Sunday, May 15

3:00 PM – 6:00 PM
**Registration**
*Platinum Ballroom Foyer, Second Floor*

3:30 PM – 5:00 PM
**FHA Servicers Subcommittee Meeting (Committee Members Only; Closed to Media)**
*Platinum Ballroom G, Second Floor*

4:00 PM – 5:00 PM
**mPact Servicing Advisory Committee Meeting (Committee Members Only; Closed to Media)**
*Platinum Ballroom F, Second Floor*

4:00 PM – 5:00 PM
**CCMS Committee Meeting (Committee Members Only; Closed to Media)**
*Platinum Ballroom B, Second Floor*

5:00 PM – 6:00 PM
**CCMS Reception (Open to Members; Closed to Media)**
*Platinum Ballroom C, Second Floor*

Monday, May 16

7:30 AM – 5:00 PM
**Registration**
*Platinum Ballroom Foyer, Second Floor*

7:30 AM – 5:00 PM
**Exhibit Area Open**
*Platinum Ballroom E, Second Floor*

7:30 AM – 8:30 AM
**Loan Closers Breakfast (Committee Members Only; Closed to Media)**
*Platinum Ballroom C, Second Floor*

8:00 AM – 8:30 AM
**Continental Breakfast in the Exhibit Area**
Platinum Ballroom E, Second Floor
Sponsored by: Althans Insurance

8:00 AM – 5:00 PM
Member/Advocacy Engagement Zone
Platinum Foyer, Second Floor

8:30 AM – 9:50 AM
Opening General Session: The Evolution of Commercial Loan Servicing
Diamond Ballroom 4, Third Floor

10:00 AM – 10:50 AM
General Session: Your Energy Is Your Most Valuable Currency

11:00 AM – 11:50 AM
Breakout Sessions

Business Intelligence, Balancing Expectations from All Sides
Diamond Ballroom 4, Third Floor

Teamwork Makes the Deal Work
Diamond Ballroom 5, Third Floor

Learning Lab: Insurance Compliance, Managing Expectations and Requirements
Diamond Ballroom 6, Third Floor

11:00 AM – 12:00 PM
CCMS Education Track: Benchmarking in CMF Loan Servicing
Diamond Ballroom 9, Third Floor

12:00 PM – 1:00 PM
Operations Discovery Working Lunch – What's in Your Organization? (Open to Members; Closed to Media)
Diamond Ballroom 8, Third Floor
Join industry peers to discuss the nuances of Servicing Operations and how your organization has adapted to the changing CRE landscape.
12:00 PM – 1:15 PM
**Insurance & Risk Management Committee (Open to Members; Closed to Media)**
*Platinum Ballroom C, Second Floor*

12:00 PM – 1:00 PM
**Lunch in the Exhibit Area**
*Platinum Ballroom E, Second Floor*

1:00 PM – 1:50 PM
**Breakout Sessions**

- **Climate Change: Managing Operational Risk and Servicing in the Future**
  *Diamond Ballroom 4, Third Floor*

- **Staying on Top of Tenant Occupancy Issues**
  *Diamond Ballroom 5, Third Floor*

- **Learning Lab: Tackling Fraud and Operational Risk, A Training Perspective**
  *Diamond Ballroom 6, Third Floor*

2:00 PM – 2:50 PM
**General Session: The Economic and Commercial Real Estate Market Outlook**
*Diamond Ballroom 4, Third Floor*

2:50 PM – 3:00 PM
**Refreshment Break in the Exhibit Area**
*Platinum Ballroom E, Second Floor*
*Sponsored by: North Shore Systems*

3:00 PM – 3:50 PM
**Breakout Sessions**

- **Navigating the Inspection Process in a Challenging Post-Pandemic Climate**
  *Diamond Ballroom 4, Third Floor*

- **Insurance Impact of Significant Events and Other Emerging Risks**
  *Diamond Ballroom 5, Third Floor*
Learning Lab: Managing Remote Workers  
*Diamond Ballroom 6, Third Floor*

3:00 PM – 4:00 PM  
CCMS Education Track: Internal CMF Benchmarking Requirements  
*Diamond Ballroom 9, Third Floor*

4:00 PM – 5:00 PM  
**Opening Reception in the Exhibit Area: Hooray for Hollywood**  
*Platinum Ballroom E, Second Floor*

5:00 PM – 6:30 PM  
**MBA Advocacy and mPact Reception** (Current “active” MAA Members and mPact only, Sign-Up at the Door) (Closed to Media)  
*Platinum Ballroom Foyer, Second Floor*

**Tuesday, May 17**

7:30 AM – 5:30 PM  
**Registration**  
*Platinum Ballroom Foyer, Second Floor*

8:00 AM – 10:00 AM  
**CCMS Designation – Working Meeting** (By Invitation Only)  
*Platinum Ballroom I, Second Floor*

8:00 AM – 3:00 PM  
**Exhibit Area Open**  
*Platinum Ballroom E, Second Floor*

8:00 AM – 8:30 AM  
**Continental Breakfast in the Exhibit Area**  
*Platinum Ballroom E, Second Floor*  
*Sponsored by: FICS*

8:00 AM – 5:00 PM  
**Member/Advocacy Engagement Zone**  
*Platinum Ballroom Foyer, Second Floor*
8:30 AM – 9:50 AM
General Session: Developing the Next Generation of Leadership
Diamond Ballroom 4, Third Floor

10:00 AM – 10:50 AM
Breakout Sessions

- Partnering to Advance HUD Multifamily & Healthcare Servicing
  Diamond Ballroom 4, Third Floor
- Automating in the Future: The AI/Robotics Evolution in CRE
  Diamond Ballroom 5, Third Floor
- Learning Lab: Standardizing Rent Roll, Appraisal and Operating Statements for Greater Efficiency
  Diamond Ballroom 6, Third Floor

10:50 AM – 11:00 AM
Refreshments Break in the Exhibit Area
Platinum Ballroom E, Second Floor
Sponsored by: CFSI Loan Management

11:00 AM – 11:50 AM
Breakout Sessions

- Recruiting and Retaining Tomorrow’s Lenders
  Diamond Ballroom 4, Third Floor
- Adapting to a Changing CRE Landscape
  Diamond Ballroom 5, Third Floor
- Learning Lab: Dissecting Difficult Loan Documents
  Diamond Ballroom 6, Third Floor

11:00 AM – 12:00 PM
CCMS Education Track: External CMF Benchmarking Requirements
Diamond Ballroom 9, Third Floor
12:00 PM – 1:00 PM  
**Lunch in the Exhibit Area**  
*Platinum Ballroom E, Second Floor*

12:00 PM – 1:00 PM  
**Small Servicers Meet & Greet**  
*Platinum Ballroom E, Second Floor*  
Open to all servicing shops with 25 or fewer people or who service $10 Billion or less. Join peers to discuss small servicer challenges.

12:00 PM – 1:00 PM  
**Attorney Roundtable (Committee Members Only; Closed to Media)**  
*Diamond Ballroom 8, Third Floor*

1:00 PM – 1:50 PM  
**Breakout Sessions**

- **ESG and CMF Servicing: Risks, Opportunities and Challenges**  
  *Diamond Ballroom 4, Third Floor*
- **Stepping Up Your Technology Game – Enhancing Staff Expertise**  
  *Diamond Ballroom 5, Third Floor*
- **Learning Lab: Single Family Rentals (SFRs): The Hot New Product in the Market**  
  *Diamond Ballroom 6, Third Floor*

2:00 PM – 2:50 PM  
**General Session: Breaching the Surface of Cyber Security: Incidents, Impacts & Tools to Protect**  
*Diamond Ballroom 4, Third Floor*

2:50 PM – 3:00 PM  
**Refreshment Break in the Exhibit Area**  
*Platinum Ballroom E, Second Floor*  
**Sponsored by:** CFSI Loan Management

3:00 PM – 3:50 PM  
**Breakout Sessions**
Managing the Borrower's Experience Post-Closing  
*Diamond Ballroom 4, Third Floor*

Outsourcing and Vendor Management  
*Diamond Ballroom 5, Third Floor*

Learning Lab: Ease of Closing – Best Practices, Tips and Tricks  
*Diamond Ballroom 6, Third Floor*

3:00 PM – 4:00 PM  
CCMS Education Track: Risks and Consequence of CMF Loans  
*Diamond Ballroom 9, Third Floor*

4:00 PM – 5:30 PM  
mPower Event: Lessons and Learning from CMF Leaders  
*Platinum Ballroom F, Second Floor*  
*Sponsored by: CoreLogic*

**Wednesday, May 18**

8:00 AM - 10:30 AM  
**Registration**  
*Platinum Ballroom Foyer, Second Floor*

8:30 AM - 9:00 AM  
**Continental Breakfast**  
*Diamond Ballroom Foyer, Third Floor*

9:00 AM – 10:30 AM  
**Closing Super Session: The Leadership Forum (Closed to Media)**  
*Diamond Ballroom 4, Third Floor*