

SERVICING MANAGEMENT®

KEYS TO EFFECTIVE DEFAULT MANAGEMENT

Interactive Webinar Series

FREE

WHAT: Keys to Effective Default Management

WHEN: Thursday, May 1, 2008 - 2:00 p.m. - 3:15 p.m. EDT

Welcome Remarks & Program Introduction: 2:00 - 2:05

The Borrower - *Nick Maimonis, Graystone Solutions*



Assessing the reason for default and determining the borrower's desire and ability to repay are fundamental to default management, but a number of factors influence obtaining and acting on that information. Currently, locating and contacting over-encumbered borrowers and engaging in meaningful dialogues are difficult, time-intensive tasks, and many servicers have found that they must carefully balance aggressive collections efforts with conscientious loss mitigation strategies. And today, all of these approaches are being conducted in the context of increasing bankruptcy volumes and higher numbers of borrowers willing to walk away from their mortgage obligations.

The Collateral - *David Rasmussen, Veros*



Of course, the goal of default management is to reinstate a performing loan. But behind nearly every decision in the process is consideration of the net present value and condition of the delinquent borrower's home. These metrics affect a borrower's desire keep a loan current and frame servicers' discussions with delinquent customers, as well as outline what workout options are viable.

The Partnerships - *Edward R. Delgado, Wells Fargo Home Mortgage; Kevin Schlumpf, Computer Sciences Corp. (CSC)*

Along the default management continuum, servicing organizations encounter different areas where support is necessary - either by virtue of a lack of in-house resources or a desire to more efficiently handle increased workflow. Implementing targeted technology is one strategy that can alleviate portfolio pressures.

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