

Servicing Solutions Conference & Expo 2026

Sunday, February 15, 2026

12:00 PM - 5:00 PM

Registration

Monday, February 16, 2026

7:30 AM - 6:00 PM

Registration

9:00 AM - 6:00 PM

GRAVITAS Confidence Closet

The dress whisperer is in the house! Don't miss this opportunity to see the latest GRAVITAS collection and round out your wardrobe.

10:00 AM - 6:00 PM

Headshot Cafe

Smile for the camera! Stop by and have your professional headshot taken.

12:00 PM - 5:00 PM

LinkedIn Profile Consultations

Put your best foot forward. Get the advice of a professional on how to showcase your interests, skills and experience on your LinkedIn profile.

2:00 PM - 3:15 PM

Servicers-Only Roundtables (Open to MBA Members; Closed to Media)

Join us for an opportunity to engage with your industry peers and exchange ideas and best practices. Through facilitated group discussions, hear how others are dealing with the same servicing challenges you are. Pre-registration is required. Space is limited to approximately 80 attendees with a maximum of two attendees per

company, please. To attend, you must be: A servicing executive (manager or above), employed by an MBA member company whose dues are based on servicing portfolio volume, and registered for the conference. Sponsored by ServiceLink. Register for the Roundtable in advance at: <https://www.surveymonkey.com/r/ServiceRT26>

Speakers

Kaitlin Hildner, *AVP, RPSIE Policy, Mortgage Bankers Association*

Chad Hohl, *Executive Director, Investor Portfolio Management, Wells Fargo Home Mortgage*

Sara Singhas, *AMP, Director, Strategic Industry Engagement, Mortgage Bankers Association*

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

5:00 PM - 6:00 PM

Opening Reception in THE HUB: Lone Star Social

Tuesday, February 17, 2026

7:30 AM - 5:00 PM

Registration

8:00 AM - 8:30 AM

Continental Breakfast

8:00 AM - 4:00 PM

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8:30 AM - 10:00 AM

OPENING GENERAL SESSION: Thriving in a World of Disruption with David Pogue

Kick off the conference with an inspiring and thought-provoking keynote from David Pogue, Emmy-winning CBS Sunday Morning correspondent, New York Times bestselling author, and one of the most engaging voices on technology, innovation, and the future. With his trademark blend of wit, insight, and real-world perspective, Pogue explores the rapidly shifting landscape of digital transformation, AI, and human behavior, and what it means for leaders, businesses, and consumers in the decade ahead. Prepare for a dynamic and energizing talk that challenges assumptions, sparks creativity, and sets the tone for a conference experience full of opportunity. Sponsored by ICE Mortgage Technology.

Speakers

Owen Lee, *2026 MBA Chair-Elect; Chief Executive Officer, Success Mortgage Partners, Inc.*

David Pogue, *New York Times Columnist, Emmy-Winning CBS Sunday Morning Contributor & NOVA Host*

9:00 AM - 5:00 PM

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10:00 AM - 4:00 PM

COFFEE SPOT in THE HUB

10:00 AM - 10:30 AM

Q&A with David Pogue on THE HUB STAGE

Take your engagement to the next level in this interactive session, where you drive the conversation. David Pogue answers your questions, shares deeper insights, and provides practical takeaways to thrive in this changing world.

Speaker

David Pogue, *New York Times Columnist, Emmy-Winning CBS Sunday Morning Contributor & NOVA*

Host

10:00 AM - 10:30 AM

Refreshment Break in THE HUB

10:00 AM - 5:00 PM

THE HUB is Open

10:30 AM - 11:30 AM

GENERAL SESSION: From Vision to Action - Federal Housing Priorities for Servicers

Speaker

Patrick J. Zondervan, *Executive Director, Loan Guaranty Service, Department of Veterans Affairs*

11:30 AM - 12:30 PM

GENERAL SESSION: Leadership Lens – The Future of Servicing

Top executives discuss the latest challenges faced by the mortgage servicing industry. This panel discusses the increasing complexities of ever-changing regulations and compliance requirements, technological advancements, changing customer preferences, the need to balance cost and efficiency, and more. Panelists also discuss emerging industry risks, such as use of AI, property insurance, cybersecurity and loan performance.

Speakers

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

Leslie Peeler, *EVP, Chief Operating Officer, Cenlar FSB*

David Sheeler, *Senior Executive Vice President and President of Residential Servicing, Freedom Mortgage Corporation*

12:30 PM - 1:30 PM

Networking Lunch in THE HUB

12:30 PM - 1:30 PM

Tech Showcase on THE HUB STAGE

Today's market requires tough "need vs. want" tech stack decisions. This can't-miss session delivers the State of the Servicing Tech Stack analysis plus the first of two rapid-fire fintech demo packs running live on THE HUB STAGE on both days of MBA Servicing. Hosted by The Basis Point's Julian Hebron, MBA's Tech Showcase will help you make smart decisions that will serve you now and age well as the market changes. This fast, fun, informative session includes demos from five companies.

Speaker

Julian Hebron, *Founder & CEO, The Basis Point*

1:30 PM - 2:30 PM

BUSINESS OPERATIONS TRACK:

1:30 PM - 2:30 PM

INNOVATION & TECHNOLOGY TRACK:

1:30 PM - 2:30 PM

POLICY & COMPLIANCE TRACK:

Sponsored by Bradley.

1:30 PM - 2:30 PM

SERVICING LITIGATION TRACK: The State of States – Servicing Litigation (Closed to Media)

As federal enforcement recedes, state regulators and courts are increasingly shaping the legal landscape for mortgage servicing, making state-level litigation a critical area of focus. This session explores emerging trends in state servicing lawsuits, regulatory actions, and multi-state examination efforts, offering insights into how servicers can adapt to fragmented oversight and evolving compliance expectations.

2:30 PM - 3:00 PM

Refreshment Break in THE HUB

3:00 PM - 4:00 PM

BUSINESS OPERATIONS TRACK:

3:00 PM - 4:00 PM

INNOVATION & TECHNOLOGY TRACK:

3:00 PM - 4:00 PM

POLICY & COMPLIANCE TRACK:

Sponsored by Bradley.

3:00 PM - 4:00 PM

SERVICING LITIGATION TRACK: Bankruptcy in Flux - Navigating New Rules, Technology & Emerging Challenges (Closed to Media)

The bankruptcy landscape is shifting with new rules, forms, and technology. This panel covers key developments, including motions to determine status, revised end-of-case requirements, debtor access to online platforms, documentation and standing best practices, and the impact of government priorities. Panelists will also explore how AI is influencing bankruptcy—its allowances, limits, and fee implications—helping participants prepare for emerging risks and opportunities.

4:00 PM - 5:00 PM

Networking Reception in THE HUB: Tex-Mex Mixer

Wednesday, February 18, 2026

8:00 AM - 4:30 PM

Registration

8:30 AM - 9:00 AM

Continental Breakfast

8:30 AM - 2:30 PM

LinkedIn Profile Consultations

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experience on your LinkedIn profile.

9:00 AM - 10:00 AM

GENERAL SESSION: Market Outlook

Learn what economic and market forces are impacting the servicing business now and how they could affect your business objectives. Get an analysis of servicer profitability, expense, and productivity plus the latest on loan performance.

Speakers

Joel Kan, *Vice President, Deputy Chief Economist, Mortgage Bankers Association*

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

9:00 AM - 5:00 PM

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Headshot Cafe

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10:00 AM - 2:30 PM

COFFEE SPOT in THE HUB

10:00 AM - 10:30 AM

Market Outlook Q&A on THE HUB STAGE

Can't get enough information about market conditions? Join MBA's market experts for a Q&A session on the HUB Stage directly following their presentation on the Main Stage.

Speakers

Joel Kan, *Vice President, Deputy Chief Economist, Mortgage Bankers Association*

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

10:00 AM - 10:30 AM

Refreshment Break in THE HUB

10:00 AM - 2:30 PM

THE HUB is Open

10:30 AM - 11:30 AM

mPower Event: Grace Under Fire - Turning Workplace Conflict into Opportunity

Conflict is inevitable—and how you handle it defines your impact. In this dynamic and engaging session, executive coach Nicole Provonchee helps you reframe conflict as a normal, necessary part of high-performance workplaces - and navigate it with improved skill. We start by unpacking your earliest conflict frameworks—often formed at home—then build a stronger model: respond, don’t react. Drawing from the groundbreaking work, you’ll explore common conflict triggers, identify your own, and learn how they hijack your responses. You’ll walk away with actionable strategies to navigate conflict with more grace, confidence, and clarity—making you a stronger communicator, a better teammate, and a more effective leader.

Speakers

Laura Hopkins, AMP, *Senior Vice President of Membership, Meetings and mPower, Mortgage Bankers Association*

Nicole Provonchee, *Chief Coaching Officer, Founder, Bright Blue Consulting*

10:45 AM - 11:45 AM

Tech Showcase on THE HUB STAGE

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Speaker

Julian Hebron, *Founder & CEO, The Basis Point*

11:30 AM - 1:00 PM

Networking Lunch in THE HUB

1:00 PM - 2:00 PM

BUSINESS OPERATIONS TRACK:

1:00 PM - 2:00 PM

ESCROW ESSENTIALS TRACK:

1:00 PM - 2:00 PM

INNOVATION & TECHNOLOGY TRACK:

1:00 PM - 2:00 PM

POLICY & COMPLIANCE TRACK:

Sponsored by Bradley.

2:00 PM - 2:30 PM

Refreshment Break in THE HUB

2:30 PM - 3:30 PM

BUSINESS OPERATIONS TRACK:

2:30 PM - 3:30 PM

INNOVATION & TECHNOLOGY TRACK:

2:30 PM - 3:30 PM

POLICY & COMPLIANCE TRACK:

Sponsored by Bradley.

2:30 PM - 3:30 PM

SERVICING LITIGATION TRACK: Navigating Borrower Engagement; FCRA, FDCPA, and TCPA (Closed to Media)

This session brings together seasoned legal experts to unpack the latest litigation trends impacting borrower engagement under the Fair Credit Reporting Act (FCRA), the Fair Debt Collection Practices Act (FDCPA), and the Telephone Consumer Protection Act (TCPA). Attendees gain insights into recent court interpretations, enforcement actions, and compliance issues that servicers must navigate in today's evolving regulatory landscape. Panelists highlight how servicers can proactively manage risk and maintain compliant communication practices across borrower touchpoints.

3:45 PM - 4:45 PM

BUSINESS OPERATIONS TRACK: MISMO Matters - Reducing Servicing Friction Through Standards That Work

As servicing operations become increasingly complex, the need for consistent, standardized data has never been greater. In this session, industry leaders discuss how MISMO standards are helping servicers streamline processes, reduce risk, and improve operational efficiency. Hear real-world examples and lessons learned, explore what's already been developed—including the Loan Boarding Dataset and the Federal Government Housing Agency Servicing Dataset—and get a preview of what's to come.

3:45 PM - 4:45 PM

ESCROW ESSENTIALS TRACK:

3:45 PM - 4:45 PM

INNOVATION & TECHNOLOGY TRACK:

3:45 PM - 4:45 PM

POLICY & COMPLIANCE TRACK: CFPB Insights and Updates (Closed to Media)

Stay ahead of regulatory shifts with this essential session examining the latest developments from the Consumer Financial Protection Bureau. Industry leaders and legal experts unpack recent rulemaking and forecast upcoming changes. Attendees gain actionable insights to navigate heightened scrutiny and evolving regulatory expectations while ensuring operational resilience. Sponsored by Bradley.

Thursday, February 19, 2026

8:00 AM - 12:00 PM

Registration

8:30 AM - 9:00 AM

Continental Breakfast

9:00 AM - 12:00 PM

Servicing Super Session (Closed to Media)