

MBA'S SERVICING SOLUTIONS CONFERENCE & EXPO 2020

FEB. 23-26
ORLANDO



Servicing Solutions Conference & Expo

February 23 to 26, 2020

Saturday, February 22, 2020

12:00 PM - 5:00 PM

Registration

Location: Regency Ballroom Foyer, Convention Level

Sunday, February 23, 2020

7:30 AM - 6:00 PM

GRAVITAS Confidence Closet

Location: Regency Ballroom Foyer, Convention Level

Browse the latest styles or book a consultation with the dress whisperer.

7:30 AM - 6:00 PM

Registration

Location: Regency Ballroom Foyer, Convention Level

9:00 AM - 5:00 PM

MBA Education Presents: Foundational Concepts in Residential Mortgage Servicing Workshop (Separate Registration Required)

Location: Rainbow Spring, Convention Level

Member: \$400/\$450 Non-Member: \$600/\$650 Please contact education@mba.org for additional information or questions.

2:00 PM - 3:15 PM

Servicer-Only Roundtable: An MBA Member Event (Pre-Registration Required, Closed to Media)

Location: Orlando M, Convention Level

Join us for an opportunity to engage with your industry peers to exchange ideas and best practices. Through facilitated group discussions, hear how others are dealing with the same servicing issues you're facing. In order to attend, you must be:-A servicing

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executive (manager or above)-With an MBA member company whose dues are based on servicing portfolio volume-Registered for the conference Preregistration is required. Space is limited to approximately 80 attendees (40 per room) with a maximum of two attendees per company, please. Register in advance at <https://mba-erm.informz.net/survistapro/sn.asp?gid=B66FA1F3-7DC4-4F62-AB9F-6357641F560B>

Speakers

Jason Lane, Senior Vice President, MidFirst Bank

Darnell Peterson, Regulatory Associate, Mortgage Bankers Association

Candace Russell, Vice President - Post Sale, Carrington Mortgage Services, LLC

Ashley Savill, Executive Director, Chase

Sara Singhas, AMP, Director, Loan Administration, Mortgage Bankers Association

Marina Walsh, Vice President, Industry Analysis, Mortgage Bankers Association

3:00 PM - 5:00 PM

Press Room (Credentialed Media Only)

Location: Celebration 16, Convention Level

3:30 PM - 5:00 PM

HUD/VA Subcommittee Meeting (Committee Members Only)

Location: Orlando N, Convention Level

5:00 PM - 6:00 PM

Opening Reception in THE HUB: Caribbean Style

Location: Regency Ballroom, Convention Level

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Monday, February 24, 2020

7:30 AM - 5:30 PM

GRAVITAS Confidence Closet

Location: Regency Ballroom Foyer, Convention Level

Browse the latest styles and book a consultation with the dress whisperer.

7:30 AM - 5:30 PM

Registration

Location: Regency Ballroom Foyer, Convention Level

8:00 AM - 8:30 AM

Continental Breakfast

Location: Windermere Ballroom Foyer, Convention Level

8:00 AM - 5:00 PM

Member Engagement Suite

Location: Celebration 1, Convention Level

8:00 AM - 5:00 PM

Press Room (Credentialed Media Only)

Location: Celebration 16, Convention Level

8:30 AM - 10:00 AM

Opening General Session: Finding the Inspiration for Reinvention

Location: Windermere Ballroom, Convention Level

Grammy-nominated, platinum-selling singer/songwriter John Ondrasik, better known by his stage name Five for Fighting, brings his personal journey as a musician and business owner to life in this engaging presentation that features music, storytelling, and inspiration. He explores the roles that work, family and happiness play in our lives, and how they inspire creativity and innovation. He offers insight as someone who's lived it and done it while sharing stories and playing some of his most famous songs – like "100 Years," "Superman (It's Not Easy)," "Chances," "The Riddle," "Freedom Never Cries," and "What If." He also covers themes like learning from failure, work ethic, relationships, and teamwork. As the vice president of Precision Wire Products, a third-generation family-owned business, he also has ready ties to real business challenges. Join us for this inspiring and enlightening session,

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which begins with opening remarks from MBA's President and CEO, Bob Broeksmit.

Speakers

Robert D. Broeksmit, CMB, *President and Chief Executive Officer, Mortgage Bankers Association*

John Ondrasik, *Singer & Songwriter, Five for Fighting*

10:00 AM - 4:00 PM

COFFEE SPOT in THE HUB

Location: Regency Ballroom, Convention Level

10:00 AM - 10:30 AM

Refreshment Break in THE HUB

Location: Regency Ballroom, Convention Level

10:00 AM - 5:30 PM

THE HUB is Open

Location: Regency Ballroom, Convention Level

10:00 AM - 10:45 AM

THE MEETING SPOT: Q&A with John Ondrasik, Five for Fighting

Location: Regency Ballroom, Convention Level

10:30 AM - 11:30 AM

General Session: Changes on the Horizon for Government Loan Servicing

Location: Windermere Ballroom, Convention Level

Hear from leaders of key government agencies with updates of importance to servicers.

Speakers

Michael Drayne, *Acting Executive Vice President, Ginnie Mae*

Richard Kane, *Single Family Housing Guaranteed Loan Program, USDA Rural Housing*

Pete Mills, *SVP, Residential Policy and Member Engagement, Mortgage Bankers Association*

Dror Oppenheimer, *Senior Advisor to the Assistant Secretary for Housing – Federal Housing Commissioner, U.S. Department of*

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Housing and Urban Development

Andrew Trewayne, Assistant Director for Loan and Property Management, Loan Guaranty Service, U.S. Department of Veterans Affairs

11:30 AM - 12:30 PM

General Session: Ransomware & Cybersecurity - Understanding the Threats

Location: Windermere Ballroom, Convention Level

Hear firsthand about recent ransomware and cyber security incidents taking place nationwide, including serious threats to the mortgage industry. Learn about response and prevention techniques to put in place in your operation.

Speakers

Evan Bredahl, Cybersecurity Engineer, Richey May & Co., LLP

Thomas Clerici, Chief Technology Officer and Chief Information Security Officer, Freedom Mortgage Corporation

Gretchan Francis, Vice President of Specialty Lines Sales, Proctor Financial

Rick Hill, Vice President, Industry Technology, Mortgage Bankers Association

12:30 PM - 5:00 PM

DISCOVERY STAGE in THE HUB featuring TechLive Product Demos and Spotlight Sessions

Location: Regency Ballroom, Convention Level

Visit the DISCOVERY STAGE in THE HUB for 30-minute Spotlight Sessions on industry hot topics and TechLive product demos from top service providers. Monday's Schedule 1:00 PM - 1:10 PM TechLive Product Demo: SIME by TMS See a live demo The Money Source's (TMS) web-based servicing platform SIME, Servicing

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Intelligence Made Easy.1:15 PM - 1:25 PM TechLive Product Demo: Sagent Account Connect Learn how Account Connect can upgrade your borrower experience and help you retain customers for life!1:30 PM - 1:40 PM TechLive Product Demo: Black Knight Loss Mitigation See the latest web-based solution leveraging advanced capabilities to guide users through each step of the loss mitigation process and to assign work between the underwriter and quality-control unit.3:00 PM - 3:30 PM Spotlight Session: Servicing Transfers: Collaborating to Solve Industry Pain Points Interested in participating in a conversion that could lead to lower costs; better quality data; borrower satisfaction and more efficient execution of servicing transfers and related processes? Join representatives from Fannie Mae, Freddie Mac and MISMO as they talk about a new initiative to identify opportunities to solve servicing transfer pain points through industry collaboration and standardization. 4:40 PM - 5:10 PM Spotlight Session: Jumpstart your Servicing Career with Industry Certification Spend 30 minutes on your professional development today by learning about MBA's Residential Certified Mortgage Servicer (CMS) Specialist Certificate and Designation program and how it's right for you.

12:30 PM - 1:30 PM

Lunch in THE HUB

Location: Regency Ballroom, Convention Level

12:30 PM - 2:00 PM

mPower Lunch: Own Your Own Story - Speak Up and Stand Out!

Location: Orlando Ballroom, Convention Level

What's your story? The stories we put out to the world impact the way others see us and the opportunities we'll receive, while the stories we tell ourselves create a powerful internal narrative. Stories can inspire and influence - they are among our most valuable connection tools. In this engaging presentation, participants take command of the communication skills to own their own story and create the plot points for their next chapter of

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career growth. Rewrite unhelpful or outdated narrative, manage unexpected plot twists with ease and learn to Speak Up and Stand Out. It's your story... be an active author of your own success!

Speakers

Marcia M. Davies, *mPower Founder, Chief Operating Officer, MBA*
Valerie Gordon, *Founder, Commander-in-She, LLC*

1:00 PM - 1:10 PM

DISCOVERY STAGE: TechLive Product Demo: SIME by TMS

Location: Regency Ballroom, Convention Level

See a live demo The Money Source's (TMS) web-based servicing platform SIME, Servicing Intelligence Made Easy.

1:15 PM - 1:25 PM

DISCOVERY STAGE: TechLive Product Demo: Sagent Account Connect

Location: Regency Ballroom, Convention Level

Learn how Account Connect can upgrade your borrower experience and help you retain customers for life!

1:30 PM - 1:40 PM

DISCOVERY STAGE: TechLive Product Demo: Black Knight Loss Mitigation

Location: Regency Ballroom, Convention Level

See the latest web-based solution leveraging advanced capabilities to guide users through each step of the loss mitigation process and to assign work between the underwriter and quality-control unit.

2:00 PM - 3:00 PM

Business Operations Track: In-House vs. Subservicing - Pros & Cons

Location: Plaza G, Convention Level

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This session covers the pros and cons of in-house vs. subservicing, the do's and don'ts of bringing servicing in-house, how to choose a subservicer, creating good subservicer agreements, and maintaining oversight and accountability with your subservicers.

Speakers

John Bargas, *Executive Managing Director, Mid America Mortgage, Inc.*

Paul Nagai, *Principal, Ernst & Young LLP*

Melanie Reid, *CMB, AMP, SVP Loan Administration Acquisition Manager, Citizens Bank*

2:00 PM - 3:00 PM

Innovation & Tech Track: Innovative Approaches to Borrower Satisfaction

Location: Plaza H, Convention Level

Understanding what your servicing customer is telling you about your operation is now more critical than ever. Panelists discuss how to evaluate your customer service quality and net promoter scores and provide solutions to help your long-term profitability.

Speakers

Dawn Elmore, *Senior Vice President, Servicing, Sourcepoint, Inc.*

Jason Kwasny, *Executive Vice President, Servicing, The Money Source Inc. (TMS)*

Mike Seminari, *Director, MortgageSAT, STRATMOR Group*

Dave Vida, *Executive Vice President, CLS Enterprise Sales Leader*

2:00 PM - 2:30 PM

Litigation Forum: TCPA

Location: Plaza K, Convention Level

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Hear about the latest litigation surrounding the Telephone Consumer Protection Act.

Speakers

Jason McElroy, *Partner, Weiner Brodsky Kider PC*

Justin Wiseman, *Associate Vice President, Managing Regulatory Counsel, Mortgage Bankers Association*

Policy & Compliance Track: Servicing Exam Preparation

Location: Plaza I, Convention Level

2:00 PM - 3:00 PM

Hear the latest hot topics in servicing exams. Get tips on how to be best prepared, including how to incorporate testing into your operation's compliance management system.

Speakers

Shayna Arrington, *Chief Compliance Officer, The Money Source Inc. (TMS)*

Allison I. Brown, *Program Manager, Mortgage Servicing Office of Supervision Policy, Consumer Financial Protection Bureau*

Mitchel H. Kider, *Managing Partner, Weiner Brodsky Kider PC*

Monique Riccobelli, *Commercial and Consumer Loan Servicing Director, The Huntington National Bank*

2:30 PM - 3:00 PM

Litigation Forum: FDCPA & FCRA

Location: Plaza K, Convention Level

Get an update on the latest litigation activity around the Fair Debt Collection Practices Act (FDCPA) and Fair Credit Reporting Act (FCRA).

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Speaker

Andrew K. Stutzman, *Founder and Co-chair, Financial Services Litigation Practice, Stradley Ronan*

3:00 PM - 3:30 PM

DISCOVERY STAGE: Spotlight Session: Servicing Transfers - Collaborating to Solve Industry Pain Points

Location: Regency Ballroom, Convention Level

Interested in participating in a conversion that could lead to lower costs; better quality data; borrower satisfaction and more efficient execution of servicing transfers and related processes? Join representatives from Fannie Mae, Freddie Mac and MISMO as they talk about a new initiative to identify opportunities to solve servicing transfer pain points through industry collaboration and standardization.

3:00 PM - 3:30 PM

Refreshment Break in THE HUB

Location: Regency Ballroom, Convention Level

3:30 PM - 4:30 PM

Business Operations Track: Operational Efficiency

Location: Plaza G, Convention Level

From process improvement to personnel to technology, this session looks at the latest thinking on streamlining servicing operations for maximum efficiency.

Speakers

Yvette Gilmore, *Vice President, Servicer Relationship & Performance Management, Freddie Mac*

Scott Goldman, *CMB, AMP, Senior Director, Ally Bank*

Jane Mason, *Chief Executive Officer, Clarifire*

Miriam Moore, *Division President, Default Services, ServiceLink*

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3:30 PM - 4:30 PM

Innovation & Tech Track: Transforming Servicing through Artificial Intelligence (AI)

Location: Plaza H, Convention Level

It's hard to miss the buzz about artificial intelligence (AI) and its impact on industries such as health care, retail, and others. Join us to learn how AI can be leveraged in the servicing space to address costs, improve productivity, and transform servicing processes.

Speakers

Nicole Beattie (Scully), *Executive Vice President, Servicing, Quicken Loans*

George FitzGerald, *Executive Vice President of Solutions Management, Black Knight*

Varma Penmatsa, *Vice President of Digital Products for Servicing, Fannie Mae*

3:30 PM - 4:00 PM

Litigation Forum: Bankruptcy

Location: Plaza K, Convention Level

Hear an update on recent bankruptcy litigation.

Speaker

Chris Hawkins, *Partner, Bradley Arant Boult Cummings*

3:30 PM - 4:30 PM

Policy & Compliance Track: FHA Servicing

Location: Plaza I, Convention Level

Learn the latest program updates from FHA and what changes servicers can expect on the horizon.

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Speakers

Jarad Bernotavicz, *Relationship Manager, EQUATOR, an Altisource Business Unit*

Krista Cooley, *Partner, Mayer Brown LLP*

Michael Greenbaum, *Chief Operating Officer, Safeguard Properties*

Candace Russell, *Vice President - Post Sale, Carrington Mortgage Services, LLC*

4:00 PM - 4:30 PM

Litigation Forum: State Statutes of Limitation/Interest on Escrow

Location: Plaza K, Convention Level

A litigation expert provides an update on the state statutes of limitation/interest on escrow.

Speaker

Heather L. Fesnak, *Partner, Akerman LLP*

4:30 PM - 5:30 PM

Networking Reception in THE HUB: Servicers Social

Location: Regency Ballroom, Convention Level

4:40 PM - 5:10 PM

DISCOVERY STAGE: Spotlight Session: Jump Start your Servicing Career with Industry Certification

Location: Regency Ballroom, Convention Level

Spend 30 minutes on your professional development today by learning about MBA's Residential Certified Mortgage Servicer (CMS) Specialist Certificate and Designation program and how it's right for you.

5:30 PM - 6:30 PM

MBA Advocacy Reception (Current "active" MAA Members only, Sign-Up at the Door)

Location: Regency Ballroom Foyer, Convention Level

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Tuesday, February 25, 2020

7:30 AM - 5:00 PM

GRAVITAS Confidence Closet

Location: Regency Ballroom Foyer, Convention Level

Browse the latest styles or schedule a consultation with the dress whisperer.

7:30 AM - 9:00 AM

Loan Administration Committee Meeting (Committee Members Only)

Location: Orlando N, Convention Level

7:30 AM - 5:00 PM

Registration

Location: Regency Ballroom Foyer, Convention Level

8:00 AM - 5:00 PM

Member Engagement Suite

Location: Celebration 1, Convention Level

8:00 AM - 5:00 PM

Press Room (Credentialed Media Only)

Location: Celebration 16, Convention Level

8:30 AM - 9:00 AM

Continental Breakfast

Location: Windermere Ballroom Foyer, Convention Level

9:00 AM - 10:30 AM

General Session: Market Outlook

Location: Windermere Ballroom, Convention Level

Learn what economic and market forces are impacting the servicing business now and into 2021 and what that could mean as you develop your business objectives and performance goals. Get an analysis of servicer profitability, expense, and productivity, plus results of MBA's latest National Delinquency Survey (NDS).

Speakers

Joel Kan, Associate Vice President of Economic and Industry Forecasting, Mortgage Bankers Association

Marina Walsh, Vice President, Industry Analysis, Mortgage Bankers

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10:30 AM - 3:00 PM

Association

COFFEE SPOT in THE HUB

Location: Regency Ballroom, Convention Level

10:30 AM - 11:00 AM

Refreshment Break in THE HUB

Location: Regency Ballroom, Convention Level

10:30 AM - 3:00 PM

THE HUB is Open

Location: Regency Ballroom, Convention Level

10:30 AM - 11:00 AM

THE MEETING SPOT: Q&A with the Economists

Location: Regency Ballroom, Convention Level

11:00 AM - 12:00 PM

Business Operation Track: Hot Topics in Property Preservation

Location: Plaza G, Convention Level

Hear from experts in property preservation on the most effective solutions to property maintenance, including the latest in innovation.

Speakers

Mieke de Boer, *Senior Vice President, Default Fulfillment Manager*
| Mortgage Servicing, Truist

Joe Iafigliola, CMA, *Chief Financial Officer, Safeguard Properties*
Caroline Reaves, *Chief Executive Officer, Mortgage Contracting Services, LLC*

James Vaca, *Senior Vice President, Altisource*

11:00 AM - 12:00 PM

Innovation and Tech Track: Homeowner Reemployment – Addressing the Largest Root Cause of Delinquency

Location: Plaza H, Convention Level

This session spotlights an innovative solution to delinquency. Learn how half of delinquencies can be cured through reemployment. NextJob's John Courtney describes how this program gets unemployed borrowers unstuck, back to work and back as a

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customer for life.

Speakers

John Courtney, *Chief Executive Officer, NextJob*

Tammy Mullin, *Chief Marketing Officer, NextJob*

Justin Wiseman, *Associate Vice President, Managing Regulatory Counsel, Mortgage Bankers Association*

11:00 AM - 12:00 PM

Policy & Compliance Track: Private Flood Insurance Updates

Location: Plaza I, Convention Level

Industry experts discuss compliance challenges associated with mandatory purchase requirements and private flood insurance.

Speakers

Stacy Christian, *Vice President of Escrow, RoundPoint Mortgage Servicing*

Scott Giberson, *Principal, Flood Compliance, CoreLogic*

Melissa Klimkiewicz, *Partner, Buckley LLP*

Sara Singhas, *AMP, Director, Loan Administration, Mortgage Bankers Association*

12:00 PM - 1:00 PM

DISCOVERY STAGE in THE HUB featuring TechLive Product Demos

Location: Regency Ballroom, Convention Level

Visit the DISCOVERY STAGE in THE HUB for 30-minute Spotlight Sessions on industry hot topics and TechLive product demos from top service providers. Tuesday's Schedule 12:30 PM - 12:45 PM TechLive Product Demo: Clearwater Payments See this cloud-based, electronic billing and payment solution that uses the latest open-API technology and agile service platform to keep your loan

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payment options relevant and your customers happy in this real-time, mobile world.12:45 PM - 12:55 PM TechLive Product Demo: SoftWorks AI Learn how SoftWorks AI's Trapeze for Mortgage Automation platform can automate aspects of due diligence and audit on both the buy and sell side with the highest levels of accuracy possible.

12:00 PM - 1:00 PM

Lunch in THE HUB

Location: Regency Ballroom, Convention Level

12:00 PM - 1:30 PM

mPact Lunch & Learn: Get Your Policy Questions Answered!

Location: Bayhill 21, Lobby Level

Have questions about policy and its impact on the servicing industry? Attend this mPact Lunch & Learn and hear from key industry movers and shakers about the issues most pressing to you as a young professional in real estate finance. In this intimate setting, come ready to have your questions answered! Whether you are new in the industry or have years of experience, this is an event you don't want to miss! To register for the mPact Lunch and Learn, please email mpact@mba.org

12:30 PM - 12:40 PM

DISCOVERY STAGE: TechLive Product Demo: Clearwater Payments

Location: Regency Ballroom, Convention Level

See this cloud-based, electronic billing and payment solution that uses the latest open-API technology and agile service platform to keep your loan payment options relevant and your customers happy in this real-time, mobile world.

12:30 PM - 1:30 PM

MBA Advocacy Lunch & Learn

Location: Bayhill 29, Lobby Level

12:45 PM - 12:55 PM

DISCOVERY STAGE: TechLive Product Demo: SoftWorks AI

Location: Regency Ballroom, Convention Level

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See how SoftWorks AI's Trapeze for Mortgage Automation platform can automate aspects of due diligence and audit on both the buy and sell side with the highest levels of accuracy possible.

1:30 PM - 2:30 PM

Business Operations Track: FHA Claims

Location: Plaza G, Convention Level

Speakers

Hoss Gabbard, *Managing Director, Home Point Financial Corporation*

Tracy Hager, *Senior Vice President, Mortgage Contracting Services, LLC*

Sean Snook, *Senior Vice President, Chief Operating Officer, Claims Recovery Financial Services (CRFS)*

1:30 PM - 2:30 PM

Innovation & Tech Track: Borrower Data Privacy and Cyber Insecurity

Location: Plaza H, Convention Level

With the protection of borrower data and cybersecurity on top of everyone's minds, identifying critical and emerging issues is key. Exploring the top issues around privacy and cybersecurity affecting mortgage servicers and what you can do about it.

Speakers

Tobi Libbra, *cyRM, Regional VP of Business Development & Director of Cyber Security Insurance and Awareness, IL Group*

Steven T. Snyder, *Senior Attorney, Bradley*

1:30 PM - 2:30 PM

Policy & Compliance Track: Improving Servicing Communications

Location: Plaza I, Convention Level

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Servicers are held to many requirements and mandated processes which can lead to complicated communications for customers. Attend this session to learn from practical and proven examples of clear communications that lead to better results for the customer and the servicer.

Speakers

Candace Russell, *Vice President - Post Sale, Carrington Mortgage Services, LLC*

Erik Selk, *Executive Director, HOPE NOW Alliance*

2:30 PM - 3:00 PM

Refreshment Break in THE HUB

Location: Regency Ballroom, Convention Level

3:00 PM - 5:00 PM

Interactive Peer Group Discussion: Flood and Natural Disasters Q&A

Location: Atlantic, Convention Level

Join us for a deeper dive into flood and natural disasters issues. Share your experience with peers and discuss solutions to your common pain points.

3:00 PM - 5:00 PM

Interactive Peer Group Discussion: Tax and Escrow Issues

Location: Gulf, Convention Level

Join us for a deeper dive into tax and escrow issues for servicers. Share your experience with peers and discuss solutions to your common pain points.

3:00 PM - 5:00 PM

Trends in Judicial State Law

Location: Plaza G, Convention Level

Hosted by USFN, Attorneys representing every region of the nation

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are available to provide updates on foreclosure, bankruptcy, and loss mitigation. Get a brief update on the latest trends, then ask your questions. Presentations will be repeated at 3:00 pm and 4:00 pm so you can attend each and ask your questions of the regional experts on hand.

Speakers

Roy Diaz, *Managing Shareholder, Diaz, Anselmo, Lindberg, PA*

Lisa A. Lee, Esq., *Shareholder, KML Law Group, P.C.*

Douglas Oliver, *Managing Partner, McCalla Raymer Leibert Pierce, LLC*

Robert Rappe, *Managing Foreclosure Attorney, Codilis & Associates, PC*

Greg Sanda, *Partner, Schiller, Knapp, Lefkowitz & Hertzell, LLP*

3:00 PM - 5:00 PM

Trends in Nonjudicial State Law

Location: Plaza I, Convention Level

Hosted by USFN, Attorneys representing every region of the nation are available to provide updates on foreclosure, bankruptcy, and loss mitigation. Get a brief update on the latest trends, then ask your questions. Presentations will be repeated at 3:00 pm and 4:00 pm so you can attend each and ask your questions of the regional experts on hand.

Speakers

Caren Castle, *Senior Attorney, The Wolf Firm, A Law Corporation*

Ronald S. Deutsch, *Partner, Cohn, Goldberg & Deutsch, LLC*

Lori King, *Foreclosure Supervising Attorney, Lundberg & Associates*

Michael J. McCormick, *Senior Partner, McCalla Raymer Leibert Pierce, LLC*

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MBA'S SERVICING SOLUTIONS CONFERENCE & EXPO 2020

FEB. 23-26
ORLANDO



Shellie L. Wallace, *Shareholder & Managing Attorney, Foreclosure
Legal and Title Departments, Wilson & Associates, PLLC*

Wednesday, February 26, 2020

8:00 AM - 12:00 PM

Registration

Location: Orlando Ballroom Foyer, Convention Level

8:30 AM - 9:00 AM

Continental Breakfast

Location: Orlando Ballroom Foyer, Convention Level

9:00 AM - 12:00 PM

Servicing Super Session (Closed to Media)

Location: Orlando M, Convention Level

Join your colleagues at the super session for an energetic discussion on the latest issues in servicing. Bring your comments and questions on today's industry hot topics. This session is interactive and a great forum for summarizing the week's learning. Casual attire welcome: come for as long or little as your schedule allows.

Speakers

Joshua Bishop, *Chief Compliance Officer, Shellpoint Mortgage Servicing*

David Brown, *Senior Vice President, Crescent Mortgage Company*

Lisa Caffrey, *Associate General Counsel, Fannie Mae*

Robert J. Caruso, *Chief Executive Officer, ServiceMac, LLC*

Benjamin Gottheim, *Director, Mortgage Servicing Policy Single-Family Servicing Performance Management, Freddie Mac*

Reid F. Herlihy, *Partner, Ballard Spahr LLP*

Robert D. Lyons, *Managing Partner, Lyons McCloskey, LLC*

Loretta Salzano, *President, Franzen and Salzano, PC*

Jenny Smolek, *Director - Engineering, Quicken*

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Michael Waldron, *General Counsel, Bayview Loan Servicing, LLC*

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