



## COMMERCIAL/MULTIFAMILY REGIONAL SERVICING FORUM – *Series 5*

**Tuesday, November 6, 2007**

**Hosted by:**



**Overland Park Marriott Hotel  
10800 Metcalf  
Overland Park, KS 66212**

## AGENDA

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| <b>8:30 a.m. – 9:00 a.m.</b>   | <b>Registration and Breakfast</b>  |
| <b>9:00 a.m. – 9:15 a.m.</b>   | <b>Welcome and Introductions</b>   |
| <b>9:15 a.m. – 10:15 a.m.</b>  | <b>Loan Life Cycle – from Production to Servicing</b><br>Hear a discussion on the whole life of a loan. Learn how the Lender determines which type of loan to offer the borrower, the underwriting process, the closing process, and portfolio management of the loan all the way through the disposition of the loan or refinance process.  |
| <b>10:15 a.m. – 10:30 a.m.</b> | <b>Coffee Break</b>  |
| <b>10:30 a.m. – 11:30 a.m.</b> | <b>Technology Opportunities</b><br>Servicers continue to implement technology innovations in order to communicate information accurately and operate efficiently with all of their different transaction partners. This panel provides an overview of the current state of industry technology usage and of new advances that are beginning to have real-world impacts, like MISMO (the Mortgage Industry Standards Maintenance Organization). |
| <b>11:30 a.m. – 11:45 a.m.</b> | <b>Break</b>   |

- 11:45 a.m. – 12:15 p.m.**      **Surveillance – Warning Signs (Part 1)  
Roundtable Breakout Session**  
How do you properly detect a potential problem loan? Participate in an interactive discussion with real life examples of the impact of different property types, loan structures and the market play a role. The participants will break into teams to work on problem solving exercises.
- 12:15 p.m. – 1:45 p.m.**      **Networking Luncheon & Speaker  
Customer Service – Borrower’s Expectations**
- 1:45 p.m. – 2:45 p.m.**      **Surveillance – Warning Signs (Part 2)  
The Answers**  
Learn more about how to understand the loan documents and servicing agreement requirements for defaults, including monetary and non-monetary default, covenants and servicer representations and warranties. This is the culmination of the morning roundtable discussions and be solutions driven.
- 2:45 p.m. – 3:00 p.m.**      **Break**
- 3:00 p.m. – 4:00 p.m.**      **Life of a Special Servicer**  
Learn more about the role of the loan workout specialist. What happens once there is a loan default? How does the asset manager work to either resolve the issue or move toward foreclosure and/or REO? The discussion will include the role of the asset manager and the servicer in the on-going workout process.
- 4:00 p.m. – 4:15 p.m.**      **Refreshment Break**
- 4:15 p.m. – 5:00 p.m.**      **Time Management – How to Multitask**  
Everyone struggles to maintain an effective schedule and fulfill the numerous tasks and obligations in both the personal and professional setting. Learn special tricks to be better organized, cut out inefficient processes and accurately assess the actual amount of time it takes to complete projects. This is an opportunity to honestly assess your own responsibilities and priorities and make more productive choices in the future.
- 5:00 p.m.**      **Forum Concludes**