

THE SUMMIT

January 2006

Volume 2 Issue 1

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MESSAGE FROM SCOTT

BY SCOTT BARNES, FNFS SVP OPERATIONS

On behalf of the entire team at FNFS, we are pleased to share another issue of *The Summit* with the members of the Fidelity partnership. As 2005 comes to a close, I want to give you an idea of what you can expect from FNFS Operations during the New Year.

2005 was marked by extraordinary growth and opportunity (see stats below). In anticipation of continued growth, our theme for 2006 is "*Focus on the Future.*" In accordance with that theme, we have begun several important initiatives aimed at effectively meeting our strategic business goals, managing our continued growth, and driving improvements in timeline and quality.

To drive these initiatives, we have recently created two additional senior positions within our Operations team. Bill Newland has been promoted to VP Operations. Bill will function as Site Manager for our Jacksonville, Florida operations. He brings vast experience on the servicing side of the business and leadership skills to our Financial Support and Special Assets teams. Chris Hymer has also been promoted to VP Operations. Chris will function as Site Manager for our Mendota Heights, Minnesota Operations. We are pleased that Chris will be utilizing his management experience, customer service skills, and

commitment to quality within our Attorney Management, Bankruptcy Support and Customer Support teams.

In addition to Bill and Chris, we have recently made a number of key promotions and new hires within our Operations management team. This expansion is a core element of our growth strategy and succession planning. I'm looking forward to the energy, enthusiasm, experience and fresh ideas these folks will bring to our teams.

Another primary component of our *Focus on the Future* is a strong emphasis on expanding our Special Assets (Problem Resolution) team. During 2005, we saw remarkable achievements in timeline management through the hard work and innovative spirit of our Network firms and our Attorney Management, Support, and Special Assets teams. We feel the greatest potential for continued improvement exists in our ability to partner closely with our clients and Network firms on resolving the more challenging files. We are confident that this strategy will result in additional performance gains for everyone.

We look forward to new opportunities and challenges in 2006. Thank you for your continued support and the role each of you play in our successful partnership.



STAGE	DAYS OVER/ (UNDER) FNMA STANDARD		PERCENT REDUCTION
	DEC. 2004*	DEC. 2005**	
File Received to First Action	(9.1)	(15.8)	74%
First Action to Service Complete	(10.3)	(10.8)	5%
Service Complete to Judgment Entered	15.1	10.1	33%
File Received to Sale Held	8.1	(10.5)	229%
MFR Received to Filed	.6	(.83)	238%
MFR Filed to Hearing Date	(11.9)	(14.53)	22%
MFR Received to Results	(14.5)	(17)	17%
Fees and Costs (avg. minutes)	358 (Apr. '05)	95	73%

*October '05 Monthly performance report (Dec. '04 stats) **Dec. '05 stats from APR thru 12/21/05



FIDELITY INFORMATION

Fidelity National Foreclosure and Bankruptcy Solutions

A Division of Fidelity National Default Solutions

FIDELITY EMPLOYEES HELP HURRICANE KATRINA VICTIMS

In addition to FNFS donations to the American Red Cross and Salvation Army, FNFS's parent company, Fidelity National Financial, raised \$730,706.53. They decided to direct funds to relief agencies that are taking the lead in helping survivors.

On behalf of FNF, checks were presented to the American Red Cross and Habitat for Humanity to provide those impacted by the hurricane with basic necessities and to help them rebuild their lives.

ABOUT FIDELITY NATIONAL FORECLOSURE AND BANKRUPTCY SOLUTIONS

Fidelity National Foreclosure and Bankruptcy Solutions (FNFS) provides loan servicers with single-source solutions for managing foreclosures, bankruptcies, and related matters on a nationwide basis.

Possessing the expertise to manage diverse loan procedures and credit types, FNFS helps clients realize consistent pricing for default management services as well as reductions in the cost per loan serviced.

When clients refer a loan to FNFS, we manage and report on the loan until resolution. The individual requirements of each loan are identified and processed to ensure the most efficient outcome. Stringent internal time limits are placed on every important event and active monitoring is conducted to minimize the overall timeframe. This loan level data can be reported to Fidelity partners on a daily basis using NewTrak, Fidelity's web-based default management tool. NewTrak allows Fidelity and its clients to view status from the lowest level of detail on a case all the way up to an aggregated view of the state- and nationwide performance of the vendor. It provides unparalleled efficiency by putting critical case and management data at the fingertips of vendors, clients, and Fidelity employees.

NewImage Express is another collaborative technology product offered by FNFS. NewImage Express (NIE) assists Fidelity clients and vendors with the expanding document retention requirements they face today. It is a secure, stand-alone scanning and document management system that reduces manual servicing requirements by transitioning hard copied documents to an electronic, indexed format for easy filing, retrieval, and storage. Once information has been transferred

to electronic format, it becomes a more valuable strategic resource. In conjunction with NewTrak, NIE users have the ability to manage their files along with the variety of documents associated with those files. The system offers a secure 128-bit encrypted bidirectional conduit for transmission of documents between FNFS and our clients' offices. Stored documents can be viewed, searched, and printed worldwide from any computer through a secure password authenticated Internet connection. An NIE user can easily find and send a document created years ago without rummaging through endless filing cabinets,

making copies, and paying for the postage to mail it.

NewInvoice 5.0 is an important tool for the mortgage community that provides the most complete vendor management solution for B2B electronic invoice submission and processing in the industry. NewInvoice

has made a significant investment in enhancing the ability to create, present, and process the many thousands of invoices received daily by clients.

From referral to invoice, Fidelity National Foreclosure and Bankruptcy Solutions provides unique, money-saving solutions for the mortgage community.

FIDELITY'S FIVE FUNDAMENTAL PRECEPTS

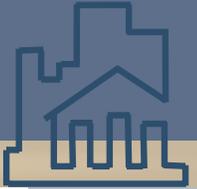
- *Autonomy and Entrepreneurship
- *Bias for Action
- *Employee Ownership
- *Minimize Bureaucracy
- *Close Customer Relationships

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THE SUMMIT

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Do you want to be featured in next quarter's issue of *The Summit*? We welcome all articles or comments about your company/firm. Tell us about changes, improvements, legislation that affects you — whatever you think will be interesting to readers of *The Summit*! The deadline for submissions for the next issue is February 27th.

We also welcome your photos (digital photos set to the highest resolution are preferred). Send comments, photos, and story ideas to:

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MERS STANDING CHALLENGED IN FLORIDA

by Roy Diaz

SMITH, HIATT & DIAZ P.A.

Enforcement of mortgages registered with Mortgage Electronic Registration Systems, Inc. (MERS) has recently been negatively impacted by two Court rulings in Florida. On August 18, 2005, Pinellas County Judge Walt Logan entered an order styled "Order Regarding Standing of MERS to Foreclose on Behalf of Others", resulting in the dismissal of twenty foreclosure cases pending in Pinellas County, Florida. On September 1, 2005, Miami-Dade County Judge Jon I. Gordon entered an order styled "Order of Dismissal on the Corrected Order To Show Cause" resulting in the dismissal of four consolidated foreclosure cases pending in Miami-Dade County, which ruling is currently under appeal.ⁱ

MERS was created as an electronic registration system to facilitate the movement and trade of mortgage loans. The MERS System is designed to simplify tracking of the beneficial ownership interest in mortgage loans by serving as mortgagee of record in a nominee capacity. Mortgage loans are registered in the MERS System and MERS acts as mortgagee for registered members. The membership includes many prominent lenders such as Countrywide Home Loans, Inc., GMAC Mortgage, Chase Manhattan Mortgage Corporation, as well as various industry servicers and title companies.

MERS becomes mortgagee of record either 1) as the named mortgagee at origination or 2) by assignment into MERS after a loan is originated. In the case of originated loans, the mortgage specifically provides language establishing that MERS acts as nominee for the originating Lender. In the case of assigned loans, the assignment documents usually set forth the nominee relationship. In either instance, MERS acts as nominee for its members, who are the beneficial owner or servicer of the loan. This also includes any member successors and assigns.

The common thread running through both the Pinellas County and Miami-Dade County rulings can be stated in one word: confusion. Judge Logan observed that in various cases he raised the question as to the process wherein one corporation could represent another corporation's interest. He then stated that he received no definite or legal answer.

To make his point, Judge Gordon peppered his ruling with questions regarding the term "nominee," such as "Are they 'nominee' for the 'payee'? Are they 'nominee' for the 'servicer'? What is a 'servicer'?"

Both Courts went on to identify a series of issues creating confusion which led them to their ultimate rulings. The Courts pointed out issues that appear in the various cases that were consolidated into their respective orders. These issues include Owner vs. Holder, Successors & assigns, exhibits vs. pleadings, lost notes, counterclaims, and MERS vs. MERS (the concept that MERS, as a nominee for one entity, could sue itself as nominee of another entity holding an inferior lien).

In analyzing Florida Statutes, Rules of Civil Procedure and case law, there certainly seems to be authority supporting the right of a third party to bring an action on behalf of the beneficial owner of a note and mortgage. Florida Statutes authorize enforcement of a note by the real party in interest.ⁱⁱ If the note is transferred to MERS with either 1) a blank endorsement or 2) intent that MERS enforce the note, Florida Statutes support the argument that MERS has the right to enforce the note.

Pursuant to Florida Statute, when indorsed in blank, an instrument becomes payable to the bearer.ⁱⁱⁱ In defining who can enforce an instrument, "the term 'person entitled to enforce' an instrument means 1) the holder of the instrument or 2) a nonholder in possession who has the rights of a holder."^{iv}

MERS' standing is also supported by Florida Rules of Civil Procedure, which provide:

"Every action may be prosecuted in the name of the real party in interest, but . . . a party with whom or in whose name a contract has been made for the benefit of another . . . may sue in the person's own name without joining the party for whose benefit the action is brought."^v

Continued on next page



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OPTION ONE MORTGAGE COMPANY

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Various Florida cases provide authority for an agent to act on behalf of another. This leads to an analysis of the practical aspects of suing in the name of MERS.

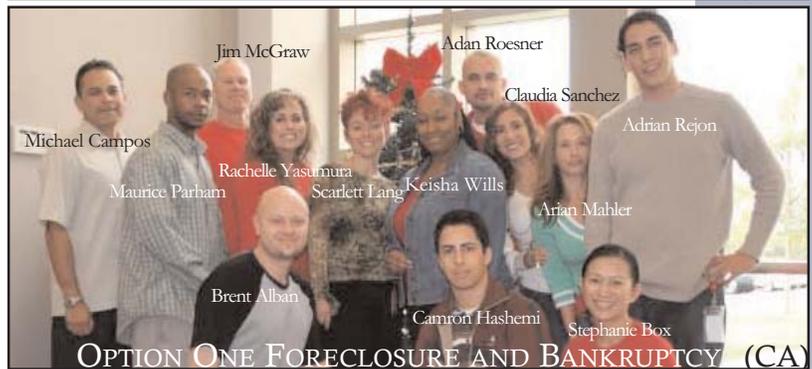
The efficient enforcement of defaulted loans is of paramount importance in the mortgage banking industry. Over time the Florida judicial foreclosure process has become streamlined and the Courts have become comfortable with the procedure that functions best when pursued by the beneficial owner of a loan.

Accordingly, lenders and servicers should evaluate the practical issues related to suing in MERS. An action brought by the beneficial owner of the loan must establish the following:

- ❄ Venue & Jurisdiction
- ❄ Execution of the Instrument
- ❄ The owner & holder of the instrument
- ❄ Owner of the property
- ❄ Default & Acceleration
- ❄ Amounts Due

An action filed in the name of MERS requires additional pleading and practice. MERS cases involve additional elements of proof, such as alleging and proving the nominee status of MERS. This requires proof that the MERS Agreement creates a contractual right for MERS to act on behalf of the beneficial owner of the loan. Cases that include lost notes must be approached with additional proof since the note would inevitably have been lost by the either 1) the beneficial owner 2) its predecessor or 3) a servicer of the loan, and not by MERS. Cases that include a counterclaim should be carefully evaluated because MERS would not be the proper party for claims against a lender or servicer.

If lenders, servicers and their counsel understand and appreciate the approach in bringing an action by MERS, procedures can be established to do so efficiently. The MERS System provides a tremendous benefit to the mortgage banking industry's needs to manage performing loans. This benefit should extend to defaulted loans as well.



i MERS v Revoredo, et al., - 3D05-2572 (Fla. 3rd DCA)
 ii Section 673, Fla. Stat. (2005)
 iii Section 673.2051(2), Fla. Stat. (2005)
 iv Section 673.3011, Fla. Stat. (2005)
 v Fla. R. Civ. P. §1.210(a)

THE ATTORNEY PERFORMANCE REPORT

by Lindsey Lesch

With the introduction of NewTrak in 2003, FNFS's President and COO Greg Whitworth announced the plan to use the information contained in NewTrak to evaluate attorney timeline performance in what was called "The Attorney Scorecard." The goal was to use the timeline data available on a single platform, NewTrak, to create objective performance measurements across client portfolios and jurisdictions that would lead to reductions in cycle times.

After over a year of planning with input from both clients and attorneys, in 2004, the FNFS team announced a model for the tiering program Mr. Whitworth had envisioned. The program allowed firms to compare their performance in Foreclosure and Bankruptcy stages to the state averages and best performers. Firms were able to see how much faster they were completing certain actions compared to state averages and were scored accordingly. Along with the tiering program came an incentive program under which both FNFS employees and tiered firms were awarded for top performance. After FNFS review and attorney feedback, the original tiering model was updated and was re-released in March 2005, accompanied by the first performance incentive payouts.

The Attorney Performance Report (APR) has proven beneficial to FNFS network firms and clients alike, creating a valuable marketing tool for firms and reducing loss severity for clients. Attorneys are able to monitor their timeline reduction with historical data, which shows performance over the past twelve months, and a "pending events above and below the state average" report. Using this information, many firms have increased their ranking in the APR. The APR has earned increased industry acceptance as an objective timeline measurement tool that attorneys use as a marketing method and clients use as one of their resources when selecting firms.

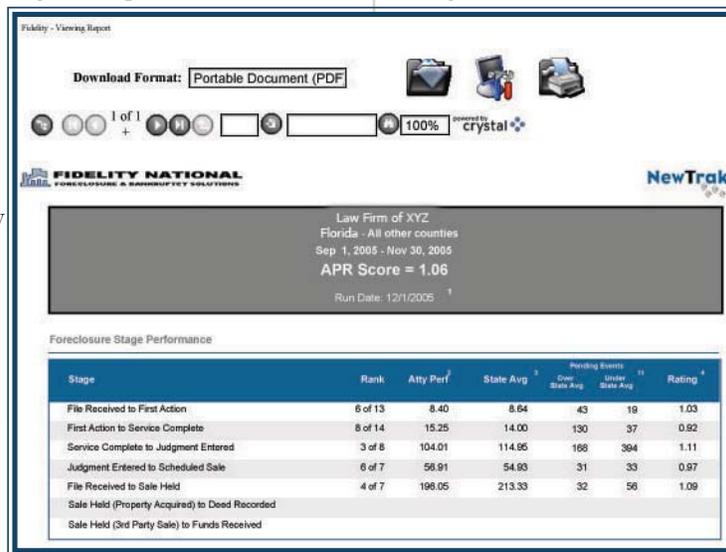
While the APR has provided clients with an additional tool in their search for top firms, its greatest impact has been savings in the form of timeline reduction. Since its inception in 2004, the APR has seen foreclosure timelines decrease with a potential savings to clients of \$26.2 million in the File Received to Sale Held stage alone.¹

With the formation of the Attorney Roundtable, input from firms helped Fidelity's reporting department prioritize changes to the model which were released in October of 2005.

The enhanced Attorney Performance Report (formerly known as tiering) includes data normalization, weighting adjustments, and adjustments to allowable delays.

Q1 projects include the monitoring of additional stages such as, Sale Held to Deed Recorded, Sale Held to 3rd Party Funds Received, MFR Results to Close and MFR Results to Agreed Order Entered. One of the most anticipated Q1 APR enhancements is the Client and Attorney Filtering. This

will allow Clients to filter a firm's performance to only the Client's files versus all Fidelity and allow attorneys to filter their performance by specific Clients they receive files from versus all Clients they receive files from. These enhancements to the APR will provide additional flexibility to our Clients and attorneys for driving even more into the data to recognize opportunities and reward advancements.



¹ 15.6 Days removed from file received to sale held timeframe vs. FNMA standard. Daily loss estimate of \$35 per day and approximately 4,000 sales per month, for 12 months.

Q4 - 2005 WINNERS FORECLOSURE

AL	Scott J. Humphrey
AR	Mickel Law Firm, P.A.
CA	Housekey
IA	Belin, Harris, Lamson & McCormic
KS	Singer & Tarpley P.A.
KY	Lerner, Sampson & Rothfuss
MD	LOGS - Shapiro & Burson
MI	Potestivo & Associates
MI	Orlans and Associates
MS	Morris and Associates
NC	LOGS - Shapiro & Ingle
NE	Steffi A. Swanson, P.C. L.L.O.
NJ	Fein, Such
NY	Fein, Such
OR	Cal-Western Reconveyance Corp
PA	Goldbeck McCafferty & McKeever
TN	Apperson, Crump, Duzane & Maxwell PLC
TN	LOGS - Shapiro & Kirsch
UT	Lundberg & Associates
VA	Friedman & McFadyen
VA	Sykes, Bourdon, Ahern & Levy
WV	Daniel J. Mancini and Associates

APR INCENTIVE WINNERS

Each quarter, FNFS distributes financial incentive awards to the top ten performing firms in Foreclosure and Bankruptcy in the form of \$20 per billable file, with the next ten firms receiving \$10 per billable file. In 2005, FNFS distributed over \$200,000 to top performing firms as quarterly incentive payouts.



Q4 - 2005 WINNERS BANKRUPTCY

AR	Mickel Law Firm	NC	Nodell, Glass & Haskell
AZ	Tiffany & Bosco, P.A.	NC	LOGS - Shapiro & Ingle
GA	LOGS - Shapiro & Swertfeger	OR	Shapiro & Sutherland, LLC
IA	Petosa, Petosa & Bloecker, LLP	PA	Goldbeck McCafferty & McKeever
IL	Kluever and Platt	SC	Ratchford & Hamilton, LLP
KS	McNearney & Associates	TN	LOGS - Shapiro & Kirsch
KS	Martin, Leigh and Laws	TX	Hughes, Watters & Askanase
MD	LOGS - Shapiro & Burson	VA	Friedman and MacFadyen
MI	Orlans and Associates	VA	LOGS - Shapiro & Burson
MI	Potestivo & Associates	WA	Robinson Tait
MS	Morris and Associates		

“I wanted to drop you an e-mail just to say hi and thank you for all your support. I noticed our firm’s recognition and the refund check. We appreciate this.... I have passed through the funds to my staff and they are energized.”

- STEVE LINDBERG, *Freedman Anselmo Lindberg & Rappe LLC*

“I just wanted to thank you for the incentive check and recognition in your newsletter. I have learned a great deal from you both (Greg and Scott), much of it painfully at first! I believe in what you guys have created. Your innovations in technology, data management and process are shaping the industry. Thanks for giving me a chance to show you what our firm could do.”

- TED MANLEY, *Manley Deas Kochalski LLC*

“Our firm’s relationship with Fidelity has been a real source of pride for all of our employees. We have always worked as a team and when one section of the firm is brought to the fore-front, as our foreclosure department has been, then the recognition is felt and appreciated by everyone within the firm. We knew we had a really good product to offer our clients, and to be recognized as being a national leader based on Fidelity’s high standards was a special tribute to everyone’s efforts.”

- SCOTT J. HUMPHREY ESQ., *Scott J. Humphrey, LLC*

APR FEEDBACK FROM FIDELITY NETWORK ATTORNEYS

“The APR system is a powerful tool. It provides all the data needed to validate whether your performance is in line with your competition’s performance. It motivates attorneys to review their processes to become top-tier performers.”

- KAY E. SCHINKER, *Executive Vice President, LOGS Legal Network*

“Seeing my firm’s performance ranked against the competition has been a motivator for us to make sure we remain the top Foreclosure/Bankruptcy Attorney in Tennessee. We are a goal oriented firm and APR provides an objective and powerful view on timeline results. [The] APR provides me the impact statements I need to let the industry know time is money and that we get to sale 39% faster than our competition in Tennessee.”

- JEREMY LIPFORD, *Shapiro and Kirsch*

CUYAHOGA COUNTY UPDATE

by Theodore Manley
MANLEY DEAS KOCHALSKI LLC

Ohio currently has the dubious distinction of leading the nation in foreclosure rates. According to the Mortgage Bankers Association, 3.3 percent of all home loans in the state are in foreclosure. The national average is approximately 1 percent. A northern county that contains the city of Cleveland outpaces all others with respect to foreclosures. Cuyahoga County represents only 11 percent of the statewide population, but has more than 20 percent of the foreclosures. Some recent changes by both the county and the city should give the mortgage servicing industry both hope and despair. Some statistics reflect the issues:

% increase in 2005 of foreclosures filed in Cuyahoga County:	13.5%
% increase in 2005 of cases being disposed of by magistrate's Decision:	15%
Total # of foreclosures filed in Cuyahoga County so far in 2005:	12,723
# of cases (out of 12,723) disposed of by decree in 2005:	5,751
# of magistrates currently on staff to handle foreclosures:	8
# of magistrates under new budget on staff to handle foreclosures:	12*

* Information supplied by Stephen J. Bucha III, Chief Magistrate, Cuyahoga County.

CUYAHOGA COUNTY FILING FEE INCREASE

Last summer, the Cuyahoga County Commissioners conducted a study of the foreclosure epidemic. Suburban mayors complained about the delays in processing foreclosures. Homeowners complained about the negative effects of abandoned properties on both property values and the health and safety of residents. Several foreclosure attorneys voiced a concern of mortgage lenders about the dramatic increase in loss severity as a result of the delays. All agreed that the status quo was unacceptable.

The court has responded by increasing the funding for county agencies by increasing the filing fee for foreclosures by \$200. The increase is expected to produce more than \$2,000,000 annually. The money will be used for the following:

- ✳ Hire 4 additional magistrates.
- ✳ Hire additional support staff in clerk's office.
- ✳ Hire additional support staff in the Sheriff's office.
- ✳ Move magistrates to new office space and employ a specialized clerk for foreclosures.
- ✳ Partially fund a document imaging system.
- ✳ Move cases involving abandoned properties to the top of the docket.
- ✳ Provide counseling to homeowners facing foreclosure.

Magistrate Bucha estimates that these changes will take at least a year to implement. Once these are in place, he estimates that the backlog of some 12,000 cases can be eliminated in four to five years.

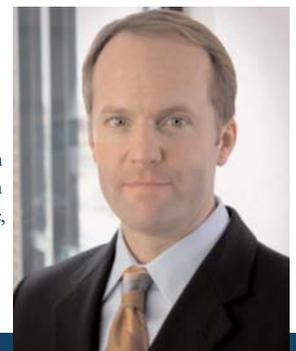
CITY OF CLEVELAND'S PROPOSED CRIMINAL ORDINANCE

Mayor Campbell and the Cleveland City Council have taken a different approach to the drastic increase in abandoned properties. Cleveland is in the process of enacting an ordinance that would require the notification to the Department of Building and Housing of each foreclosure action filed on a property located in the city. The purpose of the ordinance is to identify and monitor specific properties that may become abandoned and fall into disrepair. The notification must identify the person who will be "responsible" for maintaining the property and must be accompanied by a \$60 filing fee. Failure to comply with the ordinance is a fourth degree misdemeanor. According to the city prosecutor's office, every day of noncompliance will constitute a separate violation.

The ordinance has not yet passed and there will be continued public discussion on the issue in January. City Council has proposed the ordinance as an emergency measure. Because of the language of the ordinance, it is not clear whether it will be used to hold mortgage Servicers responsible for maintaining vacant properties, which appears to be the intent. The city prosecutor's office says that it is in the process of ramping up its staff to enforce the provision.

After years of backlog and delay, the situation in Cuyahoga County has reached a level of crisis that has caused county and city officials to take action. The increase in the County's budget will add personnel and imaging technology to the process, which may have the effect of reducing the overall time frame for processing foreclosures. The City of Cleveland's measure has the potential to add an additional burden on lenders and expose them to the risk of criminal penalties. Which approach better addresses the issue of blight remains to be seen.

TED MANLEY is a principal in the law firm of Manley Deas Kochalski LLC located in Columbus, Ohio. His firm handles foreclosure, bankruptcy and related matters in Ohio and Kentucky. He is also a partner in The National Firm, McCarthy, Holthus, Baum & Ackerman LLC.



LIFE OF THE COLLATERAL AFTER FORECLOSURE

by Aviva J. Bush and Pam Crocker

FIDELITY NATIONAL ASSET MANAGEMENT SOLUTIONS

Ever wonder what exactly happens after the foreclosure sale takes place and the client is the high bidder? As you might expect, the file then moves to the REO Department; some are in house and some are outsourced to other service providers. The process in each may vary, but the end result is the same: sell the property and liquidate as soon as possible. Unfortunately, whether clients have their own REO Department or outsource, both encounter the same obstacles in selling, closing and funding on the property with the speed they desire.

One of the largest obstacles creating delays in closing is title issues. Clients frequently ask for short contract-to-close dates; 10 business days is the usual requested amount of time. With that request we must bashfully reply that this is not possible due to the length of time required to clear various title issues. Eighty-seven percent of FNAMS' total inventory has some kind of title issue, and we suspect our rate is in line with others in the industry. Clients wonder why, if a foreclosure law firm handled the foreclosure and that same firm is usually assigned the REO file, are the issues not identified and resolved sooner, thereby permitting ten day closings.

While we realize there is cost and expense involved in clearing these issues and that a small percentage of

foreclosure files actually proceed to REO Departments, it is worth considering the consequence for failure to clear all issues. Canceling contracts due to title issues can create other issues of harm to clients and ourselves – lawsuits by disgruntled buyers. Although the FNAMS addendum addresses these issues, which might prevent the seller from performing on the contract, this does not always deter the unhappy buyer, who wants revenge

on all with “deep pockets.” Therefore, FNAMS and its clients must spend time and money defending these actions. Again, one must ask if the cost of not identifying and resolving issues during foreclosure is worth the cost of litigation and/or settlement.

FNAMS has instituted processes and armed itself with the technology

that enables us to more quickly identify, cure and clear title issues. This has allowed for less closing delays and reduced cost to our clients. FNAMS has been working closely with our partners at FNFS, their attorney network, and our clients to minimize and resolve title issues as quickly as possible to reduce loss to our clients. Our goal is to “raise the bar” and provide “excellence in everything” we do; mediocre is not in our vocabulary.

“CANCELING CONTRACTS
DUE TO TITLE ISSUES
CAN CREATE OTHER
ISSUES OF HARM TO
CLIENTS AND OURSELVES
– LAWSUITS BY
DISGRUNTLED BUYERS.”



PAM CROCKER (left) is VP of Title and Evictions and AVIVA J. BUSH (right) is VP of the Closing Department at FNAMS.



DEPARTMENT SPOTLIGHT: ATTORNEY MANAGEMENT

by Lynn McNamee

VP OPERATIONS, ATTORNEY MANAGEMENT

Timelines, Timelines, Timelines. It's the buzz word of the attorney management staff at Fidelity. From completing a foreclosure to filing a motion for relief, the staff is dedicated to working closely with the many firms that are currently in the Fidelity network.

The development of the Attorney Performance Report (APR) has been a key tool for the coordinators to strategize with firms in their assigned regions and compress timeframes in every stage of both Bankruptcy and Foreclosure actions. The APR contains multiple points of data for the network to compare themselves to their peers in the industry. It provides a rolling 90-day score for individual performance in core stages, key service indicators, as well as loan level detail for files that are approaching their respective stages. The APR also contains a trending page for the staff to view a firm's performance for the past 13 months in each stage, the best score in that stage, and the state average for the stage. We like to think of it as free consulting!

For many years both servicing shops and attorney firms focused on either the FNMA or FHLMC published timelines to complete a foreclosure or bankruptcy. Attorney management has taken timelines to a new level with the development of "sludge." By using data within NewTrak established by the Network through historical stage completion and performance, we've developed a more compressed timeline measurement method. Once a file has exceeded the established average

performance for that stage, it becomes a "sludge" file. We feel this is a more proactive approach to getting our files to sale or completing a motion for relief. A good example of this would be in the stage of first legals. Generally, the industry looks at completing a first legal within 30 days. If we have a state where first legals can be completed in an average of 3 days, we don't want to wait until the 30th day to see if a first legal is complete. We prefer to look at that file on day 4, checking with the firm to ensure they have what they need; thus, the invention of "sludge." It has done wonders for the compression of timelines.

The key to success at Fidelity National Foreclosure and Bankruptcy Solutions has been the overall relationships we have developed with the attorney firms. By reducing timelines, we have been instrumental in saving our clients money because each day a file is in foreclosure or bankruptcy, it is at a cost to the client. The relationship of the network firms and the attorney management staff has been instrumental. We have a mission statement that sums it all up:

- F**orming strong relationships within our attorney network.
- N**urturing effective communication between clients and attorneys.
- F**acilitating innovative technology to manage timelines.
- S**afeguarding our client's investments.



FC REGION 1

REGION 1: BACK (L TO R) Craig Hinson (Sup), Tara McGraw, Ann Marie Morrison, Deanna Thompson, Emmanuel Njoktabot.
FRONT (L TO R) Kathy Giddings, Kristina Mertins (lead), Rebecca Verdeja, Alicia Losoya, Edgar Ogechi.



FC REGION 2

REGION 2: BACK (L TO R) Elizabeth Geretschlaeger, Marques Robertson; Christina Allen (Sup), Wade Hanson.
FRONT (L TO R) Rona Ramos, Melissa Mosloski, Doua Her, Jeanelle Gray (Mgr), Nicole Mulvehill.



FC REGION 3

REGION 3: BACK (L TO R) Becky Asif, Amanda Sauerer, Kim Waldroff, Katy Grotjohn (lead), Beth Altenbach, Josh Baxley (Sup).
FRONT (L TO R) Carrie Curran, Angie Peterson, Maly Lo.



FC REGION 4

REGION 4: BACK (L TO R) Marci Apodaca, Pete Read, Mark Johnson, Topako Love (lead).
FRONT (L TO R) Jackie Freedman, Elizabeth Anselmo (Sup), Tabitha Finstuen.

EMPLOYEE ANNIVERSARIES

OCTOBER, NOVEMBER, DECEMBER, JANUARY, FEBRUARY, MARCH



REGION 5: BACK (L TO R)

Brian Kummer,
Shaun Chenoweth,
Rashad Roberson,
Devon Babcock,
Zablon Oruko.

FRONT (L TO R)

Jamie Gover (lead),
Craig Hanlon (Sup),
Sheri Bongaarts.

FC REGION 5



REGION 6: BACK (L TO R)

Jon Swanson,
Ryan Lee,
Paul Bruha,
Mark Stevens (Sup).

FRONT (L TO R)

Tanya Strantz,
Nou Chu Yang Heu
(lead).

FC REGION 6



REGION 1: BACK (L TO R)

Dana Vanlin,
Catrina Mathisen,
Andrew Devitt,
Cristina Emerson (lead),
Joseph Sheire,
John Cody (Mgr).

FRONT (L TO R)

Etsuko Kabeya,
Jessica Knie,
Sonja Lange (Sup),
Denise Thao.

BK REGION 1



REGION 2: BACK (L TO R)

Chris Maset (lead),
Mark Gibson,
Jared Anderson,
John Cody (Mgr).

FRONT (L TO R)

Gregg Kispert,
Darnette Randle,
Jennifer Yorek,
Paige Sahr,
Susan Stuart (Sup).

BK REGION 2



MANAGEMENT

BACK (L TO R) Lynn McNamee, John Cody, Mark Stevens, Craig Hanlon,
Joshua Baxley, Craig Hinson.

FRONT (L TO R) Susan Stuart, Sonja Lange, Jennifer Anthony, Liquenda
Allotey, Jeanelle Gray, Christine Anderson, Elizabeth Anselmo.

Teslyn Bailey
Subrata Bhowmik
Shanna Blackley
Anita Blalock
Lee Bodnar
Angela Box
Patrick Brannen
Grace Carlisle
Cara Cecil
Lisa Dolison
Tabitha Finstuen
Jaime Gover
Nancy Green
Alissa Hinson
Johna Hunter
Broderick Jenkins
Jane Johns
Jeremy Jones
Justyna Kottke
April Lingerfelt
Brett Link

Laurence McCoy
Melanie Mooney
Mary Muratore
Benjamin Okwabi
Amy O'Quinn-Whitworth
Dave Pirtle
Michael Reap
Silena Rivera
Cassandra Sepeda
Dennis Stoerzinger
Kevin Stoutenburg
Betsy Tanner
Johnny Thao
Nhi Man Thi Le
Melissa Tolley
Nancy Turner
Marlen Vogt
Terri Walker
Tracey Welch
Sarah Yarbrough

Robert Berray
Jamal Kahin
Austin Leichner
Greg Whitworth

SVP IT
NEWINVOICE DEVELOPER
IT SYSTEM DEVELOPER
PRESIDENT AND COO

Deidra Murr
Carmela Lagarile
Wendy Wilde
Pam Beck-Janssen
Dave Funk
Kevin Krautbauer
Laura MacIntyre
Thor Temple

NEWINVOICE AUDITOR
DOCUMENT EXECUTIONS
FC AUDITOR
VP CLIENT IMPLEMENTATIONS
VP, NETWORK INFR. & SUPP.
PROJECT ADMINISTRATOR
SVP NEWINVOICE OPERATIONS
PROJECT MANAGER

1 YEAR

5 YEARS

10
11
11
12
12
12
12
20
YEARS



NEWINVOICE 5.0

by Laura MacIntyre
 SENIOR VICE PRESIDENT AND OPERATING MANAGER, NEWINVOICE



We are pleased to announce that, effective November 1st, 2005, Laura MacIntyre has been promoted to the Operating Manager of NewInvoice. She has over 12 years of mortgage related experience with Fidelity and her many successes have positioned her for the challenges of running the leading invoice processing company in the industry.

LAURA MACINTYRE
 Senior Vice President NewInvoice Operations
 651.234.3511
laura.macintyre@fnfs.net

NewInvoice is proud to announce the release of its enhanced B2B Electronic Invoice Management (EIM) solution, NewInvoice 5.0. When the NewInvoice team began this initiative, their goal was to improve performance, incorporate client requested features, and to achieve consistency with other Fidelity default products. With 5.0, they have done just that.

NewInvoice 5.0 is the most comprehensive electronic invoice management tool in the industry. The system has been re-architected to provide enhanced navigation, more flexibility and security for the client and vendor base. A significant investment has been made in creating a multi-use solution for all invoice types including: attorney, valuations, property preservations, inspections, loss mitigations, litigation and our newest product, REO, expected to be delivered to the market 2nd/3rd quarter 2006.

NewInvoice 5.0 incorporates the chosen architecture of all the other technology products offered by Fidelity National Default Solutions. It was re-developed using .Net and MS SQL, a common sign on and security module, along with other standardized Fidelity components. Undertaking an enormous task, the team successfully converted this large application (with over 400,000 lines of code) into a

new architecture, while also adding new features, modules, and the groundwork for integration with products such as NewTrak and NewImage. NewInvoice 5.0 is the culmination of an incredible collaborative effort on the part of the servicers, vendors, and technologists.

Through the use of similar architecture and common NewTrak and NewInvoice development teams, Fidelity has greatly increased its ability to deliver integrated solutions to its clients. One of the prime architectural benefits to attorneys is that the vendor portion of NewInvoice now mirrors the servicer module, i.e., thin client. Attorneys will no longer have to download upgrades and maintain code at their desktops to use the application for day-to-day invoice processing.

Currently processing over \$1.7 billion annually in default related invoices, with an estimated 3.2 million invoices annually being submitted through the system, NewInvoice is the dominant solution for the mortgage industry for vendor-to-servicer electronic bill presentation and processing. Soon, NewInvoice and other collaborative Fidelity products will automate every loan touch point from the day the loan is referred to an attorney all the way through REO and Claims filing. Expect unparalleled benefits from using NewTrak, NewInvoice and NewImage in the near future.

“NEWINVOICE 5.0 IS THE CULMINATION OF AN INCREDIBLE COLLABORATIVE EFFORT ON THE PART OF THE SERVICERS, VENDORS, AND TECHNOLOGISTS.”

Visit our website at newinvoice.com for upcoming 5.0 news.



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STEVE SHORE
Assistant Vice President -Development

For NewInvoice Customer Support, call 678.405.3600

FEEDBACK FROM NEWINVOICE CLIENTS

“NewInvoice 5.0 has changed my work habits so much that I have more time to concentrate on other issues without putting them on the back burner. I find 5.0 more user friendly and faster which is a big plus for me; I could be the poster girl for NewInvoice.”

- BETTY TABLER, *HomEq*

“The improvements in 5.0 have significantly improved reporting to management. Having check numbers available the next day has helped our daily balancing process and 5.0 being faster than 4.0 has helped us process invoices in a more timely manner. I look forward to future enhancements in 5.0 and working with Fidelity to improve these processes. The Fidelity staff is very knowledgeable and has always been helpful. I have enjoyed working with them.”

-CAROL FINGER, *Select Portfolio Servicing*

“NewInvoice 5.0 has given us more tools to manage the vendor payments function, and allows us to handle our attorney and P&P invoices more efficiently. In addition, the staff has offered great support both during and after the conversion, and continues to show us how we as the servicer can use the system to our best advantage.”

- RICK KNESER, *Washington Mutual*



FIRM SPOTLIGHT: SINGER TARPLEY & JONES P.A.

by Robin Gautieri
SINGER TARPLEY & JONES P.A.

Singer, Tarpley & Jones earns this month's "firm spotlight" by consistently driving APR standards in Foreclosure in the state of Kansas.

Singer Tarpley & Jones P.A. endeavors to constantly improve the product provided to our clients. "Our success has been predicated upon our ability to recruit and hire excellent employees who have a customer service approach and dedicated work ethic. We truly believe in our 'client first' approach to communication and problem solving," states Sheldon Singer, founder of Singer Tarpley & Jones, P.A.. The professionalism of the staff has also enabled it to cultivate excellent working relationships with title companies, legal publications and court staff which significantly contributes to the firm's ability to expedite the handling of all legal matters. The attorneys and staff take an aggressive approach to recognizing potential problems which, when caught early, further expedites a successful conclusion to each file.

Founded in 1998 by managing partner Sheldon R. Singer, Singer Tarpley & Jones P.A. provides top quality legal representation to mortgage lenders in Kansas and Missouri. Each of the firm's partners has

"SINGER TARPLEY & JONES UTILIZES THE MOST ADVANCED TECHNOLOGY AND SYSTEMS THAT ALLOW THE FIRM TO SUSTAIN ITS EXCELLENT FNFS APR RANKING."

over twenty-four years of legal experience and the expertise necessary to direct a large volume of foreclosure, bankruptcy and eviction matters during the course of each year. The attorneys are all well known and respected in the courts, allowing for quicker processing of pleadings, judgments and orders. Singer Tarpley & Jones offers its clients a comprehensive approach to their real estate legal needs, including foreclosure, bankruptcy, loss mitigation, REO closing services, deficiency collections and all related litigation support. Representation is tailored to the needs of each client.

"With regard to each client file we have only one goal and that is to provide personal service exceeding industry standards," says Robin Gautieri, lead Foreclosure Paralegal. Singer Tarpley & Jones utilizes the most advanced technology and systems that allow the firm to sustain its excellent FNFS APR ranking. The firm employs a team approach and a shared goal of providing excellent service to its clients. The staff is trained to constantly look for faster and better methods of accomplishing the varied tasks to arrive at the client's ultimate goal.

Singer Tarpley & Jones is located in Overland Park, KS. Its attorneys are licensed to practice in the state and federal courts of Kansas and Missouri, and in the federal courts of Colorado, Nebraska and Arkansas.

STANDING (L TO R): Mona Beckham, Sandy Hudleston, Kenneth Jones, Katie Lehn, Linda Tarpley, Robin Gautieri
SITTING: Sheldon Singer





ATTORNEY GUEST SEMINARS

by Theron Green

November 2004 marked the genesis of the Attorney Guest Seminar program in Minnesota. Its primary objective was to promote the continued education of Fidelity personnel. By inviting network firms from across the nation, we've been able to present and discuss current issues and local/national rules and laws. This has allowed our operations to remain updated on procedural and industry changes, adapt to those affecting the client and provide practical application to enhance the quality in work being delivered.

Each month, a different firm is invited by Fidelity to conduct a seminar on their state's current Bankruptcy and Foreclosure practices. The seminar topics are chosen from a list of relevant issues governing best practices in that firm's state or issues of interest to Fidelity. Over the last year, we have had the distinct pleasure of hosting 12 outstanding firms in the Fidelity Network and it is our intent and commitment to continue its success in 2006 in both the Minnesota and Florida offices.

In November 2005, Lerner, Sampson and Rothfuss were our invited guest on the Attorney Guest Seminar Schedule in

Minnesota. Their presentation of Answer filed, Cross and Counter Claims, Lien Disputes, and Drug seizures in Ohio and Kentucky received rave reviews from both Fidelity operations and management.

In December, Robert Hopp and Ruthie Crabtree of Hopp & Shore did an exceptional job of educating us on their laws in Colorado. The topics included Redemption Period, Judicial Process (Rule 120), Title Issues, and How Bankruptcy Affects a Foreclosure.

Also in December, Fein, Such, Kahn & Shephard visited our Jacksonville office and facilitated a seminar on the new BK legislation for our employees. We were also joined by our clients, Everhome and ABN AMRO, for the two hour session.

As I exit my role as Fidelity's Attorney Relations Manager, Selena Edwards will continue to build a stronger partnership with the network. By extending our lines of communication through programs like the Attorney Guest Seminar, the Attorney Conference Tour and the Attorney Roundtable, I believe we are that much closer to achieving our company goals.



LERNER, SAMPSON, AND ROTHFUSS AND FNFS STAFF

FRONT (L TO R) Bill Purtell-LSR, Theresa Miller-LSR, Jennifer Anthony-FNFS, Stephanie Powell-LSR, Drew Broyles-LSR.
MIDDLE (L TO R): Sheri Bongaarts-FNFS, Jaime Gover-FNFS, Elizabeth Geretschlager-FNFS, Rona Ramos-FNFS, Melissa Mosloski-FNFS, Jeanelle Gray-FNFS, Christine Anderson-FNFS.
BACK (L TO R): Justyna Kottke-FNFS, Theron Green-FNFS, Craig Hanlon-FNFS, Christina Allen-FNFS, Nicole Mulvehill-FNFS, Marques Roberson-FNFS, Richard Olasande-FNFS.



HOPP & SHORE AND FNFS STAFF

FRONT (L TO R) Christine Anderson-FNFS, Selena Edwards-FNFS, and Jeanelle Gray-FNFS
BACK (L TO R): Wade Hanson-FNFS, Christina Allen-FNFS, Ruthie Crabtree

*If your firm is interested in conducting a seminar at our Jacksonville location, please contact Selena Edwards:
904.470.7837
selena.edwards@fnfs.net

ATTORNEY GUEST SEMINAR PROGRAM SCHEDULE 2006 - MN*		
MONTH	STATE	FIRM
JANUARY	LA	Boles & Boles
FEBRUARY	CO, NM, WY	Castle, Meinhold & Stawiarski
MARCH	OH	Reimer Lorber
APRIL	TN	Shapiro & Kirsch
MAY	OK	Baer Timberlake
JUNE	**	Attorney Summit (see page 20 for more details)
JULY	IA	Petosa & Petosa
AUGUST	MS	Rob Coleman
SEPTEMBER	KY/IN	Reisenfeld & Associates
OCTOBER	VA	Samuel I. White P.C.
NOVEMBER	SC	Rogers Townsend Thomas
DECEMBER	NC	Brock & Scott



APR SUCCESS STORY: TIFFANY & BOSCO, P.A.

by Mark Bosco

TIFFANY & BOSCO, P.A.

When the Fidelity Attorney Tiering Program (APR Program) was first rolled out at the Fidelity Attorney Summit on June 17th, 2004, I remember the overall reaction to the program expressed by many of the law firms present; the reactions ran the gamut from shock, dismay, disappointment and overall “negative” to pondering how this was ever going to work. I think many of the firms’ reactions were probably driven by both fear of the unknown and the realization that significant change would have to occur within their firms in order to for them to achieve success in the program.

At that point, both our law firm, Tiffany & Bosco, P.A and our Nevada and California Trustee operation, National Default Servicing Corporation, decided we had two choices as to how to react to the proposed APR Program. One choice was to focus on the negatives and get caught up in the prevailing negative sentiment. The other was to come to the realization that the APR Program was in all likelihood here to stay and embrace the potential benefits it could provide our firms. The choice was pretty obvious and we chose the latter.

In analyzing the APR Program, it became readily apparent that FNFS had successfully developed a program that effectively analyzed the various processes of our default practice and the timeliness thereof. The APR Program provided us with independent third party data and analysis that, to the best of our knowledge, we could not easily obtain from any other source. To this day, we are not aware of any industry consultant who would be able to analyze our state specific processes and provide immediate feedback as to our performance levels, areas of potential improvement, etc. Further, if we could locate such a consultant, it would cost thousands or, more likely, tens of thousands of dollars to have them analyze our process and provide the feedback we receive from the APR Program. In addition, the consultant would most likely not be able to provide us with the continually updated data and

subsequent analysis; the APR Program provides this information on a daily basis.

The APR Program has been a very valuable tool to our firms over the last eighteen months in terms of analyzing our performance, determining how we can improve, and proactively implementing the necessary improvements. We have embraced the program and used it as a tool to improve and, in some cases, reinvent our internal processes.

The success of this program has also been the result of FNFS’ commitment to work with the firms, listen to the suggestions/comments, and continually upgrade the system where appropriate. This partnering between the client, the law firms, and FNFS has set the standard for all future Performance Rating Programs.

The APR Program has also been very useful in the marketing arena. Clients and potential clients alike are very impressed when we show them that our firms, Tiffany & Bosco, P.A. and National Default Servicing Corporation, are ranked number one in overall performance

by the APR in our states. They are especially impressed when they realize that the report and ranking is prepared by Fidelity, an independent third party. As a result, our firms are continually recommending the program to our clients who are not currently on NewTrak and haven’t had the benefit of viewing the APR.

In summary, although the APR Program has required a significant time commitment to analyze the data, understanding the functionality of the program and being willing to change or adapt our processes has resulted in improved performance. The APR Program has clearly been one of the most valuable tools we have found for providing constant feedback on our performance and effectively marketing our firms.

“THE APR PROGRAM HAS CLEARLY BEEN ONE OF THE MOST VALUABLE TOOLS WE HAVE FOUND FOR PROVIDING CONSTANT FEEDBACK ON OUR PERFORMANCE.”

EMPLOYEE SPOTLIGHT: CHUCK COTE

by Lindsey Lesch

Charles (Chuck) Cote is living proof that Rock and Roll dreams can actually lead to promising careers. NewTrak's Vice President of Core Development began his web design and computer programming career as a way of promoting the electric basses and guitars he has built since the age of eighteen.

In 1996, Chuck built his first website to showcase his instruments, leading to a growing interest in the field. Soon after, using his self-taught skills in the area, he began building websites professionally. Eventually, he began working as a web developer and was involved in developing NewTrak. He came to Fidelity in July 2003 to continue his work on NewTrak as Senior Web Developer. A year later, in June 2004, he was promoted to VP of Core Development. In response to NewTrak's success, Chuck says "When I first came to Fidelity, we knew that NewTrak was going to be important, but the growth of the application has surprised us, both from the number of users that use the system and the amount of data under management. When NewTrak started in 2003, it contained just over three million comments. Less than three years later, it now contains over 47 million comments on 500,000 loans with over 2 million individual referrals/processes within those loans. We learn more every day about how the system is being used and how to make it scale to meet the increasing demand. We are constantly researching new ways to make the system run as quickly as possible, whether that means optimizing existing code, fine tuning the database structure and maintenance, or

buying additional hardware. The NewTrak team and the MIS team in Minnesota work closely with each other on a daily basis measuring system performance and making improvements. We also use the feedback we get from our individual users and the NewTrak User Groups to make the system as user-friendly and productive as possible. We have used this feedback to deploy 32 new releases of NewTrak, with over 300 enhancements since June 2004 alone." Chuck's duties now include software development and management of development staff for NewTrak and supporting applications. Recently his team has been extremely busy with multiple client implementations for NewTrak, including ABN AMRO, Option One Mortgage Company, Washington Mutual, HomeEq and others. Ongoing projects for Chuck's teams include development for the NewTrak vendor interface and creation of a document and workflow management system code named "Apollo."

"WHEN I FIRST CAME TO FIDELITY, WE KNEW THAT NEWTRAK WAS GOING TO BE IMPORTANT, BUT THE GROWTH OF THE APPLICATION HAS SURPRISED US."

Although his interest in music led Chuck to a career in web development, his Rock and Roll dreams remain strong. Along with his brothers, William and Daniel, Chuck plays bass and sings in their rock band, The Reverse Engineers. Their self produced CD, Max Q, has received radio airplay on Sky Digital in England, XM Radio, and SIRIUS satellite radio and has been featured on many Podcasts over the internet. Their song, "Mercury in Retrograde" is the eighth most played song on the Podcast charts. You can listen to the Reverse Engineers at:

www.TheReverseEngineers.com and iTunes



Some of Chuck's basses are played by well known bands and artists, like Bonnie Raitt, I Mother Earth, Keith Sweat, and others. His basses have also appeared on some movie soundtracks (a studio bassist used one on a Star Wars soundtrack back in the '90s) and on the Oprah Winfrey show. He still builds basses occasionally, but much of his spare time is happily spent with 4 year old son Noah and wife Igna.

THE REVERSE ENGINEERS: (L TO R) Brothers Chuck, William, and Dan Cote.

NEW TO THE FIDELITY PARTNERSHIP

Fidelity National Foreclosure and Bankruptcy Solutions welcomes the following firms to the Fidelity partnership from October, November, and December.

AK/TX	Cal-Western Reconveyance Corp	MD	Shulman Rogers Gandal Pordy & Ecker, P.A.
AZ	Miles, Bauer, Bergstrom & Winters	MN	Rider Bennet LLP
AZ	Statewide Foreclosure Services	MN	Stephenson & Sanford, P.L.C.
CO	Curtis Law Group	MT/NC	Melmet Default Services
CT	Cohen, Burns, Hard & Paul	NV	Housekey
CT	Law Offices of Michael J. Auger LLC	NY	Bernard H. Cohen
DC	Danoff, King, & Hoffmeister	NY	Edward A. Wiener, P.C.
DE	Young, Conaway, Stargatt & Taylor	OK	Riggs, Abney, Neal, Turpen, Orbirson & Lewis
ID	First American Title of Idaho	PR	Martinez & Torres Law Offices, P.S.C.
IL	LOGS - Fisher & Shapiro	TX	Pite, Duncanc & Melmet, LLP
MA/NH	Barron & Stadfeld, P.C.	UT	Petty & Associates Law Office, LC
MA/NH/RI	Portnoy & Greene, P.C.		

ATTORNEY ROUNDTABLE HIGHLIGHTS

In response to the interest generated by the Attorney Roundtable article in the last issue of The Summit, we have provided additional information about membership rotation and discussion topics.

Each year, Fidelity will select six firms from across the nation to represent our Attorney Network and to provide valuable feedback to our company and our clients. In selecting these firms, Fidelity hopes to create a diverse membership based on the following criteria: 1) geographic region, 2) firm size, 3) judicial/non-judicial state, and 4) organization affiliations. In addition, two “At-Large” members are selected by the AFN and USFN boards. To retain continuity, the current terms are staggered in twelve and eighteen month intervals, with four new firms joining the group every six months. Subsequent firms will serve twelve months.

Roundtable members are responsible for the following:

- 1) to present the ideas and interests of the Fidelity Attorney Network and serve as a “Review Panel” for current and

upcoming FNFS initiatives, 2) to disseminate information and obtain feedback about process improvements at FNFS and our clients, 3) to assist in decisions about the direction and focus of our operation, and 4) identify and discuss industry standards, changes and concerns, and assist Fidelity and clients with how these may affect operations and practices.

If you would like to submit a topic of importance to be reviewed and approved for discussion, please reach out to any one of the Roundtable members listed below. They will review submissions before each meeting.

If you are interested in participation in the 2006-2007 Attorney Roundtable, please send your name and contact information to Attyfeedback@fnfs.net. Please include two firm representatives (one attorney and one operations representative).

We are excited about the opportunities offered by this collaborative effort and will be announcing the Roundtable members for 2006-2007 at our Attorney Summit in June, 2006.

For more information on the Attorney Summit, please refer to page 20.

ROUNDTABLE FIRM	CONTACT	EMAIL	PHONE
FLORIDA DEFAULT LAW GROUP	Bill Casale	bcasale@defaultlawfl.com	813.342.2200 x3051
FEIWELL & HANNOY	Mike Feiwell	mfeiwell@feiwellhannoy.com	317.237.2738
HUNT LEIBERT (USFN)	Rich Leibert	rleibert@huntleibert.com	860.240.9100
KOZENY AND MCCUBBIN (AFN)	Valerie McCuskey	vmccuskey@km-law.com	314.991.0255
MICKEL LAW FIRM	Delbert Mickel	dmickel@mickellaw.com	501.920.4441
MORRIS, SCHNEIDER & PRIOR	Joel A. Freedman	jafreedman@msplaw.com	770.234.9181 x1119
MORRIS, SCHNEIDER & PRIOR	Tom Prior	teprior@msplaw.com	770.234.9181 x1105
ROBINSON TAIT	Jennifer Tait	jtait@robinsontait.com	206.676.9642
STEVEN J. BAUM	Steven Baum	sbaum@mbaum.com	716.204.2400



INTRODUCING: WEB SERVICES

Web Services is a new method for updating information in FIS's MSP loan servicing application with current information in NewTrak. It's a more efficient feed from NewTrak into a web service for FIS, which is transmitted via a secure SSL encryption to MSP. Web Services eliminates comment and event update backlogs and provides scalability, which benefits both our MSP clients and NewTrak. Web Services completely replaces MSP screen scraping for updating steps and comments. Currently, using web services allows NewTrak to update over 100,000 transactions throughout the processing day. Previously, FNFS had 45 PCs used to update events and comments.

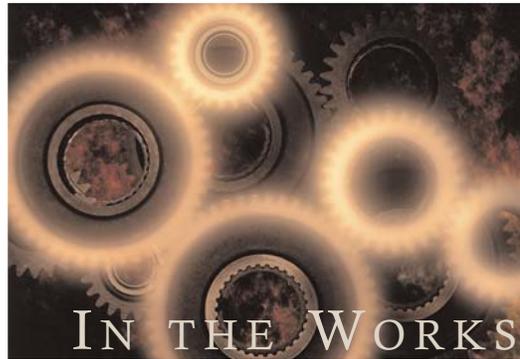
Goals for 2006 include the activation, suspension and closure of Foreclosure and Bankruptcy workstations (being tested now for Q1 2006 production) and the use of FIS Web Services to pull data from MSP. This will replace the need for screen prints for referrals, reinstatements, and payoffs.

EMC, Option One, Select Portfolio Servicing, Wachovia, and Washington Mutual have already been converted to Web Services for step and comment updates. Bank of America and HomeEq are scheduled to be converted during Q1 2006.

MORTGAGE WORD SEARCH

h y j c a e i a s q p b k e i t o o u r
 n p e r s o n a l p r o p e r t y b q c
 h m r s l j r e a l e s t a t e t n u y
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 y f n t n a m b t n u i a d e l a y t e
 l g a d f a t d d s d j e y m m a g z r
 o c f r e c t e a v i y l k l t p h s b
 n e p m c r e d i t c o u n s e l i n g
 r a f f i d a v i t e k g d j v e s o i
 f f i h w n m x l j y j n i x j d t i n
 v c o m f o r t o r d e r y o u v o t n
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 f i e f c o g h b x c i h r w u e i m e
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 b k l e g i s l a t i o n u q x z c f a
 h o l i d a y m o r a t o r i u m o a m
 t z q e o s u e g r e y w r h d t s e g
 n e w y e a r r e s o l u t i o n t r e

Can you find all 25 words in this word search?



- NEWIMAGE EXPRESS:** Training plans for NIE are in progress. There are only a few more existing clients left to convert and train.
- NEWINVOICE:** The final set of conversions will be completed in January 2006. What's next? REO module release.
- NEWTRAK:** NewTrak's next scheduled release is set for late January 2006 including development requests presented by the NewTrak Attorney Network.
- NTIEE:** NTIEE, NewTrak's vendor interface, now has over 20 attorneys using some combination of the upload/download capabilities available via web service. Slated for release in 2006 are vendor file number updates, image downloads from NewImage Express, fees and costs notifications, and upload capability for holds and rejections.
- FINANCIAL AID:** The Account Information Delivery program will undergo its implementation to retrieve and interpret the financial data in MSP based on the anticipated roll-out of the Web Services enhancement to pull MSP data.

PEAK PERFORMANCE AWARD WINNERS

The Peak Performance Award program is a tool available to recognize superior employee performance at FNFS. Employees are nominated for noteworthy performance, customer praise, suggestions or improvements, or completion of additional tasks. Peak Performance Award winners have taken it upon themselves to improve our company through their exceptional work ethic, creativity, and customer service.



Beth Altenbach

Beth, a Foreclosure Specialist in our Minnesota office, is one of our October PPA winners. Beth's courtesy, reliability, and service were the subjects of praise by multiple staff members of Morris, Schneider & Prior, who find her extremely helpful.



Zablon Oruko

Zablon's manager received a message from Meredith Frey of Shapiro and Freedman in October, expressing what a pleasure he is to work with. Meredith noted that Zablon, a Foreclosure Specialist in our Minnesota office, has helped her "tremendously."



Richard (Jay) Olasande

In October, Jay was lauded by Reiter & Schiller when they learned he would be moving from handling MN files to KY files. Kibong Fondungallah of Reiter & Schiller attributes part of the firm's progress to Jay's hard work. Jay is a Foreclosure Specialist in our Minnesota office.



Tracey Aldaco

A "Work at Home" Homecomings BK Specialist, Tracey was recognized in November by Mann and Stevens for her responsiveness and pleasant attitude. They pointed out that "everything seems to be running smoothly with Tracey."

SAVE THE DATE: JUNE 14-16, 2006



FIFTH ANNUAL ATTORNEY SUMMIT June 14-16, 2006 in Minneapolis, Minnesota

For more information about the Summit, please call Alicia Erchul (651) 234-3564 or alicia.erchul@fnfs.net

