	13	31.9	\$10,315.5	20	20.6	-48.9
2	KeyBank	1,426.7	3,700.0	5,126.7	13	31.1	21,002.3	31	42.0	-75.6
3	Wells Fargo	2,780.7	800.0	3,580.7	9	21.7	13,692.3	20	27.4	-73.8
4	Berkadia	190.0	2,330.0	2,520.0	9	15.3	4,653.1	15	9.3	-45.8
	NCB	0.0	0.0	0.0	0	0.0	311.1	4	0.6	-100.0
	TOTAL	9,396.0	7,098.8	16,494.8	25	100.0	49,974.3	56	100.0	-67.0

Freddie Mac CMBS		1H-23 Total (\$Mil.)	No. of Deals	Market Share (%)	1H-22 Total (\$Mil.)	No. of Deals	Market Share (%)	'22-'23 % Chg.
1	Wells Fargo	\$5,269.7	6	33.7	\$6,882.8	8	23.5	-23.4
2	KeyBank	4,747.7	5	30.4	9,820.4	8	33.5	-51.7
3	Midland Loan Services	3,172.9	3	20.3	8,927.6	9	30.5	-64.5
4	Freddie Mac	2,431.9	6	15.6	3,652.8	10	12.5	-33.4
	TOTAL	15,622.1	20	100.0	29,283.6	35	100.0	-46.7

CRE CLOs		1H-23 Total (\$Mil.)	No. of Deals	Market Share (%)	1H-22 Total (\$Mil.)	No. of Deals	Market Share (%)	'22-'23 % Chg.
1	KeyBank	\$1,234.6	2	58.4	\$5,711.2	4	23.8	-78.4
2	SitusAMC	879.7	2	41.6	7,436.9	8	31.0	-88.2
	OTHERS	0.0	0	0.0	10,818.5	11	45.1	-100.0
	TOTAL	2,114.3	4	100.0	23,966.6	23	100.0	-91.2