

# Servicing Solutions Conference and Expo

Monday, February 19, 2024

12:00 PM - 5:00 PM

**Registration**

*Location: Regency Ballroom Foyer*

Tuesday, February 20, 2024

7:30 AM - 6:00 PM

**Registration**

*Location: Regency Ballroom Foyer*

9:00 AM - 7:00 PM

**GRAVITAS Confidence Closet**

*Location: Regency Ballroom Foyer*

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 Café**

*Location: Regency Ballroom Foyer*

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

12:00 PM - 5:00 PM

**LinkedIn Profile Consultations**

*Location: Regency Ballroom Foyer*

2:00 PM - 3:15 PM

**Servicers-Only Roundtable (Open to MBA Regular Members, Closed to Media)**

*Location: Manatee Springs*

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 challenges you are. Preregistration is required. Space is limited to approximately 80 attendees (40 per room) 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 • Registered

for the conference Register in advance at <https://www.surveymonkey.com/r/ServiceRT24>. Sponsored by ServiceLink.

Speakers

**Chad Hohl**, *Vice President, Investor Portfolio Management, Wells Fargo Home Mortgage*

**Brendan Kelleher**, *Associate Director, Loan Administration, Mortgage Bankers Association*

**Jason W. Lane**, *Senior Vice President, MidFirst Bank*

**Eva Marin-Tapia**, *Senior Vice President, ServiceLink Auction, ServiceLink*

**Tim Petty**, *AMP, Vice President, Industry Relations, Mr. Cooper*

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

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

3:00 PM - 5:00 PM

**Member Engagement Suite**

*Location: Celebration 1*

3:30 PM - 5:00 PM

**Loan Administration Committee Meeting (Committee Members Only)**

*Location: Celebration 9-10*

5:00 PM - 6:00 PM

**Opening Reception in THE HUB: Bahama Breeze**

*Location: Regency Ballroom*

Wednesday, February 21, 2024

7:30 AM - 5:00 PM

**Registration**

*Location: Regency Ballroom Foyer*

8:00 AM - 8:30 AM

**Continental Breakfast**

*Location: Windermere Ballroom Foyer*

8:00 AM - 4:00 PM

**LinkedIn Profile Consultations**

Sponsored by MCS.

8:00 AM - 5:00 PM

**Member Engagement Suite**

*Location: Celebration 1*

8:30 AM - 10:00 AM

**OPENING GENERAL SESSION: Truth be Told with Scott Pelley**

*Location: Windermere Ballroom Y*

One of the most recognizable faces in journalism and an award-winning investigative reporter, correspondent, and news anchor, Scott Pelley shares his unique insights and nuanced perspective of current events. He also offers behind-the-scenes stories about what happened when the cameras stopped rolling after some of his most well-known interviews. Join us for this insightful and compelling presentation.

Speakers

**Laura Escobar**, *2024 MBA Chair-Elect; President, Lennar Mortgage*

**Hudson Howell**, *SVP, Director Enterprise Sales Servicing and Origination Technologies, ICE Mortgage Technology*

**Scott Pelley**, *Award-Winning 60 Minutes Correspondent Former CBS Evening News Anchor and Managing Editor Author, Truth Worth Telling*

9:00 AM - 6:00 PM

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9:00 AM - 5:00 PM

**Headshot Café**

*Location: Regency Ballroom Foyer*

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

10:00 AM - 4:30 PM

**COFFEE SPOT in THE HUB**

*Location: THE HUB EXPO, Regency Ballroom*

10:00 AM - 10:45 AM

**HUB STAGE: Q&A Scott Pelley**

*Location: THE HUB EXPO, Regency Ballroom*

Join award-winning 60 Minutes Correspondent and Author Scott Pelley for a Q&A session on the HUB Stage directly following his presentation on the Main Stage.

Speakers

**Scott Pelley**, *Award-Winning 60 Minutes Correspondent Former CBS Evening News Anchor and Managing Editor Author, Truth Worth Telling*

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

10:00 AM - 10:30 AM

**Refreshment Break in THE HUB**

*Location: Regency Ballroom*

10:00 AM - 5:00 PM

**THE HUB is Open**

*Location: Regency Ballroom*

10:30 AM - 11:15 AM

**GENERAL SESSION: Government Policy Update**

*Location: Windermere Ballroom Y*

Hear directly from key government leaders about important servicing updates and upcoming priorities at their agencies.

Speakers

**John Bell**, *Executive Director, Loan Guaranty Service, U.S. Department of Veterans Affairs*

**Laura Escobar**, *2024 MBA Chair-Elect; President, Lennar Mortgage*

**Julia Gordon**, *FHA Commissioner, U.S. Department of Housing and Urban Development*

**Ingrid Ripley**, *Executive Director, Single-Family Housing Guaranteed Loan Program, USDA Rural Development*

**Sam Valverde**, *Principal Executive Vice President, Ginnie Mae*

11:30 AM - 12:30 PM

**GENERAL SESSION: Executive Perspectives**

*Location: Windermere Ballroom Y*

Top executives discuss the biggest challenges faced by the mortgage servicing industry including market conditions that rely on strong MSR's. This panel discusses the increasing complexities of regulations and compliance requirements, technological advancements, changing customer preferences, and the need to balance cost and efficiency, and more.

Speakers

**Steven R. Bailey**, *Senior Managing Director and Chief Servicing Officer, PennyMac Financial Services, Inc.*

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

**Michael Dunlap**, *President and Chief Executive Officer, Merchants Bank of Indiana*

**Michael J. Henry**, *CFA, Head of Mortgage Servicing, M&T Bank Corporation*

**Jay Jones**, *Executive Vice President, Mortgage Servicing, Mr. Cooper*

**David Sheeler**, *Senior Executive Vice President, Freedom Mortgage Corporation*

12:30 PM - 1:30 PM

**HUB STAGE: Tech Showcase**

*Location: THE HUB EXPO, Regency Ballroom*

Today's market requires tough "need vs. want" tech stack decisions. This can't miss session delivers the first set of rapid-fire fintech demo packs running live on the HUB Stage and in breakout sessions both days of Servicing Solutions. Highlighted companies include Azimuth GRC, Homebot, Sagent and Simply IOA.

Speaker

**Julian Hebron**, *Founder and Chief Executive Officer, The Basis Point*

12:30 PM - 1:30 PM

**Lunch in THE HUB**

*Location: Regency Ballroom*

1:30 PM - 2:30 PM

**BUSINESS OPERATIONS TRACK: The Pre-Foreclosure Paradox**

*Location: Regency Ballroom T*

This session helps servicers navigate the growing pre-foreclosure marketplace including disposition options that bring healing instead of harm when foreclosure becomes necessary; strategies to incentivize distressed homeowners to sell to avoid foreclosure; and proven methods to protect distressed homeowners.

Speakers

**Daren Blomquist**, *Vice President, Market Economics, Auction.com*

**James Campbell**, *Executive Vice President - Servicing, Flagstar Bank, N.A.*

**Wes Iseley**, *Senior Managing Director, Carrington Mortgage Services, LLC*

**Sacha Rosenthal**, *Vice President, Servicing Portfolio Analytics and Strategy, Freddie Mac*

**John Thibaudeau**, *Vice President, Single-Family Real Estate, Fannie Mae*

1:30 PM - 2:30 PM

**INNOVATION & TECHNOLOGY TRACK: Opportunities and Risks of Generative AI**

*Location: Regency Ballroom V*

Generative AI creates significant opportunities while also introducing risks that may not be apparent to the user. For servicers, AI may address many operational and customer service issues. Join this session to learn more about Generative AI and the opportunities and risks for servicing.

Speakers

**Jenna Frader**, *Senior Manager, PwC*

**Bin He**, *Executive, Data Science, CoreLogic*

**Steve Holden**, *Senior Vice President, Single-Family Analytics & Modeling, Fannie Mae*

**Timothy P. Ofak**, *Partner, Weiner Brodsky Kider PC*

**Dan Vasquez**, *AI Strategy, Rocket Mortgage, LLC*

1:30 PM - 2:30 PM

**POLICY & COMPLIANCE TRACK: Top Servicing Compliance and Fair Servicing Concerns**

*Location: Regency Ballroom U*

Intense oversight of mortgage servicers continues. Join this session as the panel explores the top compliance and policy trends in mortgage servicing today. Topics explored include a continued regulatory focus on fair servicing, loss mitigation developments, and market challenges. Sponsored by Bradley.

Speakers

**Anthony Forsberg**, *Executive Vice President, Default, Servbank*

**Amanda Phillips**, *Executive Vice President of Compliance, ACES Quality Management*

**Nanci L. Weissgold**, *Co-Chair, Financial Services & Products Group and Co-Leader, Consumer Financial Services Team, Alston & Bird, LLP*

**Marissa Yaker, Esq.**, *Deputy General Counsel, Regulatory Affairs, Padgett Law Group*

1:30 PM - 2:30 PM

**SERVICING LITIGATION TRACK: Navigating FDCPA Compliance in Mortgage Servicing**

*Location: Windermere Ballroom X*

Get an update on the latest litigation activity around the Fair Debt Collection Practices Act (FDCPA). This session discusses enforcement actions and how to avoid common violations.

Speakers

**Lauren E. Campisi**, *Partner, Hinshaw & Culbertson LLP*

**Aaron Chastain, AMP**, *Partner, Bradley*

**Krista Cooley**, *Partner, Mayer Brown LLP*

**Reid Manley**, *Partner, Burr & Forman, LLP*

**Andrew K. Stutzman**, *Co-Chair, Financial Services Litigation, Stradley, Ronon, Stevens & Young, LLP*

2:30 PM - 3:00 PM

**Refreshment Break in THE HUB**

*Location: Regency Ballroom*

3:00 PM - 4:00 PM

**BUSINESS OPERATIONS TRACK: Digital Advances in Servicing**

*Location: Regency Ballroom T*

For this session on digital advances in servicing, we discuss the latest trends and technologies that are transforming the way servicing is done in today's fast-paced digital world. Attendees get an overview of current and emerging digital tools that can improve the servicing experience for customers, streamline processes, and drive business growth.

Speakers

**Dana Federspiel**, *Senior Vice President, Servicing Technologies Product Innovation, ICE Mortgage Technology*

**Angel R. Hernandez**, *Chief Strategy Officer, Stavvy*

**Michael Keaton**, *Senior Vice President, Ocwen Financial Corporation*

**Courtney Thompson**, *Executive Vice President, Head of Servicing, CMG Financial*

3:00 PM - 4:00 PM

**INNOVATION & TECHNOLOGY TRACK: Realistic Servicing AI Use Cases for 2024**

*Location: Regency Ballroom V*

With generative AI going mainstream, the race is on for compliant use cases. This session explores AI use cases that are already operational and successful in servicing organizations, and what to expect in the future. Panelists discuss the technical and operational perspectives of the hottest tech trends in 2024. You won't want to miss it.

Speakers

**Tom Clerici**, *Chief Technology Officer, Freedom Mortgage Corporation*

**Julian Hebron**, *Founder and Chief Executive Officer, The Basis Point*

**Asim Qureshi**, *AI & Machine Learning, AWS Federal Sector, Amazon Web Services*

**Sridhar Sharma**, *Executive Vice President & Chief Information Officer, Mr. Cooper*

3:00 PM - 4:00 PM

**POLICY & COMPLIANCE TRACK: Loss Mitigation Challenges**



*Location: Regency Ballroom U*

Preserving affordable homeownership is difficult in today's market. Yet, servicers are implementing new home retention solutions. Rising delinquencies require new relief. Join this deep dive as experts discuss challenges including how to implement amendments to loss mitigation waterfalls, the impact to the borrower experience, and what additional solutions are necessary to meet the current needs. Sponsored by Bradley.

Speakers

**Katherine Kulig-Tomsovic**, *Senior Vice President, Operations Support, Wells Fargo Bank, N.A.*

**Brandon Latman**, *Senior Vice President, Mr. Cooper*

**Cecelia Raine**, *Vice President of Servicing Strategy and Integration, Freddie Mac*

**Eric Stein**, *Senior Advisor, U.S. Department of Housing and Urban Development*

**Vicki Vidal**, *Senior Regulatory Counsel, Compliance, ICE Mortgage Technology*

3:00 PM - 4:00 PM

**SERVICING LITIGATION TRACK: Key State Trends in Servicing Policy and Litigation**

*Location: Windermere Ballroom X*

This session covers key state cases and policy issues that impact servicing with a focus on those that may indicate federal trends.

Speakers

**Darren Brenner**, *Partner, Wright, Finlay & Zak, LLP*

**Liz Facemire**, *Director, State Government Affairs, Mortgage Bankers Association*

**Melissa Koupal, CMCP**, *Senior Vice President, Servicing Risk and Compliance, CMG Financial*

**Adam Swanson**, *Partner, McCarter & English, LLP*

**Keisha Whitehall Wolfe**, *Counsel, Orrick, Herrington & Sutcliffe, LLP*

4:00 PM - 5:00 PM

**Networking Reception in THE HUB: Sunshine State Social**

*Location: Regency Ballroom*

5:00 PM - 6:00 PM

**MORPAC's Thought Leadership Reception (By Invitation Only)**

In a small, intimate setting with other industry leaders and MBA staff, we can discuss key policy issues impacting your business and the broader economy such as credit reporting, data security, technical compliance, and your desire for regulatory clarity. Your engagement with policymakers is vital and critical to MBA's advocacy efforts as you add a personal story to complex issues, making them relatable to Members of Congress and other policymakers with no real background in – or real understanding of – our industry. If you're interested in attending this event, please email MBA's Associate Vice President of Political Affairs, Jamey Lynch, AMP. Light refreshments will be served!

Thursday, February 22, 2024

8:00 AM - 5:00 PM

**Member Engagement Suite**

*Location: Celebration 1*

8:00 AM - 4:30 PM

**Registration**

*Location: Regency Ballroom Foyer*

8:30 AM - 9:00 AM

**Continental Breakfast**

*Location: Windermere Ballroom Foyer*

8:30 AM - 2:30 PM

**LinkedIn Profile Consultations**

*Location: Regency Ballroom Foyer*

9:00 AM - 10:00 AM

**GENERAL SESSION: Market Outlook**

*Location: Windermere Ballroom Y*

Learn what economic and market forces are impacting the servicing business now, and how that could affect your business objectives and performance goals. Get an analysis of servicer profitability, expense and productivity, plus the latest results on delinquencies, forbearances and loan workout performance. Sponsored by Equifax.

Speakers

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

**Chris Stocker**, *Senior Account Manager, Equifax Enterprise Alliances, Equifax*

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

9:00 AM - 6:00 PM

**GRAVITAS Confidence Closet**

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9:00 AM - 4:00 PM

**Headshot Café**

*Location: Regency Ballroom Foyer*

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

10:00 AM - 2:30 PM

**COFFEE SPOT in THE HUB**

*Location: THE HUB EXPO, Regency Ballroom*

10:00 AM - 10:30 AM

**HUB STAGE: Market Outlook Q&A**

*Location: THE HUB EXPO, Regency Ballroom*

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*

**Chris Stocker**, *Senior Account Manager, Equifax Enterprise Alliances, Equifax*

**Falen Taylor**, *Director, Public Affairs, Mortgage Bankers Association*

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

10:00 AM - 10:30 AM

**Refreshment Break in THE HUB**

*Location: Regency Ballroom*

10:00 AM - 2:30 PM

**THE HUB is Open**

*Location: Regency Ballroom*

10:30 AM - 12:00 PM

**GENERAL SESSION: mPower Event: Catalyzing Confidence with Lisa Sun**

*Location: Windermere Ballroom Y*

Noted fashion entrepreneur, best-selling author, and former McKinsey & Company consultant Lisa Sun breaks everything we have previously known about confidence. Through proprietary research and stories, Sun has cracked the code to help women build self-worth on their own terms. By sharing the eight strengths that every woman can call upon to be successful, she inspires us to harness our superpowers and use gravitas to advance personally and professionally. Sponsored by Cognizant. RSVP: <https://mbaforms.mba.org/Servicing24mPowerRSVP>

Speakers

**Marcia M. Davies**, *mPower Founder and Chief Executive Officer, Mortgage Bankers Association*

**Renuka Kambli**, *Senior Director, Consulting Practice Leader, North America, Cognizant*

**Lisa Sun**, *Founder and CEO, GRAVITAS, Best-Selling Author*

12:00 PM - 1:00 PM

**HUB STAGE: Book Signing with Lisa Sun (Books available for a \$25 donation to MBA's Open Doors Foundation)**

*Location: THE HUB EXPO, Regency Ballroom*

Make a minimum donation of \$25 to MBA's Open Doors Foundation and receive a signed book by Lisa Sun. Meet this national bestselling author on THE HUB STAGE!

Speaker

**Lisa Sun**, *Founder and CEO, GRAVITAS, Best-Selling Author*

12:00 PM - 1:00 PM

**Lunch in THE HUB**

*Location: Regency Ballroom*

1:00 PM - 2:00 PM

**BUSINESS OPERATIONS TRACK: The Pros and Cons of Servicing In-House and Subservicing**

*Location: Regency Ballroom T*

Understanding the financial and operational risks and rewards is crucial when determining whether to use a subservicer, service in-house, or change your strategy. This session leverages up to the minute servicing data to illustrate this complex business and how to manage your scorecard and protect your bottom line.

Speakers

**Michelle Anderson**, *Senior Vice President, Client and Investor Relations, LoanCare*

**Randy Layne, Sr.**, *Vice President of Loan Servicing, Ruoff Mortgage*

**Seth D. Sprague, CMB**, *Director, Consulting Services, Richey May*

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

**Morgan Wise, RCMS**, *Chief Financial Officer, Atlantic Bay Mortgage Group, LLC*

1:00 PM - 2:00 PM

### **CLIMATE RISK TRACK: Navigating Natural Disasters**

*Location: Windermere Ballroom X*

This session explores the latest technology advancements to effectively prepare for and recover from these rare frequency, high severity events; risk factors relevant to post-disaster servicing including insurance, servicing advances, inspection, and repairs; and measurement methodologies and best practices to minimize potential natural catastrophe loss.

Speakers

**Michael Blair**, *Executive Vice President & Chief Operating Officer, LoanCare*

**Scott Giberson, Sr.**, *Principal, Flood Compliance, CoreLogic*

**Kingsley Greenland**, *Director, Mortgage Risk Analytics, Verisk*

**David Madigan**, *President, Risk-Based Housing Insurance Business, Assurant*

1:00 PM - 2:00 PM

### **INNOVATION & TECHNOLOGY TRACK: Cybersecurity in Servicing**

*Location: Regency Ballroom V*

Cyber Security has been a hot topic recently in Servicing. Join this session as this expert panel explores best

practices regarding training protocols, vendor management, borrower/investor/stakeholder communication, and how to organize your team's response after a breach.

Speakers

**Channing House**, *BISO, ICE Mortgage Technology*

**Sofia Kokolis**, *Chief Information Security Officer, Freedom Mortgage Corporation*

**David Malicote**, *Director, Trust and Security, Stavvy*

**Michael Nougier**, *Chief Information Security Officer, Richey May*

**Gregory Szewczyk**, *Partner, Ballard Spahr LLP*

1:00 PM - 2:00 PM

**POLICY & COMPLIANCE TRACK: Modernizing the Loss Mitigation Rules of Regulation X**

*Location: Regency Ballroom U*

The mortgage servicing rules that were implemented after the financial crisis to prevent foreclosure were paper driven. Now, the Bureau endeavors to modernize Regulation X to recognize the advancements in technology and wide use of 'streamline' loss mitigation solutions implemented during the pandemic. This panel discusses the risks, challenges, and benefits of modernization. Sponsored by Bradley.

Speakers

**Jonathan Kolodziej**, *AMP, CMCP, Partner, Bradley*

**Jim Petros**, *SVP, Chief Compliance Officer, Carrington Mortgage Services, LLC*

**Samuel I. Racoosin**, *Managing Director and Associate General Counsel, Chase*

**Steve Sharpe**, *Senior Attorney, National Consumer Law Center*

**Elizabeth Spring**, *Senior Servicing Program Manager, Consumer Financial Protection Bureau (CFPB)*

2:00 PM - 2:30 PM

**Refreshment Break in THE HUB**

*Location: Regency Ballroom*

2:30 PM - 3:30 PM

**BUSINESS OPERATIONS TRACK: Cost-Saving Strategies for Mortgage Servicers**

*Location: Regency Ballroom T*

With diminished returns on the originations side of the business, mortgage servicing is taking center stage to maximize mortgage company profits. In this session, we explore practical strategies for saving or containing servicing costs. Discussion focuses on ways to streamline operations, reduce unnecessary expenses, and improve efficiencies throughout the mortgage servicing process. Servicing executives from both banks and independent mortgage companies will discuss how to identify areas of opportunity for cost savings, and how to effectively implement cost-saving initiatives while meeting servicing standards and staying compliant.

Speakers

**Nathan Dietzel, CPA**, *Senior Vice President, Servicing Loan Administration, BOK Financial*

**Nishant Ghose**, *Executive Vice President, Servicing Operations, Freedom Mortgage Corporation*

**Amy D. Mulloy, CMB, AMP**, *Vice President, Real Estate Servicing & Support, Navy Federal Credit Union*

**Carol Norton, CMB**, *Executive Vice President, Servicing Information Director, New American Funding*

**Kim Yowell**, *Executive Vice President, Servicing, Fairway Independent Mortgage Corporation*

2:30 PM - 3:30 PM

**CLIMATE RISK TRACK: Navigating the Home Insurance Conundrum in a Volatile Market**

*Location: Windermere Ballroom X*

The home insurance market is facing unprecedented volatility, significantly impacting the loan servicing process. In this session, hear what mortgage leaders say about insurance challenges and trends affecting servicers. Come away with insights on how to alleviate common insurance frustrations and streamline the end-to-end experience for servicing teams and borrowers.

Speakers

**Baker Breedlove**, *President & CEO, Insight One Solutions*

**Robert Cole**, *Executive Vice President, National Risk Brokerage*

**Jeff Snyder**, *President, Matic Insurance*

**Patrick A. Sullivan**, *Vice President, Industry Relations and Compliance, Assurant*

**Jackie Torres**, *SVP Support Administration, LoanCare*

2:30 PM - 3:30 PM

**INNOVATION & TECHNOLOGY TRACK: Improving the Borrower Experience While Navigating Regulatory Requirements**

*Location: Regency Ballroom V*

Borrowers are demanding more transparency, responsiveness, and engagement than ever before, and a superior borrower experience is a necessity to stay competitive. Yet ever-increasing requirements make it difficult to innovate. Join us for a panel discussion with industry executives to address this challenge head-on.

Speakers

**Dana Dillard**, *Principal, Housing Finance Strategies, LLC*

**Yvette Gilmore**, *Senior Vice President, Servicing Product Strategy, ServiceLink*

**Sage Nichols**, *Executive, Client Success, CoreLogic*

**LaQuanda Sain**, *Executive Vice President, Servicing, Rocket Mortgage, LLC*

**Marianne Sullivan**, *Chief Operating Officer, Sagent*

2:30 PM - 3:30 PM

**POLICY & COMPLIANCE TRACK: Is Your Servicing Compliance House in Order?**

*Location: Regency Ballroom U*

Join this deep dive discussion of top CFPB and state servicing exam findings that servicers should be aware of to get their regulatory house in order. Expert panelists cover several topics, including servicing related fees, information technology, payment processing, credit reporting, as well as potential UDAAP issues. Sponsored by Bradley.

Speakers

**Anoush Garakani, Esq.**, *Partner, Alston & Bird, LLP*

**Mitch Kider**, *Chairman and Managing Partner, Weiner Brodsky Kider PC*

**Mel L. Reid, CMB, AMP**, *Senior Vice President, Head of Core Mortgage Servicing, Citizens Bank*



3:45 PM - 4:45 PM

**BUSINESS OPERATIONS TRACK: Making Seamless Servicing Transfers Possible**

*Location: Regency Ballroom T*

Join this session to learn about the new MISMO Servicing Transfers Catalog, an industry playbook designed to reduce the risk of potential issues. This panel also covers MISMO's ongoing effort to standardize the exchange of industry servicing data, documents, and images.

Speakers

**John Bell**, *Executive Director, Loan Guaranty Service, U.S. Department of Veterans Affairs*

**Adam Elaroussi**, *Senior Policy Analyst, Federal Housing Finance Agency (FHFA)*

**Rachael Macaulay**, *Director of Client Administration, SVP, Flagstar Bank, N.A.*

**Joseph Prince**, *Senior Vice President, Servicing Operations, NewRez LLC*

**Matthew Tully**, *Chief of Staff, Sagent*

**Kim Weaver**, *Director of Product Strategy, Paradatac, Inc.*

3:45 PM - 4:45 PM

**CLIMATE RISK TRACK: The Future of Inspecting and Preserving Residential Properties**

*Location: Windermere Ballroom X*

There are numerous risks and challenges associated with protecting and preserving our nation's most prized assets, residential housing, which could impact future homeownership and fulfillment. This session examines the most critical issues and panelists discuss recommendations for how to best address them. Topics include complying with state and local laws, protecting and preserving communities, mass exodus of the inspection and preservation workforce, sustainable and energy efficient housing, and more.

Speakers

**William Collins**, *Director, HUD National Servicing Center, U.S. Department of Housing and Urban Development*

**Kimberly Dawson**, *Director of Property and Field Solutions, Fannie Mae*

**Jodi Gaines**, *Chief Client Officer (CCO), Insight One Solutions*

**Michael Greenbaum**, *Chief Operating Officer, Safeguard Properties*

**Ingrid Jaschok**, *Senior Vice President, Default Servicing, Cenlar FSB*

3:45 PM - 4:45 PM

**INNOVATION & TECHNOLOGY TRACK: Tech Showcase**

*Location: Regency Ballroom V*

Today's market requires tough "need vs. want" tech stack decisions. This can't miss session delivers the State of the Tech Stack analysis plus a set of rapid-fire fintech demo packs running live on the HUB Stage and in breakouts 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 normalizes. This robust session includes demos from Basecap Analytics, Haven, Optimal Blue and Willow Servicing.

Speaker

**Julian Hebron**, *Founder and Chief Executive Officer, The Basis Point*

3:45 PM - 4:45 PM

**POLICY & COMPLIANCE TRACK: Geek Out on MSR Market Valuations**

*Location: Regency Ballroom U*

Join this expert panel as it explores the MSR market and the value of holding Servicing. Sponsored by Bradley.

Speakers

**Cameron N. Beane**, *Director, Capital Markets, Milliman, Inc.*

**Kathleen Dueweke**, *Director, Servicing Credit Policy, Rocket Mortgage, LLC*

**Brendan Kelleher**, *Associate Director, Loan Administration, Mortgage Bankers Association*

**Nolan E. Turner, CMB**, *Managing Director, Carrington Mortgage Services, LLC*

Friday, February 23, 2024

8:00 AM - 12:00 PM

**Registration**

*Location: Regency Ballroom Foyer*

8:30 AM - 9:00 AM

**Continental Breakfast**

*Location: Windermere Ballroom Foyer*

9:00 AM - 12:00 PM

**Servicing Super Session (Closed to Media)**

*Location: Regency Ballroom T*

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 to summarize the week's learning. Wear your travel attire and come for as long as your schedule allows.

Speakers

**Kellie Chambers**, *Executive Vice President, MSI*

**Thomas J. Diller**, *SVP, Servicing Operations, U.S. Bank Home Mortgage*

**Dana Federspiel**, *Senior Vice President, Servicing Technologies Product Innovation, ICE Mortgage Technology*

**Ben Gottheim**, *Vice President, Mortgage Servicing Policy, Freddie Mac*

**Jonathan Kolodziej**, *AMP, CMCP, Partner, Bradley*

**Danielle Lang**, *Senior Director, Servicing Product Development, Rocket Mortgage, LLC*

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

**Michael Waldron, Esq.**, *Founder & President, Compliance Solutions LLC*

**Keisha Whitehall Wolfe**, *Counsel, Orrick, Herrington & Sutcliffe, LLP*

**Marissa Yaker, Esq.**, *Deputy General Counsel, Regulatory Affairs, Padgett Law Group*