Servicing Standards: The New Norm
Two-and-a-half Day Classroom Course

Learn the best practices your company needs to implement to ensure compliance with ever-increasing servicing requirements and regulations, on both the state and federal level. This interactive curriculum includes group discussion and case study reviews where attendees can review real-world scenarios to determine if they meet regulatory requirements.

Benefits
• Learn directly from industry-recognized educators and trainers
• Network and gain insight from peers
• Arm yourself with the latest know-how
• Breed best practices across your organization

Course Overview and Prerequisites
This advanced course will offer a practical guide to the servicing standards set forth in the National Mortgage Settlement and the servicing-related rules issued by the CFPB. Throughout the course, we will provide best practices, exercises and group projects to aid students in comprehension of how servicing has changed and what needs to be done to ensure compliance in all appropriate practices.

Learning Goals and Objectives
Upon completion of the course, students will be able to:
• Apply the servicing standards set forth in the National Mortgage Settlement
• List the servicing-related rules issued by the CFPB
• Develop servicing practices based on National Mortgage Settlement and CFPB rules
• Identify potential risks and develop best practices
• Modify or develop servicing procedures for quality control audits
• List the 29 servicing standards metrics required for compliance with the National Mortgage Settlement servicing standards

Recommended Attendees
The course is recommended for those who must develop, implement and enforce federal compliance regulations within their servicing operations, including:
• Compliance managers and officers
• Quality Control managers and analysts
• Operations managers
• Attorneys
• Regulators
• Internal auditors
• Consultants

Cost
$1,500 per person
Sample Curriculum *(Subject to change without notice)*

**Day 1**
- Introduction
  - Background
  - Overview of key provisions
  - RMBS working group
  - Settlement general provisions
- Standards #1 - #88
  - Foreclosure, bankruptcy, information and documentation

**Day 2**
- Standards #1 - #88 (continued)
  - Foreclosure, bankruptcy, information and documentation
- Standards #89 - #109
  - Third-party oversight requirements
- Standards #110 - #120
  - Bankruptcy
- Standards #121 - #202
  - Loss mitigation

**Day 3**
- Standards #121 - #202 (continued)
  - Loss mitigation
  - Servicing Standards #203 - #206
    - Independent evaluation of first lien modification results
- Standards #207 - #222
  - General loss mitigation requirements
  - Proprietary first lien loan modification
- Standards #223 - #241
  - Proprietary second lien loan modification
  - Short sales
  - Loss mitigation during bankruptcy
  - Transfer of servicing of loans pending for permanent loan modification
- Standards #242 - #255
  - Protections for military personnel (SCRA)

- Standards #256 - #275
  - Restrictions on servicing fees – bankruptcy
  - Third-party fees
- Standards #276 - #296
  - General requirements for force placed insurance
  - General servicer duties and prohibitions
- Standards #297 –#304
  - Measures to deter community blight
  - Tenants’ rights
- Servicing standards — metrics
- The servicing standards and the CFPB servicing rules
- Lessons learned from recent mortgage company settlements

View upcoming classes and enroll at EllieMae.com.

To learn more, contact 800.848.4904 or sales@allregs.com