



ADVANCED SERVICING WORKSHOP

AGENDA

PLEASE NOTE: Instructors will schedule breaks during the course.

| DAY 1 | |
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| 8:00 a.m. | <i>Registration and Continental Breakfast</i> |
| 8:30 a.m. | Welcome & Overview of Course |
| 9:00 a.m. | Regulatory Update |
| 12:00 p.m. | <i>Lunch</i> |
| 1:00 p.m. | The State Of Mortgage Servicing: Portfolio Trends, Revenues and Costs |
| 4:30 p.m. | <i>Session Concludes</i> |
| DAY 2 | |
| 8:30 a.m. | Servicing Operations: Building Efficiencies |
| 9:00 a.m. | Servicing Portfolio Valuation: Strategic Decisions |
| 12:00 p.m. | <i>Lunch</i> |
| 1:00 p.m. | Audits, Reviews, Quality Control & Vendor Management |
| 3:45 p.m. | <i>Advanced Servicing Workshop Concludes</i> |