



TRACK 1: DEFAULT ADMINISTRATION

- o Focus on FCL setup and optimization. Ensuring that when a loan is moved into a Foreclosure, the correct screens/fields/settings are applied. Review best practices.
- o Focus on Loss Mit setup and optimization. Ensuring that when a loan is moved into a Loss Mitigation, the correct screens/fields/settings are applied. Review best practices.
- o Deferment Management & Loan Modification Reversals
- o Review default parameters related to investor setup
- o Bankruptcy POC Setup & General training
- o Walkthrough and Discussion of HUD Payment Supplement project

TRACK 2: ESCROW ADMINISTRATION

- o Training & Discussion on PMI & LPMI processing and cancellations
- o Online escrow analysis and trial analysis
- o Review & Understanding of escrow reporting, specifically escrow reject reporting/review/maintenance

TRACK 3: SCRIPTED WORKFLOW AUTOMATION

- o Training on Design and Development of scripted workflows
- o Creation of custom screens
- o Working with spreadsheet data
- o Walkthrough of API interactions and development

TRACK 4: SPECIAL LOAN SERVICING

- o Discussion and Review of special loan features
- o Training and discussion on ARM loans
- o Walkthrough and training of SCRA
- o Training & Discussion on Buydowns



TRAINING AGENDA

All training tracks will follow the same schedule outlined below. Upon registration, customers will need to select the training track they wish to pursue for the event.

WEDNESDAY, OCTOBER 9TH

8:00-9:00 am – Continental Breakfast

9:00-12:00 pm – Training

12:00-1:00 pm – Lunch

1:00-4:00 pm – Training

4:00-5:00 pm – Break

5:00-9:00 pm – Social activity

THURSDAY, OCTOBER 10TH

8:00-9:00 am – Continental Breakfast

9:00-12:00 pm – Training

12:00-1:00 pm – Lunch

1:00-4:00 pm – Training

4:00pm – Free to depart