

CREF21: Lending, Investing, Svc & Tech Conv & Expo

February 3 to 4, 2021

Wednesday, February 3, 2021

9:00 AM - 5:30 PM

Check out the Pitch Presentations

Location: Lobby

See what's in store for CIT, Tremont Capital and USAA for 2021.

9:00 AM - 7:00 PM

CREF21 is LIVE

Location: Lobby

The Lobby is your go-to resource. Get tips from the daily message and select your destinations: Main Stage, HUB Expo, Breakouts & more. Have questions? Get answers at the Information Desk.

9:00 AM - 5:30 PM

Information Desk

Location: Lobby

9:00 AM - 5:30 PM

Visit the Exhibitors

Location: THE HUB

Visit our exhibitors for opportunities to connect, chat, schedule meetings and learn more about their products and services!

9:00 AM - 5:30 PM

Visit the Lenders

Location: Lender Lounge

Enter the Lender Lounge to meet, chat live and schedule meetings with the lenders including Money360, CIT, and Stronghill Capital.

9:00 AM - 7:00 PM

Visit the Sponsors

Location: Sponsor Gallery

Please join MBA in thanking the sponsors of the CREF21 Convention. Click on any sponsor to learn more about them and connect!

10:30 AM - 10:40 AM

Demo: FICS® Commercial Servicer®

Location: HUB Stage

Commercial Servicer® automates and provides seamless dataflow for commercial loan servicing for complex structured loans (e.g., commercial real estate, multi-family, construction and equipment).

10:40 AM - 10:45 AM

Demo: CoreLogic

Location: HUB Stage

CoreLogic transforms raw data into high-value information, analytics and services.

11:00 AM - 12:15 PM

Opening General Session featuring Admiral William H. McRaven, USN (Ret.)

Location: Main Stage

A retired Navy Four-Star Admiral, William H. McRaven is best known for changing the world when he commanded the daring operation that brought down Osama bin Laden. Admiral McRaven's long and impressive Naval career included combat during Desert Storm and both the Iraq and Afghanistan wars. He also commanded the troops that captured Saddam Hussein and rescued Captain Phillips. Drawing on his distinguished 37 years of service as a Navy SEAL, and his work on two books, "Make Your Bed: Little Things That Can Change Your Life ... and Maybe the World," as well as the New York Times best-seller "Sea Stories: My Life in Special Operations," Admiral McRaven shares his own unique style of leadership. We are honored that to have Admiral McRaven join MBA's Chairman, Susan Stewart, for this special interview that will inspire your own life and work.

Speakers

Admiral William McRaven, USN, (Ret.), *Retired Navy Four-Star Admiral, Commander of U.S. Special Operations (2011-2014), Policy Advisor and Member, Council on Foreign Relations*

Susan Stewart, *2021 MBA Chairman and Chief Executive Officer, SWBC Mortgage*

12:15 PM - 1:00 PM

General Session: The Political Outlook

Location: Main Stage

A.B. Stoddard, Associate Editor and Columnist for RealClear Politics, joins MBA's President and CEO Bob Broeksmit for a discussion about the day's biggest news stories, including a nonpartisan analysis of recent election results and what new regulatory appointments may mean for our industry. Stoddard has her finger on the pulse of Washington, DC, often appearing as a contributor and guest host for SiriusXM's POTUS Channel, Fox News Channel, Fox Business Network, CNN and MSNBC. Prior to her current role, she was a columnist on The Hill and won first place Dateline Awards from the Society of Professional Journalists' Washington, D.C. chapter in 2010 and 2011. Join us for this insightful session.

Speakers

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

A.B. Stoddard, *Associate Editor and Columnist, RealClearPolitics*

1:00 PM - 1:10 PM

Demo: North Shore Mortgage Lending Platform

Location: HUB Stage

North Shore is an end-to-end mortgage lending platform with customizable solutions for every part of the loan life cycle, including CRM, origination, asset management, construction, and servicing.

1:10 PM - 1:20 PM

HUB Book Club with Admiral William H. McRaven, USN, (Ret.)

Location: HUB Stage

Admiral McRaven talks about his two books: SPEC OPS: Case Studies in Special Operations Warfare and Make Your Bed: Little Things That Can Change Your Life and Maybe the World.

Speaker

Admiral William McRaven, USN, (Ret.), *Retired Navy Four-Star Admiral, Commander of U.S. Special Operations (2011-2014), Policy Advisor and Member, Council on Foreign Relations*

1:30 PM - 2:20 PM

Capital Conversations: Viewpoints from All forms of CRE Finance: Always Be Closing Remotely: Pandemic Underwriting, Due Diligence and Closing

Location: Breakouts

2021 will reflect an operational landscape that features a work from home environment, as well as virtual events, virtual closings and a significant decline in business travel. This has changed how we do our work and how business gets done. Every facet of the commercial real estate industry has been impacted by the pandemic and ongoing economic uncertainty. The resilience of the industry is on full display as deals are transacting and loans are closing. Participants representing the predominant capital sources come together to talk literally about how deals get “done.”

Speakers

Stacy Ackermann, *Partner, K&L Gates*

J. Theodore Borter, *Managing Director, Goldman Sachs*

Candace Chao, *Managing Director, JP Morgan Chase*

Jeffrey Majewski, *Executive Managing Director, Debt & Structured Finance, CBRE Capital Markets*

Tony Premer, *Senior Vice President and Head of Real Estate Investment, Pacific Life Insurance Company*

1:30 PM - 2:20 PM

CRE Finance Emerging Issues: America's Affordability Crisis: Challenges and Opportunities

Location: Breakouts

A lack of new supply combined with outdated regulations and zoning, increasing development costs and limited funding continue to contribute to ongoing affordable housing challenges. What can industry do to help address these issues? Hear industry experts discuss what companies are doing to maximize the opportunities while mitigating affordable housing challenges.

Speakers

Sarah Garland, *Director, Debt & Structured Finance, Affordable Housing & FHA Lending, CBRE Capital Markets*

John Gilmore, *Managing Director, Real Estate Finance, Walker & Dunlop, LLC*

D. Edward Greene, *Managing Director, Affordable Housing Finance, Lument*

Tony Love, *Senior Vice President, Affordable Housing and FHA Lending, Bellwether Enterprise Real Estate Capital, LLC*

1:30 PM - 2:20 PM

CRE Servicing and Asset Management: Growing Pains – Legal and Business Perspective on Cannabis and Hemp Issues for CRE

Location: Breakouts

Conflicts between state and federal laws related to the regulation of cannabis & hemp/CBD industries have created a plethora of confusion in the financial services world—particularly for those involved in the financing of commercial real estate and the servicing of the related loans. This timely session provides an overview of the evolving legal and regulatory framework as well as the business implications for your portfolio. The importance of these issues as well as the challenges related to the interface of these industries with mortgage lending will continue to grow. Hear from industry experts on what you should expect and prepare for in the years to come.

Speakers

William Gay, *Partner, Wilson Elser Moskowitz Edelman & Dicker LLP*

Jade Green, *Chief Executive Officer, CannaMLS.com*

Steven Johnson, *Managing Director, Commercial Mortgage Closing and Servicing, Principal Real Estate Investors*

Rebecca Kreisman, *Senior Counsel, PNC/Midland Loan Services*

Bryan McLaren, *Chairman and Chief Executive Officer, Zoned Properties, Inc*

Amanda Ostrowitz, *Senior Vice President, Commercial, Fyllo*

2:20 PM - 2:30 PM

Demo: Confirmation Asset Verification Platform

Location: HUB Stage

Confirmation helps you speed up your mortgage QC audits by sending original statements or VOD to the bank of your choice. Organize your work in one place online, without the need for faxing and filing.

2:30 PM - 3:20 PM

Capital Conversations: Viewpoints from All forms of CRE Finance: Student Housing: Outlook as Universities Adjust to COVID-19-Induced Challenges

Location: Breakouts

Developers and lenders discuss the unique impact that the COVID-19 pandemic has had on this niche product. What is the future of universities given the trend of cancelling on campus learning in favor of on-line learning? What was the impact on occupancy in 2020, has there been much market or geographic variability, and what does forecast look like for 2021? Experts will discuss forward-looking trends including the possibility of temporarily adapting to other uses and investor perceptions.

Speakers

Christine Chandler, *Chief Operating Officer and Chief Credit Officer, M&T Realty Capital Corporation*

Ellen Herbst, *Vice Chancellor for Administration and Finance, University System of Maryland*

John Hope, *Senior Vice President, South Market Manager, Capital One Commercial Real Estate*

James Smart, *Associate Vice President, Housing Strategic Initiatives, University Of Miami*

2:30 PM - 3:20 PM

CRE Finance Emerging Issues: Capitol Steps: CREF Industry Priorities and Playbook

Location: Breakouts

CREF and MBA Government Affairs executives share perspectives on policy debates, threats and opportunities in a divided congress and a new Administration. Join us as they address: Where the association intends to focus its efforts to ensure positive outcomes and what areas of concern could require shifts in focus and resources as the landscape evolves.

Speakers

Michael Flood, *Senior Vice President, Commercial/Multifamily Policy and Member Engagement, Mortgage Bankers Association*

Bill Killmer, *Senior Vice President, Legislative and Political Affairs, Mortgage Bankers Association*

Susan Milazzo, *Chief Executive Officer, California Mortgage Bankers Association*

Lauren Sarper, *Vice President, Government Affairs, External Affairs, Prudential Financial, Inc.*

Meghan Sullivan, *Senior Vice President, Government Relations and Public Policy, Wells Fargo Home Mortgage*

2:30 PM - 3:20 PM

CRE Servicing and Asset Management: The Future of Insurance Compliance – Is there a Secret Sauce?

Location: Breakouts

An insurance compliance review is a labor intensive, time consuming process. The panel discusses how can we use technology to help alleviate the front-end, data input process, allowing staff to focus on more sophisticated processes and interactions. Participants discuss decisions related to buy vs. build and debate the use automation in compliance/exception reviews. Panelists currently utilizing this technology opine on what is working, current challenges, and future development.

Speakers

Amy Chilton, *Senior Vice President, Enterprise and Business & Product Development, PNC/Midland Loan Services*

Amy Engle, *Executive Director and Insurance Risk Manager, JP Morgan Chase*

Jeff Giudici, *Vice President, Servicing, Walker & Dunlop, LLC*

Frank McCracken, *Founder & Chief Executive Officer, McCracken Financial Solutions Corp.*

Laura Smith, *Managing Director, Servicing Multifamily Capital Markets, Newmark Knight Frank*

3:20 PM - 3:30 PM

Demo: McCracken STRATEGY Commercial Loan Management Solution

Location: HUB Stage

McCracken's STRATEGY commercial loan management software helps meet the needs of your borrowers, investors, and auditors throughout the full lifecycle of a commercial real estate loan. STRATEGY currently manages over 180,000 commercial loans for real estate and other collateral valued at almost 2 trillion dollars.

3:30 PM - 4:20 PM

mPower: Resilient Leadership Amidst Disruption

Location: Main Stage

The pandemic has put industries, businesses, and personal lives under extreme stress. Join us as a group of strong, female leaders discuss their career experiences and lessons learned while navigating all the challenges during the public health crisis and how they will manage the lasting impacts of the pandemic. Panelists explore how business, career, and personal challenges can result in opportunities to reflect, lead, and grow. After opening remarks from Marcia Davies, mPower founder and MBA Chief Operating Officer, Sharon Walker, CREF Diversity & Inclusion Council Chair moderates this powerful panel.

Speakers

Marcia Davies, *mPower Founder and Chief Operating Officer, Mortgage Bankers Association*

Kathleen Farrell, *Head of Commercial Real Estate Line of Business, Truist Financial Corporation*

Bonnie Habyan, *Executive Vice President, Chief Marketing Officer, Arbor Realty Trust*

Sharon Walker, *MBA's CREF Diversity & Inclusion Council Chair and Associate Vice President, Multifamily, Mortgage Bankers Association*

Teresa Zien, *Managing Director, Invesco Real Estate*

4:30 PM - 5:30 PM

Networking Event: MBA Opens Doors - Celebrating 10 Years of Keeping Families in Their Homes

Location: Receptions & Networking

Join us for an MBA Opens Doors networking session and help us celebrate our 10th year of keeping families with critically ill or injured kids in their homes. Our home Grant Program makes it possible for families to focus on the medical and emotional needs of a critically ill child and not on a home in jeopardy. Hear from MBA Vice Chair Matt Rocco; Debby Jenkins; Chairman, Debra Still; ODF President, Deb Dubois and other leaders as we celebrate the Foundation's success in helping more than 6,400 families by its 10th anniversary and what the next ten years will hold.

Speakers

Deborah Dubois, *President, MBA Opens Doors Foundation*

Debby Jenkins, *Executive Vice President and Head of Multifamily, Freddie Mac*

Matthew G. Rocco, Sr., *2021 MBA Vice Chairman, Chairman of the Board and Chief Executive Officer, Grandbridge Real Estate Capital LLC*

Debra W. Still, CMB, *2013 MBA Chairman, Chairman, MBA Opens Doors Foundation, President and Chief Executive Officer, Pulte Financial Services*

4:30 PM - 5:30 PM

Networking Event: Sports Talk with Ron Darling

Location: Receptions & Networking

Join this live session with baseball great Ron Darling, best known as a 1986 World Series Champion with the NY Mets. Currently an analyst with SportNet New York, Darling will share his own stories and insights about America's favorite pastime and will take your questions during the chat.

Speakers

Ron Darling, *SportsNet New York (SNY) Lead Game and Studio Analyst for New York Mets, 1986 World Series Champion New York Mets*

Marc Suarez, *Director, Lument*

5:30 PM - 5:45 PM

HUB Book Club with Ron Darling

Location: HUB Stage

Baseball great Ron Darling talks about his recent books.

Speaker

Ron Darling, *SportsNet New York (SNY) Lead Game and Studio Analyst for New York Mets, 1986 World Series Champion New York Mets*

Thursday, February 4, 2021

9:00 AM - 6:00 PM

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Visit the Exhibitors

Location: THE HUB

Visit our exhibitors for opportunities to connect, chat, schedule meetings and learn more about their products and services!

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Visit the Lenders

Location: Lender Lounge

Enter the Lender Lounge to meet, chat live and schedule meetings with the lenders including Money360, CIT, and Stronghill Capital.

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10:00 AM - 10:30 AM

Interview with Presidential Historian Jon Meacham

Location: HUB Stage

Presidential historian and Pulitzer Prize-winning author Jon Meacham is one of America's most prominent public intellectuals. In an interview with MBA's 2020 Chairman-Elect Susan Stewart, he shares his deep knowledge of politics, religion, and current affairs, bringing historical context to the issues and events impacting our daily lives.

10:30 AM - 10:45 AM

HUB Book Club with Jon Meacham

Location: HUB Stage

Pulitzer Prize-winning author Jon Meacham talks about his recent books.

Speaker

Jon Meacham, *Presidential Historian and Pulitzer Winning Author*

11:00 AM - 11:30 AM

General Session: Diversity, Equity and Inclusion

Location: Main Stage

Andrew J. Young has earned worldwide recognition as a pioneer in and champion of civil and human rights. Ambassador Young's lifelong dedication to service is illustrated by his extensive leadership experience of more than 65 years, having served as a member of Congress, U.S. Ambassador to the United Nations, Mayor of Atlanta and ordained minister, among other positions. Join us for a fascinating conversation facilitated by MBA's 2021 Chairman Susan Stewart.

Speakers

Matthew G. Rocco, Sr., *2021 MBA Vice Chairman, Chairman of the Board and Chief Executive Officer, Grandbridge Real Estate Capital LLC*

Susan Stewart, *2021 MBA Chairman and Chief Executive Officer, SWBC Mortgage*

Ambassador Andrew Young, *Former U.S. Ambassador to the United Nations, Civil Rights Icon and Former Mayor to Atlanta, Andrew J. Young Foundation*

11:30 AM - 12:00 PM

General Session: Economic and Commercial Real Estate Outlook

Location: Main Stage

As market participants look forward to a post-pandemic era, don't miss our latest forecast on the various forces impacting the market during these unprecedented times and what they may mean as you develop your business strategy for 2021 and beyond.

Speakers

Michael Fratantoni, Ph.D., *Chief Economist and Senior Vice President of Research and Industry Technology, Mortgage Bankers Association*

Christopher LaBianca, *2021 MBA COMBOG Chair and Managing Director, UBS*

Jamie Woodwell, *Vice President, CRE Research & Economics, Mortgage Bankers Association*

12:00 PM - 12:45 PM

General Session: Perspectives from the C-Suite

Location: Main Stage

Join us for this dynamic session where MBA's CEO Bob Broeksmit is joined by leading CRE Finance Executives to discuss the competitive landscape as well as development of business strategies in uncertain times.

Speakers

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

Christopher LaBianca, *2021 MBA COMBOG Chair and Managing Director, UBS*

Gary Otten, *SVP, Managing Director & Head of Debt Strategies, MetLife Investment Management*

Smriti Popenoe, *President and Co-Chief Investment Officer, Dynex Capital, Inc.*

Michael Tanner, *President and Principal, Pacific Southwest Realty Services*

William Walker, *Chairman and Chief Executive Officer, Walker & Dunlop, LLC*

1:00 PM - 1:45 PM

General Session: Conversation with GSE Leadership

Location: Main Stage

In a discussion with MBA's Vice Chairman Matt Rocco, key leaders from the multifamily sectors of both Fannie Mae and Freddie Mac discuss the enterprises current and upcoming priorities and initiatives.

Speakers

Michele Evans, *Executive Vice President and Head of Multifamily, Fannie Mae*

Debby Jenkins, *Executive Vice President and Head of Multifamily, Freddie Mac*

Matthew G. Rocco, Sr., *2021 MBA Vice Chairman, Chairman of the Board and Chief Executive Officer, Grandbridge Real Estate Capital LLC*

1:45 PM - 2:00 PM

HUB Book Club with Ambassador Andrew J. Young

Location: HUB Stage

Civil rights icon Ambassador Andrew Young talks about his recent books.

Speaker

Ambassador Andrew Young, *Former U.S. Ambassador to the United Nations, Civil Rights Icon and Former Mayor to Atlanta, Andrew J. Young Foundation*

2:00 PM - 2:50 PM

Capital Conversations: Viewpoints from All forms of CRE Finance: Chasing Collateral: Conversation Between Capital Sources

Location: Breakouts

As vaccinations begin and the nation looks beyond COVID and its economic impacts, getting commercial real estate moving forward in 2021 will be of utmost importance. Industry veterans will discuss how we can capitalize on what works well in the commercial/multifamily industry, to re-energize the parts that need a restart. Join us for this interactive discussions between CRE finance leaders on what industry could look like over the next several years; how the industry can keep on track despite hiccups in certain sectors and a challenging macroeconomic environment with plenty of active government involvement; and how private capital views 2021 opportunities in multifamily when new GSE lending caps are being slightly reduced, with an even more dominant focus on affordable mission-driven lending.

Speakers

Matthew (Matt) Galligan, *Vice Chairman, Real Estate Finance, CIT*

Jack Gay, *Managing Director, Global Head of Commercial Real Estate Debt, Nuveen Real Estate*

Patrick Mattson, *Managing Director, KKR*

Hilary Provinse, *Executive Vice President & Head of Mortgage Banking, Berkadia*

Jeffrey Weidell, *CMB, Chief Executive Officer, NorthMarq*

2:00 PM - 2:50 PM

CRE Finance Emerging Issues: Innovation Forum - Working Together to Advance CRE Emerging Tech

Location: Breakouts

Technology adoption has accelerated like never before as companies look for ways to increase productivity despite recent changes in the way we work. Is this the moment when technology becomes the defining competitive advantage within our industry, and will it deliver on the operational leverage it has long promised? Join us to discuss pain points across the industry and the landscape of current and emerging technology solutions. This session will also cover how to best adapt existing and potentially outdated infrastructures to accommodate new solutions to ensure processes are streamlined and to maximize efficiency.

Speakers

Allen Benson, *Chief Information Officer, Catylist*

Victor Calanog, *Head of Commercial Real Estate Economics, Moody's Analytics*

Meghan Czechowski, *Managing Director and National Valuation Lead, Apprise by Walker & Dunlop*

Aviva Fink, *Vice President, Business Development and Partnerships, Reonomy*

Rob Lowther, *Managing Director, Lender Technology, Lument*

Vivek Thadani, *Director - Product Management, Moody's Analytics REIS*

2:00 PM - 2:50 PM

CRE Servicing and Asset Management: Commercial Mortgage Stress in the Age of COVID-19

Location: Breakouts

As COVID-19 and the ensuing recession negatively impact communities across the country, commercial real estate owners and lenders are no exception. While working to help borrowers, lenders must also balance the duty of diligently managing their loan portfolios and ensuring they do so in accordance with the loan documents and the requirement to minimize any potential losses. This panel discusses surveillance, defaults, loan workouts and REO with a focus on what has been learned from prior downturns and how they have impacted the industry in the recoveries that have followed.

Speakers

Amy Frazey, *Assistant Vice President, Investment Administration, StanCorp Mortgage Investors, LLC*

Brian Hanson, *Managing Director, CWCapital Asset Management LLC*

Richard Tsui, *Senior Director, Head of Strategy & Surveillance, Nuveen Real Estate*

Mark Weibel, *Partner and Chair, Real Estate Capital Markets Practice Group, Thompson & Knight, LLP*

2:00 PM - 3:30 PM

Stronghill Capital Roundtable Discussion (By Invitation Only)

Location: Lender Lounge

3:00 PM - 3:50 PM

Capital Conversations: Banking Vs Non-Banking: Can We Start the Recovery Already? (Closed to Media)

Location: Breakouts

The pandemic has created winners and losers across capital sources and property types while shifting the map in terms of growth and trends to follow. As new business models emerge to take advantage of emerging opportunities, this conversation with bank and non-bank executives will explore 2021 game plans and perspectives including the financing of challenging sectors including hospitality and retail.

Speakers

Jeffrey Dawkins, *Head, Commercial Real Estate (CRE) Warehouse Lending, Goldman Sachs*

Jeff Friedman, *Principal and Co-Chief Executive Officer, Mesa West Capital, LLC*

Greta Guggenheim, *Chief Executive Officer and President, TPG Real Estate Finance Trust*

Richard Jones, *Partner, Dechert LLP*

Rex Rudy, *Executive Vice President, Commercial Real Estate Group, US Bank Commercial Real Estate*

3:00 PM - 3:50 PM

CRE Finance Emerging Issues: Climate Change and ESG Impacts on CRE

Location: Breakouts

As time passes and a new administration gets settled into Washington, D.C., the commercial real estate industry's dialogue and landscape is shifting with respect to all things green, environmental/social governance (ESG) and climate change. This holds true whether discussing green lending programs, significant insurance market changes, policy/regulatory landscape at all levels or simply building owners crafting strategies to win tenants and drive investor returns. This dialogue explores these evolving topics, how the market is preparing for an increased focus on ESG and the outlook for these various issues as they pertain to commercial and multifamily real estate finance.

Speakers

Michael Berman, *CMB, President & CEO, M&T Realty Capital Corporation*

Gregg Gerken, *Executive Vice President and Head of Commercial Real Estate, TD Bank Commercial*

Tony Liou, *Founder and President, Partner Energy*

DeAnne Reed, *Assistant Vice President, Real Estate Investment, Pacific Life Insurance Company*

Karyn Sper, *Director, Green and Healthy Housing Financing Business, Fannie Mae*

Erin Stafford, *Managing Director, CMBS, DBRS Morningstar*

3:00 PM - 3:50 PM

CRE Servicing and Asset Management: Anticipating the Divide - Transition from Closing to Servicing

Location: Breakouts

Often individuals originating and closing a deal are not engaged with those who will ultimately service the loan

—leading to issues down the road. How can we help better facilitate this process from both a 3rd party and lender servicing perspective? What happens to documents used in the closing process, and how can closers best manage and deliver those documents to the servicing side (i.e. masters, forms, templates, etc.). How and who handles post-closing item obligations? When possible, how can we better intertwine the two teams from inception and onward?

Speakers

Crystal Kalinowski, *Managing Director, District Capital LLC*

Julie Lange, *Mortgage Portfolio Advisor, Securian Financial*

Sheri Perkins, *Senior Investment Professional, Nationwide Life Insurance Company*

Heidi Rua, *Managing Director and Co-Head of GSE Closing, Newmark Knight Frank*

Blake Rudolph, *Vice President, Servicing, PGIM Real Estate Loan Services*

3:50 PM - 4:00 PM

HUB Book Club - MBA Staff Picks

Location: HUB Stage

See what MBA's Chief Lobbyist Bill Killmer, CFO Lisa Haynes, and the CREF team's Mike Flood and Kelli Burke have been reading during the pandemic.

4:00 PM - 4:45 PM

Closing Session: mPact Leadership Lean In: Demographic Shifts and Building Leadership Across the Organization

Location: Main Stage

Demographic shifts in the workplace are transforming strategies, teams, and industries. In the commercial real estate and multifamily industry, it is imperative that managers embrace the new wave of rising leaders on their teams while continuing to leverage the talent, experience, and knowledge of more experienced employees. Nurturing young professionals, learning from them, and helping them grow through professional development and coaching is important for organizations as well as the industry. In this interactive session, panelist from different stages of their commercial real estate career discuss ways to ensure young professionals are engaged and well-prepared to take on leadership responsibilities.

Speakers

Joni Brown-Haas, *Head, Real Estate Loan Services, PGIM Real Estate*

Michael Heagerty, *Principal & Chief Financial Officer, Gantry*

Joseph Lovell, *Executive Vice President and Chief Operating Officer, Grandbridge Real Estate Capital LLC*

Brian Pounds, *MBA mPact Servicing Advisory Chair and AVP, Loan Portfolio Manager and Portfolio Management, NorthMarq*

Jan Sternin, CMB, *Senior Vice President, Managing Director, Berkadia*

Michelle Waterman, *MBA mPact Production Advisory Chair and Vice President, Loan Originations, iBorrow*

5:00 PM - 6:00 PM

Networking Event: Key Strategies for Engaging Employees

Location: Receptions & Networking

Heather Parbst provides tips on improving employee engagement through 6 key behaviors. When healthy engagement is woven into the culture, an expectation for smart execution, innovation, and results becomes the norm, which attracts, empowers and retains top talent. This session will guide participants through the art and science of creating and empowering an engaged workforce.

Speakers

Kelli Burke, *Vice President, Commercial/Multifamily, Mortgage Bankers Association*

Heather Parbst, *Director of Transition Services and Senior Advisor, Velocity Advisory Group*

5:00 PM - 6:00 PM

Networking Event: mPact. Make your Mark. Move our Industry.

Location: Receptions & Networking

End CREF21 with an interactive networking event specifically geared towards MBA's mPact group (professionals 35 years of age and under). Turn on your camera, unmute your microphone and join us to meet other mPact members in various breakout rooms to discuss whatever is on your mind!

Speakers

Brian Pounds, *MBA mPact Servicing Advisory Chair and AVP, Loan Portfolio Manager and Portfolio Management, NorthMarq*

Michelle Waterman, *MBA mPact Production Advisory Chair and Vice President, Loan Originations, IBorrow*