



HOPE NOW Natural Disaster Summit --Credit Reporting and Homeowner Impacts

Thursday March 21st, 2019

Penny Mac, Meeting Room Honorable, 2201 W. Plano Pkwy, Plano TX 75075

Conference Priorities and Objectives:

1. **Consistent guidance across stakeholders**
2. **Guardrails for long periods of time (local catastrophic conditions)**
3. **Framework for interpretation(s)**
4. **Importance of Education**

AGENDA

8:00am – 8:30am: *Breakfast*

WELCOME & OBJECTIVE

8:30am – 8:40am: *Welcome, Introductions* – Eric Selk, Executive Director HOPE NOW

8:40am – 9:10am: Surviving Hurricane Katrina. Mike Aiken, Vice President and Associate General Counsel, Fay Servicing. A personal journey on navigating the financial and personal issues to natural disasters.

9:10am – 9:40am: Legal Landscape, Troy Garris, Garris Horn PLLC & Joy Huska, Certified Credit. Thinking strategically about credit reporting and looking ahead in 2019

9:45am – 10:30 am: Mortgage Servicing, process, impacts & outcomes
Penny Mac, Connie Clark, Vice President, Loan Servicing
US Bank, Cory Patrick, Vice President, Consumer Bureau Management
Mr. Cooper, Rosa Contreras, AVP, Account Services – Credit Reporting & Servicing Support
Carrington Mortgage Services, Candace Russell, Vice President- Post Sale
Q & A

10:30am-11:00am Reporting Agencies, Credit Reporting—Overview of current standards and practices

Consumer Data Industry Association, Francis Creighton, President & CEO

Q & A

11:15am-12:30pm Investor/Insurer Requirements

USDA, Richard Kane, Single Family Housing Guaranteed Loan Division, Rural Development

Freddie Mac, Holly Olsson, Senior Analyst

Fannie Mae, Marissa Mancini, Credit Risk Analyst

Q & A

12:30pm-1:15pm Lunch & Speaker



Natural Disasters and Credit Reporting, Bureau of Consumer Financial Protection, Judith Ricks

1:15pm-1:45 pm Mortgage Insurance Companies, Stakeholder feedback, Current state and Requirements

Arch MI, Jeff Woehr, Director, Claims

Q & A

1:45 pm-2:15pm Industry Trades

Mortgage Bankers Association, Sara Singhas, Director, Loan Administration

2:15-2:45pm Voice of the Consumer

IE Settlement Services, Stacey Jackson, CEO

Consolidated Credit Solutions, Inc. Barry Rothman, Housing Counseling Program Manager

Money Management International, Kate Bulger, Director of Business Development

National Foundation for Credit Counseling, Rebecca Steele, President and CEO

Q & A

2:45pm- 3:00pm Closing Thoughts --- Prioritize, Synthesize

About Hope Now Servicing for Natural Disasters Working Group

Disaster recovery is a long-term commitment to struggling families and communities. Some impacted regions will take years to recover after a hurricane or wildfire. Families will look to financial institutions for continued support and guidance. It has been widely reported that most Americans only have \$400 in savings. It's reasonable to assume that extra support will be needed to maintain home preservation. This is a key role for mortgage servicing and their counterparts. Community stability and home preservation is the aligned goal for all stakeholders. Mortgage servicing can be an underappreciated model that is uniquely positioned to be responsive and helpful. Hope Now's mission is focused on home preservation when local conditions are out of the borrower's control, including natural disasters. To learn more about Hope Now, and support our mission, Eric.Selk@hopenow.com,

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