



HOPE NOW Natural Disaster Summit –Disbursements and Disruptions

Wednesday June 12th 2019

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

Conference Priorities and Objectives:

1. **Consistency through process**
2. **Understanding common challenges**
3. **Managing incomplete processes**
4. **Promoting new ideas**

AGENDA

7:30am – 8:00am: *Breakfast*

WELCOME & OBJECTIVE

8:00am – 8:05am: *Welcome, Introductions* – Eric Selk, Executive Director HOPE NOW

8:05am – 8:30am: Opening Speaker (TBD) Senator Cornyn's Office

8:30am – 9:45am: Customer Engagement/Contact
Engagement, Communications, Special Teams, SPOC
Wells Fargo
Penny Mac
US Bank
Mr. Cooper

9:45 am – 10:30 am: Documenting and Managing Process
Expectations & Areas of Opportunity
First Rate Field Services
Dimont

10:30am – 10:45 am Break

10:45am-11:30 am Title and Escrow
Lessons Learned from the California Wildfires
IE Settlement Services
Old Republic

11:30pm-12:45pm Lunch & Speaker, NOAA
Data, Trends and Where we should be focused

12:45pm-1:45 pm Self Contracting
Managing Expectations & Lessons Learned
Wells Fargo



Assurant

1:45 pm-2:15pm Innovations and Third Parties

Brace

Assurant

2:15pm-2:45pm CA Wildfires, Voice of the Consumer

California Western School of Law, volunteer with Policyholders United.

2:45pm-3:15pm Rebuild, Reimbursements and Removal Programs

Government Response

Texas GLO

City of Houston

Mr. Cooper

Grantworks

3:15pm-3:45pm Perfect World, Industry Recommendations

Penny Mac

Mr. Cooper

Mortgage Bankers Association

Other

3:45pm- 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. 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. To learn more about Hope Now, and support our mission,

Eric.Selk@hopenow.com,

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