

# THE SUMMIT

June 2006

Volume 2 Issue 2

## IN THIS ISSUE

FIDELITY INFORMATION	2
FIDELITY CONTACTS	3
PAYOFF AND REINSTATEMENTS	4
CLIENT SPOTLIGHT	5
CLIENT POWER RATING	6
EMPLOYEE SPOTLIGHT	8
ATTY CONFERENCE TOUR	9
THE ATTORNEY SUMMIT	10
Q1 INCENTIVE WINNERS	11
BUYBANKHOMES.COM	12
PITFALLS OF ACCEPTING A DEED IN LIEU OF FC	13
FIRM SPOTLIGHT: FEIN SUCH LAW GROUP	14
REPORT FROM GULF COAST	15
DEPARTMENT SPOTLIGHT: SPECIAL ASSETS	16
EMPLOYEE ANNIVERSARIES	17
ATTORNEY NEWS	18
TECHNOLOGY NEWS	19
PEAK PERFORMANCE AWARD WINNERS	20
ST. PATRICK'S DAY PHOTOS	20

## MESSAGE FROM GREG

BY GREG WHITWORTH, FNFS PRESIDENT AND COO

On behalf of our 600 employees, let me thank our clients and vendor partners alike for continuing to support FNFS in its effort to build a world class default servicing operation. I have been with FNFS for nearly six years, and during that time, our parent organizations have demonstrated an unwavering commitment to our business model. In a time when our competitors are uncertain as to the financial viability of default outsourcing, FNFS is firmly focused on our future. Quite simply, for FNFS and its clients, full-service outsourcing works.

Fundamental to our growth, however, has been a unique philosophy of that outsourcing is not a "loss-leader" engaged in as a means to another end. As such, FNFS has always reinvested a significant portion of its revenues into the core outsourcing business and network. It is precisely because we continue to reinvest, that FNFS is moving forward with tremendous optimism. Let me highlight a few examples of how we are "focused on the future."

**Investing in our Attorney Network** – Following our Summit last year, FNFS has awarded over \$250,000 in incentive payouts directly to our top-performing network firms. These payouts, which are unique in this industry, are a financial reward for our vendor partners who have significantly distinguished themselves from their jurisdictional peers. Incentive payments represent a near 20% reduction in the average outsourcing fee to the top-level beneficiaries. Congratulations to all the recipients, and thank you for your commitment to the FNFS partnership. In addition to performance based awards, we have invested significant human and financial resources within our Attorney Relations team. This team conducts over 150 conference calls per month with different Network firms to address questions, concerns and issues. In the last year alone, the Attorney Relations team documented and resolved over 3,000 issues raised during these conference calls and through attorney feedback. Much of this effort helped to refine processes

and procedures and otherwise prompt beneficial changes for the network. These changes include the Client Marketing Matrix, the Bankruptcy Reform Matrix and credit for Demand Letters and Soldiers & Sailors holds.

**Investing in our Core Business** – Simple, accurate and timely reporting is critical to the success of the FNFS outsourcing partnership. To this end, FNFS is dramatically expanding our reporting infrastructure with an investment in Business Objects and related hardware. Business Objects will completely replace our existing web-based reporting tool and will provide drill-down capability within summarized reports, a dashboard look and feel and ad-hoc report generation. Our vendor partners and clients alike will benefit tremendously from this investment which will be in production in the very near future. In addition to Business Objects, FNFS recently introduced roll-up components of the attorney performance report ("APR") into our Client Power Rating report ("CPR"). CPR, which is featured on pages 6 and 7, objectively compares the APR within each state to highlight the performance and success of a client's vendor network. Unlike APR, CPR groups vendor performance levels into logical buckets and predicts the relative strength of the client's entire vendor network. CPR has been uniformly well received by our client base and has simplified interpretation of the APR for all. Is your firm a "green-green firm"? You might want to know.

**Investing in our Staff** - Over the last 12 months, FNFS foreclosure and bankruptcy operations have hired 112 additional staff members. These additions include 9 Managers with a combined total of over 90 years of default servicing experience. With the promotions of Bill Newland and Chris Hymer as our respective Jacksonville and Minneapolis site managers, Scott Barnes has created an additional layer of management to support our continued growth. The FNFS Information Technology Department as well is currently adding 20 employees to our core

CONTINUED ON NEXT PAGE

# FIDELITY INFORMATION

Fidelity National Foreclosure Solutions

A Division of Fidelity National Default Solutions

## MESSAGE FROM GREG (CONTINUED)

technology development teams. Obviously, this growth has required a substantial investment in our facilities. Accordingly, in July of this year, we will relocate our Jacksonville Deerwood Park office to our corporate headquarters in downtown Jacksonville, Florida. In so doing, we will have room for 200 additional workstations in a state of the art servicing facility.

*Investing in our Strategic Alliances* – FNFS has built partnerships through NewTrak with the FNDS companies to centralize communication and updates for Property Preservation, REO, BPO, Tax and Title. Connectivity with Fidelity Title through NewImage Express allows for images to be readily available for our companies, vendors and clients. The next focus is the further enhancement of the bankruptcy notification process and automation through a strategic alliance with a bankruptcy data provider.

*Investing in our Technology* – FNFS recently opened its Jacksonville Data Center as part of our comprehensive disaster recovery and business continuity plan. FNFS now owns and operates two mirrored data centers for our technologies (Jacksonville

and Minneapolis) ensuring operational status in the event of a regional disaster. In the last two quarters alone, FNFS invested more than more than \$4,000,000 in computer hardware in our data centers. The recent purchase of 64-bit servers for both NewTrak and NewImage will improve performance and accommodate future growth. Products such as NewInvoice 5.0 and NewImage Express 2 are the results of our focus to improve existing business tools. Links created to the National Data Center (NDC) improve data access and provide potential for automation of several Bankruptcy areas. With the anticipated development of new tools in NewTrak for Loss Mitigation, REO and Litigation, FNFS' focus is to provide smart, integrated solutions for our clients and vendor networks.

This year's Summit is expected to reach record highs for attendance and participation. We appreciate and recognize the continued interest and support from clients and attorneys and look forward to sharing our combined success in June. With all this in mind, we introduce the theme for the Attorney Summit, "Focus on the Future." I look forward to meeting with each attendee and look forward to seeing you there.

### OUR FLORIDA OFFICE IS MOVING!

Our Florida office will be moving to Downtown Jacksonville this year. The date is tentatively set for July 2006. Further information will be provided when plans are finalized. There will be no change in the location of the Minnesota office.

### FLORIDA OFFICE

10302 Deerwood Park Blvd.  
Building 100-1  
Jacksonville, FL 32256  
904.470.7700  
904.470.7800 fax

### MINNESOTA OFFICE

1270 Northland Drive  
Suite 200  
Mendota Heights, MN 55120  
651.234.3500  
651.234.3600 fax



## FIDELITY EMPLOYEES DONATE EASTER BASKETS

Fidelity Employees in Jacksonville, Florida (FNFS and FNF) donated a total of 196 Easter baskets to Daniel Children's Home Society this year. Established in 1884, Daniel has spent more than a hundred years meeting the physical and emotional needs of children. It is considered Florida's oldest child-serving agency. Originally founded as an orphanage, Daniel has evolved into a multi-service agency that assists troubled youth and their families with a variety of innovative and nationally recognized programs. Thank you to all who participated in this year's drive.

## ♥ PIERCE AND ASSOCIATES HELPS HURRICANES KATRINA AND RITA VICTIMS

For Valentine's Day, in lieu of flowers or candy, Pierce & Associates made donations on behalf of the firm and its representative clients to the Salvation Army, American Red Cross, and Habitat for Humanity for those

impacted by hurricanes Katrina and Rita. It is their hope that these donations will help the victims rebuild their lives. Thank you, Pierce & Associates, for your thoughtfulness.



**FNFS MANAGEMENT**

SCOTT BARNES	SVP Operations	904.470.7703
LARRY DINGMANN	SVP Division Counsel	651.234.3506
STEVE GERTHS	SVP Business Development	651.234.3504
JAMES IREDALE	SVP MIS and Core Development	904.470.7704
LAURA MACINTYRE	SVP NewInvoice Operations	651.234.3511
DENNIS STEMMLER	SVP Technology Solutions	904.470.7705
GREG WHITWORTH	President and COO	904.470.7701

*The Summit* is published quarterly by the Customer Relations Team for employees, clients, vendors, and attorney firms in the Fidelity National Foreclosure Solutions partnership.

**EDITOR**

Lindsey Lesch

**EDITORIAL DIRECTOR**

Matthew Rogina  
AVP Customer Relations

**CONTRIBUTING AUTHORS\***

- Elizabeth Blazek
- Richard Lamb
- Steven C. Lindberg
- John C. Morris, III
- Shweta Pahouja
- Robert H. Rappe, Jr.
- Mario Serra

**CONTACT US!**



**NEWTRAK**  
support@newtrak.com



**NEWIMAGE EXPRESS**  
chris.lewis@fnfs.net  
brock.martin@fnfs.net  
barry.crouch@fnfs.net



**NEWINVOICE 5.0**  
CustomerCareGroup@NewInvoice.com

**CUSTOMER RELATIONS**

SELENA EDWARDS	904.470.7837
KRIS HARVICK	904.470.7879
JANE JOHNS	904.470.7766
JUSTYNA KOTTKE	651.234.3526
LINDSEY LESCH	904.470.7831
DENISE MARTIN	904.470.7863
MATTHEW ROGINA	904.470.7731



attyfeedback@fnfs.net

\*The opinions expressed by contributing authors are those of the authors and do not necessarily reflect the opinions of Fidelity National Foreclosure Solutions.

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 July 1st.

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

**E-mail:** lindsey.lesch@fnfs.net  
**Phone:** 904.470.7831  
**Fax:** 904.470.7800

\*\*Fidelity reserves the right to edit submissions for space constraints.

## POTENTIAL FDCPA VIOLATIONS FOR PAYOFF AND REINSTATEMENT QUOTES

by Shweta Pahouja, Robert H. Rappe, Jr., Steven C. Lindberg  
 FREEDMAN ANSELMO LINDBERG & RAPPE LLC

An often problematic issue for attorneys, and one which has now reared its ugly head in the FDCPA arena, is the dilemma of including estimated future attorney fees and costs within payoff and reinstatement letters which are sent to debtors by foreclosure counsel. In a recent case, a law firm was alleged to have violated the FDCPA when the law firm generated a payoff and reinstatement letter for the debtor that included a lump sum consisting of estimated and actual attorneys' fees and costs incurred. The firm's letter indicated that, in addition to the principal and interest owed, the debtor would be required to pay a lump sum of \$2,237.25 in costs and legal fees. However, at the time the letter was sent, the actual legal fees and costs had totaled only \$581.25. The law firm arrived at the lump sum figure by adding the \$581.25 in costs and fees that were then due to an estimate of the additional fees and costs that might conceivably become due between the date of the letter and the debtor's prospective settlement date which was eight (8) days later.

Although the firm has not yet been found liable, the court denied the law firm's motion to dismiss and granted the debtor's request for class certification, meaning that any debtors who received a reinstatement/payoff letter from the law firm could join in the class action.

The argument that debtors will make regarding lumping estimated with incurred costs is that an unsophisticated consumer could be misled by a letter which demanded a lump sum of attorneys' fees and costs. The Seventh Circuit Court of Appeals has found that even if attorneys' fees were authorized by contract, and even if the fees were reasonable, debt collectors must clearly and fairly communicate information about the amount of the debt to debtors, including how the total amount due was determined if the demand for payment includes add-on expenses like attorneys' fees or collection costs. The court held that the attorney violated the FDCPA by stating the amount of the debt as an estimate of future potential liability in a court action, rather than a statement of the current amount due. Due to a consumer's low level of sophistication, the debt collector must inform the debtor what the obligation is, not what the final, worst-case scenario could be. To inform the debtor of the "amount of the debt" as required by the FDCPA, an exact amount due as of the date of the letter should be given. This is problematic, especially with payoff

statements, since these statements universally quote future interest not yet earned as of the date of the statement.

How then can a law firm tell the debtor how much is exactly owed for the next thirty days without violating the FDCPA and risking class certification of these debtors when we know estimating fees and costs for a thirty day period to an exact amount is next to impossible?

One solution to avoid FDCPA liability is to take the law firm out of the role of issuing payoff and reinstatement letters. Attorneys who seek to foreclose on defaulted mortgages for their clients are considered "debt collectors" and are subject to potential FDCPA liability if they issue payoff and reinstatement letters which do not comply with the sometimes ambiguous provisions of the FDCPA and the even more troubling "least sophisticated consumer" standard which has been applied unevenly by courts throughout the country. If the Bank issues the payoff and reinstatement letters to the debtor after receiving estimated fee and cost quotes from their counsel, the FDCPA threat is eliminated because the Bank is not considered a "debt collector" and is not subject to the Act (unless the debt was in default when the client acquired the debt).

Of course, the above solution creates more work for the lender client so it may not be the most palatable option for the lender. If the lender still wishes for its foreclosure counsel to issue the payoff and reinstatement letters, then any quote of fees and costs must be segregated between actual costs incurred and future estimated costs. Unfortunately, this leaves foreclosure counsel open to the borrower who argues he could have reinstated or paid off but for the estimated fees and costs. There is certainly

"...AN UNSOPHISTICATED CONSUMER COULD BE MISLED BY A LETTER WHICH DEMANDED A LUMP SUM OF ATTORNEYS' FEES AND COSTS."

CONTINUED ON NEXT PAGE.

ROBERT H. RAPPE, JR. practices in the areas of wills, trusts and estate planning, real estate transactions, foreclosures, creditor's rights and related litigation, and corporate law.

STEVEN C. LINDBERG practices in the areas of creditor's rights, foreclosure, and creditor bankruptcy law.



ROBERT H. RAPPE, JR.



STEVEN LINDBERG

## SELECT PORTFOLIO SERVICING

CONTINUED FROM PREVIOUS PAGE.

FDCPA counsel ready to take this case and they will no doubt make the argument that if this is standard operating procedure by foreclosure counsel's office, then the case is ripe for class certification.

Even a borrower who shows up with funds at foreclosure counsel's office may not be able to get an exact quote on the day of tender, as there are often open items that may not be verifiable at a moment's notice. For example, a complaint was sent to the Clerk of the Court for filing, but the law office does not know if it has actually been filed yet and cannot get through to someone to let them know to stop the filing; or, the complaint is in the mail, and even though foreclosure counsel calls the Clerk and asks them to stop the filing, when the complaint arrives in the mail the next day, a different employee in the Clerk's office files the complaint anyway. It is unrealistic to think the Clerk of any court is going to issue a refund in this circumstance.

An additional solution in order to protect both the lender and foreclosure counsel in a payoff or reinstatement is to reference that there may be future costs incurred prior to the tender of funds and that there will be a final verification by the Note holder and additional funds may be due prior to issuing a release or accepting a reinstatement or payoff. In a reinstatement situation, there is still an existing loan and additional follow up can be done with the borrower to recover the additional funds. In a payoff situation, it is likely that a title company will be handling the payoff to the lender whether it be from a refinance or a sale/purchase transaction. If a title company is confronted with a payoff statement that indicates there may be additional amounts due after tender, then perhaps that title company can require the borrower to hold additional funds in a title indemnity account pending final verification. If they do not, then they will be the party fighting with the lender when the lender refuses to release its mortgage.

By working together, the law firm and its client can avoid this foreseeable wave of FDCPA litigation.



**BK TEAM**

BACK (L TO R): Kevin Hamilton, Jared Walsh, Robert Stevens, Sally Hancock, Kristi Glissmeyer, Jolynn Robinson, Lou Taintor-Teeples, Allen Hua, David Evans, Gary Cloward, Keith Majka, Dana Allen, Brynn Foerester.

MIDDLE (L TO R): Tyler Hooper, Larry Powell, Josh Jorgensen, Joy Brodowsky-Lines, Matt Barron, Lance Sayer, Cindy May.

FRONT (L TO R): Masha Guzman, Kathy Wolfe, Sandra Herrera, Anabel Darelli, Melissa Woolridge.



**FC TEAM**

BACK (L TO R): Ryan Fullmer, William Rounds, Tyler Hooper, Adam Shields, Brian Lanstra, Thomas Stewart, Ron Gutierrez, Dustin Stephenson.

MIDDLE (L TO R): Emily Webb, Theresa Cook, Nicole Herrera, Anna Shtukina, Rebecka Mayoh, John Shelley.

FRONT (L TO R): Kelli Arriola, Bel Custodio, Melissa Woolridge, Jill Barton, Nicole Metters.

## EVERHOME



**EVERHOME/FIDELITY KICK-OFF CELEBRATION**

# Does your Network need CPR?



Fidelity's exclusive *Client Power Rating (CPR)*™ utilizes the industry's most comprehensive default database to measure and predict network performance. CPR:

- » Aggregates performance data across 36% of all mortgage defaults.
- » Measures more than 100,000 active matters daily.
- » Objectively compares networks across multiple Servicers.
- » Achieves meaningful reductions in timelines and loss severity.
- » Interprets objective data to refine network selection.
- » Ensures "total vendor performance" by measuring unique criteria such as stop and hold, fee quotes, sales results, deed recording, efficiency indexes and more.

Clients using CPR have reduced cycle times by an average of 23 days in foreclosure alone.

» CPR is the industry's first and only tool to objectively rank and predict network performance across all jurisdictions.



**DEFAULT SOLUTIONS**  
A DIVISION OF FIDELITY NATIONAL INFORMATION SERVICES™

## More than outsourcing.

For more information, e-mail [CPR@fnfs.net](mailto:CPR@fnfs.net)

# Will your Network achieve peak performance?

## Attorney Review Report

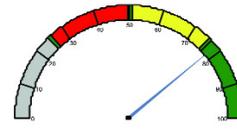
XYZ Mortgage - February 1, 2006

### Foreclosure File Allocation

Total Active Files (Pipeline Excluded)	77,681
To Firms Ranked Best In State*	37,965 48.87%
To Firms Rated Above Average^	22,664 29.18%
To Firms Rated Below Average:	11,346 14.61%
To Firms Not Ranked:	5,706 7.35%

### Foreclosure Referrals (30 Days)

Total Active Files (Pipeline Excluded)	19,791
To Firms Ranked Best In State*	10,040 50.73%
To Firms Rated Above Average^	5,285 26.70%
To Firms Rated Below Average:	2,749 13.89%
To Firms Not Ranked:	1,717 8.68%

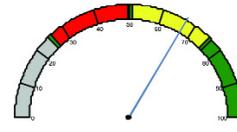


### Motion for Relief File Allocation

Total Active Files (Pipeline Excluded)	4,243
To Firms Ranked Best In State*	1,568 36.95%
To Firms Rated Above Average^	1,276 30.07%
To Firms Rated Below Average:	1,134 <b>26.73%</b>
To Firms Not Ranked:	265 6.25%

### Motion for Relief Referrals (30 Days)

Total Active Files (Pipeline Excluded)	5,032
To Firms Ranked Best In State*	2,198 43.68%
To Firms Rated Above Average^	1,564 31.08%
To Firms Rated Below Average:	1,039 <b>20.65%</b>
To Firms Not Ranked:	231 4.59%

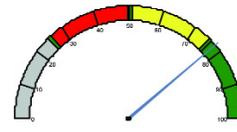


### Composite File Allocation

Total Active Files (Pipeline Excluded)	81,924
To Firms Ranked Best In State*	39,533 48.26%
To Firms Rated Above Average^	23,940 29.22%
To Firms Rated Below Average:	12,480 <b>15.23%</b>
To Firms Not Ranked:	5,971 7.29%

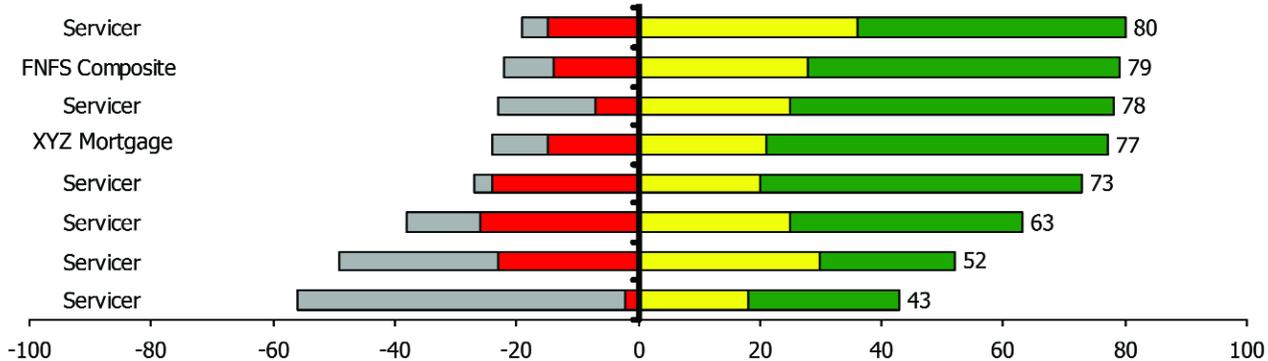
### Composite Referrals (30 Days)

Total Active Files (Pipeline Excluded)	24,823
To Firms Ranked Best In State*	12,238 49.30%
To Firms Rated Above Average^	6,849 27.59%
To Firms Rated Below Average:	3,788 <b>15.26%</b>
To Firms Not Ranked:	1,948 7.85%



The Attorney Review Report displays the number and percentage of files active and being referred to firms ranked Best in State, Above Average, Below Average and Not Ranked.\* The performance dials predict your network's performance by using weighted average APR Scores across the portfolio. While XYZ Mortgage has selected a strong network overall (Composite Score), CPR indicates the bankruptcy network needs strengthening, as 26.73% of the Motion for Relief files are allocated to firms rated below average.

### Client Power Rating - Foreclosure



Based on the performance of XYZ Mortgage's network, a comparison is made with other companies in the industry. The numeric values indicate the percentage of files being referred to above average and top performing (Best in State) firms compared to below average and unranked firms. For further analysis, CPR provides detailed scores of XYZ Mortgage's network by state.

State: FL

Firm	FC Refs**	Active FC	FC APR	FC Best	Best +/-	FC Avg	Avg +/-	BK Refs**	Active BK	BK APR	BK Best	Best +/-	BK Avg	Avg +/-
Law Firm 1	350	653	0.69	1.22	-0.53	1.01	0.21	8	1	NR	1.24	NR	1.06	NR
Law Firm 2	741	987	1.06	1.22	-0.16	1.01	0.21	421	642	0.81	1.24	-0.43	1.06	0.19
Law Firm 3	9	7	NR	1.22	NR	1.01	NR	9	0	NR	1.24	NR	1.06	NR
Law Firm 4	703	1052	1.05	1.22	-0.17	1.01	0.21	714	982	1.24	1.24	0.00	1.06	0.19
Law Firm 5	862	1496	1.22	1.22	0.00	1.01	0.21	697	865	1.06	1.24	-0.18	1.06	0.19

In FL, Law Firm 1 is performing below average in Foreclosure and is not rated in Bankruptcy, whereas Law Firm 4 is performing above average in Foreclosure and is Best in State for Bankruptcy.

\* All ratings are based on Fidelity's Attorney Performance Report. Not Ranked (NR) indicates a firm has either not met the minimum volume requirements in scored stages of Bankruptcy or Foreclosure.

## EMPLOYEE SPOTLIGHT: PAUL DO

by Lindsey Lesch

When Paul Do and his family arrived in America from Vietnam in 1993, he came to embody the belief that with hard work, one can accomplish anything. As the Associate Network Engineer in our Jacksonville branch, Paul is an integral part of our ever-expanding family.

In his first year in Minnesota, Paul and his brother attended English classes from 8:00am to 4:00pm, five days a week. Although they had taken English classes in Vietnam before traveling to the states, their teacher was proficient in reading and writing English — not *speaking* it. One of Paul's first memories associated with the language barrier that he worked so diligently to overcome was on the flight from Vietnam when an American flight attendant asked him what he would like to drink. He wasn't sure exactly what she had said, but saw the drink cart she was pushing and recognized an American classic. "Coca-Cola," he replied with a confident smile.

As a result of Paul's diligent studies in English, together with the dedication of his American sponsor, Paul began classes at the University of Minnesota a year and a half later. As his skills in the field of Computer Science Development increased, Paul began working as a Web Specialist for the University's Department of Agriculture. In his last semester at the U of M in the spring of 2000, Paul applied for a part-time position with Fidelity. When he was hired by Fidelity as a part-time Computer Operator in the Mendota Heights office, Paul was still working for the University, and completing his most difficult semester of college. Shortly after graduation, he accepted a full-time position with Fidelity.

Paul's father always told him that in order to accomplish anything, one must have knowledge. Paul now had knowledge that was in high demand, and he put it to use. After a couple of years, he was promoted to Associate Network Engineer. In April 2004, Paul's work ethic and skills were recognized and he was asked to help with the newly created Jacksonville office. While the position was a great opportunity, Paul had never moved so far away from his parents and siblings. His experiences and culture had taught him the importance of family. Paul eventually accepted the offer and decided

to move with his wife and daughter to Florida – back to a familiar tropical climate.

When the Jacksonville branch opened, Paul was responsible for 16 workstations. He was (and still is) in charge of the LAN (Local Area Network) and WAN (Wireless Area Network) for servers, desktops, and telecommunications for the Jacksonville branch. In less than two years, the office

grew to more than 150 employees.

When an issue arrives with our systems, Paul is always ready to assist. His extension is permanently etched into our brains after he helps us through our first predicament. While most computer-savvy people find it frustrating to explain the cause of a technical malfunction to those of us who barely understand basic computer lingo, Paul consistently rises to the challenge with a smile on his face.

“...PAUL HAD NEVER MOVED SOMEWHERE SO FAR AWAY FROM HIS PARENTS AND SIBLINGS.”

PAUL DO is the Associate Network Engineer for Fidelity National Default Solutions in Jacksonville, FL.



## THE ATTORNEY CONFERENCE TOUR

by Selena Edwards  
ATTORNEY RELATIONS MANAGER

Over one hundred network firms currently participate in the Attorney Conference Tour each month. This 30-minute conference call serves as a forum to discuss issues, procedures, performance standards and expectations between representatives of network firms and representatives from FNFS Operations.

The Attorney Conference Tour is designed to enhance (not to replace) your normal communication with FNFS Operations. We encourage you to communicate directly with FNFS managers, supervisors, and staff who are available to assist you in reviewing and resolving your daily performance and workload concerns. To help you understand who the most appropriate contact is for any issue, please refer to the most recent contact/ escalation matrix sent via Network Update every month. If you have escalated your concern to the operations personnel indicated within the matrix and are not satisfied with either the timeliness or substance of the response, please email [attyfeedback@fnfs.net](mailto:attyfeedback@fnfs.net) so we may offer assistance. Our role is to act as your advocates within our Operations.

Feedback from firms is an integral part of the success of these calls. Below are some recent comments:

“The calls are very helpful to us.”  
- Nielsen & Sherry (KY)

“The calls are great. This was our second call. It’s good to have the one-on-one time.”  
- Korde & Associates

“The calls are extremely beneficial; very organized.”  
- Hughes, Watters & Askanase (TX)

“Good opportunity to voice our concerns as there are a lot of changes being made that we need to know about.”

- Regional Trustee (CA)

“We like the one-on-one time but wish we had more time on the call.”

- National Default Services (NV)

“We would like to have each call specific to one area.”

- Lerner Sampson (OH/KY)

“The tour calls allow us to touch base with Fidelity to discuss any concerns on a monthly basis.”

- Tremain & Associates (MI)

We will be taking this feedback into consideration as we introduce new topics and monitor the need for updated call formats. If you have suggestions about current format, topics or are interested in participating on the Tour, please don't hesitate to contact [attyfeedback@fnfs.net](mailto:attyfeedback@fnfs.net) or notify me directly at 904.470.7837 or [selena.edwards@fnfs.net](mailto:selena.edwards@fnfs.net). Our goal is to ensure the calls are beneficial and informative for you so together, we can get the most out of the time available.



Selena Edwards  
Attorney Relations Manager

## ATTORNEY GUEST SEMINAR SCHEDULE

An error was printed on the Attorney Guest Seminar Schedule listed in January's issue of *The Summit*. The schedule to the right has been corrected.

### ATTORNEY GUEST SEMINAR PROGRAM SCHEDULE 2006 - MN

MONTH	STATE	FIRM
APRIL	TN	Shapiro & Kirsch
MAY	OK	Baer, Timberlake, Coulson & Cates
JUNE	**	Attorney Summit (see page 10 for more details)
JULY	IA	Petosa, Petosa & Boecker
AUGUST	AR/MS/TX	Dyke, Henry, Goldsholl & Winzerling PLC
SEPTEMBER	IN/KY/OH	Reisenfeld & Associates
OCTOBER	VA	Samuel I. White
NOVEMBER	SC	Rogers, Townsend & Thomas
DECEMBER	NC/SC/TN	Brock & Scott

# THE 5TH ANNUAL

# THE ATTORNEY SUMMIT

by Justyna Kottke

It's time to mark your calendars, book flights, and dig out those golf clubs because the 5th Annual Attorney Summit will be held June 14th-16th in Minneapolis, Minnesota. Over the last five years, the Attorney Summit has grown exponentially in terms of the program offerings and vendor, servicer, and attorney attendance. The first Annual Attorney Summit, in 2002, was attended by approximately 100 people. This year's Attorney Summit is expected to exceed 600 to 700 registrants. As in previous years, the Attorney Summit will be held at the elegant Hyatt Regency Hotel in downtown Minneapolis and we are happy to have the golf tournament returning to the renowned Legends Golf Course.

Highlights of the program will include information regarding technology initiatives and enhancements with our suite of product lines, including NewTrak, NewInvoice, NewImage Express, and NIE2, our newest web-based document management solution. Additional highlights

will include displays and demonstrations of our industry-specific technology products, recognition awards for top performing firms, along with numerous opportunities to meet other Network firms, clients, and the Fidelity management team. The FNFS Open House on Friday morning is an additional opportunity for you to meet one-on-one with all of the FNFS team members who work with you every day.

This year's entertainment will feature comedian Kevin Pollak, whose notable screen credits include "A Few Good Men," "Grumpy Old Men," its sequel, "Grumpier Old Men," and the acclaimed "The Usual Suspects." Kevin has also starred in two of his own HBO stand-up comedy specials.

If you did not register in time for the Summit this year, be sure to register early next year. This year's Summit sold out in record time!



**THE 5TH ANNUAL ATTORNEY SUMMIT**  
 JUNE 14-16, 2006 IN MINNEAPOLIS, MN

**SOLD OUT!**

For more information, please call Alicia Erchul at 612-339-1111 or email [erchul@fnfs.net](mailto:erchul@fnfs.net). Register at <http://attorneysummit.fndsonline.com>

**SAVE THE DATE: JUNE 14-16, 2006**



# ATTORNEY SUMMIT

## Q1 - 2006 WINNERS FORECLOSURE

AR	Mickel Law Firm, P.A.
CO	Aronowitz & Ford, LLP
FL	Shapiro & Fishman
IA	Belin, Harris, Lamson & McCormic
MA	Korde & Associates, LLP
MD	Bierman, Geesing & Ward
MI	Potestivo & Associates
MI	Orlans Associates, PC
MS	Shapiro & Massey
MS	Morris and Associates
NC	Shapiro & Ingle
NE	Steffi A. Swanson, P.C. L.L.O.
NY	Fein, Such & Crane, LLP
OK	Shapiro, Marianos & Cejda
OR	Shapiro & Sutherland
PA	Shapiro & Kreisman, LLC
TN	Shapiro & Kirsch
TN	Morris, Schneider & Prior
VA	Shapiro & Burson
VA	Sykes, Bourdon, Ahern & Levy

## 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. To date, FNFS has distributed over \$270,000 to top performing firms as quarterly incentive payouts.



## Q1 - 2006 WINNERS BANKRUPTCY

CA	McCarthy & Holthus	NJ	Fein, Such, Kahn & Shepard, P.C.
IL	Codilis & Associates	NY	Steven J. Baum, P.C.
IL	Kluever and Platt	PA	Goldbeck McCafferty & McKeever
LA	The Boles Law Firm	PA	McCabe Weisberg
LA	Dean Morris, LLP	SC	Weston Adams
MA	Korde & Assocs, LLP	TN	Morris, Schneider & Prior
MD	Shapiro & Burson	TX	Hughes, Watters & Askanase
MI	Orlans Associates PC	TX	Mann & Stevens
MI	Potestivo & Associates	UT	Scalley & Reading
MN	Reiter & Schiller, P.A.	VA	Friedman & MacFadyen
NH	Harmon Law Offices, P.C.	VA	Shapiro & Burson

“We recognize that it is our awesome staff who earned these awards for their hard work and diligence, so we divided up the entire check among every employee with the exception of our managers. We gave these checks out on Valentine's Day. Our employees were thrilled and "feeling the love" that day!”

- Orlans Associates PC

## AWARDS TO BE ANNOUNCED AT THE ATTORNEY SUMMIT

In addition to the APR Incentive Award Winners, Fidelity will recognize winners in the following categories at the Attorney Summit this year:

### “ROOKIE OF THE YEAR” AWARD

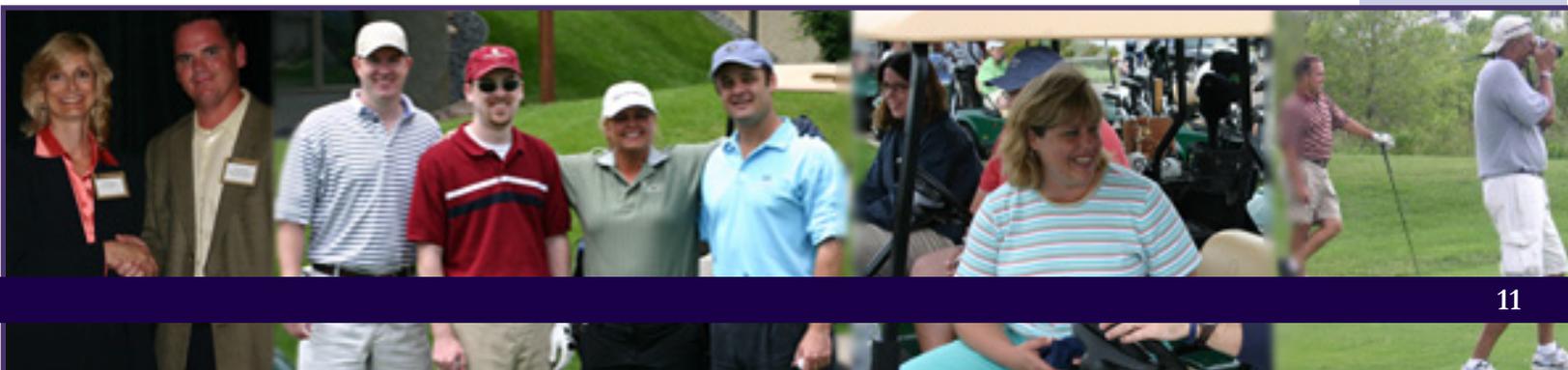
Awarded to the highest ranked firm that has been a part of the FNFS Attorney Network and receiving referrals for under one year.

### “PERFORMANCE EXCELLENCE” AWARD

Awarded to the highest ranked firm in Foreclosure and Bankruptcy according to Stage Performance measurements.

### “SERVICE EXCELLENCE” AWARD

Awarded to the highest ranked firm in Foreclosure and Bankruptcy according to Service Performance measurements.



FIDELITY NATIONAL FORECLOSURE SOLUTIONS

FIDELITY NATIONAL ASSET MANAGEMENT SOLUTIONS

## BUYBANKHOMES.COM

**BuyBankHomes**  
VALUE IN REAL ESTATE

by Richard Lamb

FIDELITY NATIONAL ASSET MANAGEMENT SOLUTIONS

BuyBankHomes.com is a popular online portal dedicated to marketing properties that are in or have completed the foreclosure process. The unique web service provides a neutral online community for buyers and sellers of properties acquired through foreclosure. This site offers a customized user experience for real estate brokers and agents, buyers, sellers and investors. Brokers and agents utilize this portal to list foreclosed properties, monitor other foreclosure properties in specific geographic areas, and obtain leads for buyers looking for assistance with their real estate needs. On the website, buyers and investors can view hundreds of thousands of foreclosure and bank-owned listings, transmit offers to lenders and order ancillary products, such as property reports, home valuations and other collateral services.

BuyBankHomes has also enhanced the site with the addition of its new BBH Advantage Suite™, which consists of several educational and informative components, including the BBH Advantage Series™, the BBH Advantage Steps™ and the BBH Advantage Reports™. The BBH Advantage Series offers real estate investment video training modules designed to teach investors how to target, identify and purchase pre- and post-foreclosure properties. The first lesson of the BBH Advantage Series, defining the foreclosure timeline, is available for free to everyone visiting the website. The BBH Advantage Series offers an additional five streaming video modules that can be accessed following registration.

The components of the BBH Advantage Suite are being offered at varying levels within BuyBankHomes' newly added subscription structure. This new subscription structure consists of bronze, silver and gold membership levels for buyers and investors, as well as real estate brokers and agents. For buyers and investors, the gold membership includes full access to all listings on the site, newly added property notices, property

price change notices, and online bidding notices, in addition to all components of the BBH Advantage Suite. The gold membership for Brokers and Agents includes pre-foreclosure and bankruptcy postings, buyer lead referrals, the ability to add unlimited bank-owned properties, access to buyer and seller leads, the ability to specify coverage area, inventory notices, price change notices, and access to the BBH Advantage Suite components. Free basic memberships are also still available. Detailed membership information is available on the website.

BuyBankHomes leads the industry with over 700,000 listings. The accurate data coupled with the intuitive interface, make BuyBankHomes a compelling draw for anyone working in the distressed real estate market.

Brokers and Agents enjoy greater access to the BuyBankHomes investor network with another industry leading notification feature. Brokers or agents can simply define their coverage areas and receive leads from interested investors and buyers in that area. The new system is a win, win for both sides. The Buyers and Investors have access to over 700,000

listings, a plethora of mentoring tools and bundled membership packages that introduce incremental value. Our advertisers, servicers, sellers and attorneys realize a much higher level of exposure to a qualified audience.

By engaging our members, we provide value, with and without the data, to all audiences. For a seller, servicer, attorney, or advertiser, this approach is comparable to slowing down traffic as they pass your billboard on a highway. Impressions mean nothing without impact. The BuyBankHomes team focuses on impacting the lives and bottom lines of everyone conducting business with BuyBankHomes.com.

“BROKERS OR AGENTS CAN SIMPLY DEFINE THEIR COVERAGE AREAS AND RECEIVE LEADS FROM INTERESTED INVESTORS AND BUYERS IN THAT AREA.”



DEFAULT SOLUTIONS  
A DIVISION OF FIDELITY NATIONAL INFORMATION SERVICES™

**Fidelity National  
Asset Management Solutions**

RICHARD LAMB is the Vice President of BuyBankHomes.com



# THE PITFALLS OF ACCEPTING A DEED IN LIEU OF FORECLOSURE IN NON-JUDICIAL STATES

by Elizabeth Blazek  
MORRIS, SCHNEIDER, AND PRIOR

In non-judicial foreclosure states, a foreclosure can take place very quickly, usually in less than 60 days. Still, the question comes up frequently: “Can we do a Deed In Lieu of Foreclosure (“DIL”) on this file?” A thorough title search must be done on the property before a clear answer can be given. However, given the short timeframe in which a foreclosure can be completed in non-judicial states such as AL, GA, MS, and TN, we do not recommend accepting a DIL for the following reasons:

- A DIL can be set aside as a preferential transfer if a bankruptcy is filed, particularly if there is deemed to be equity in the property
- All liens would remain; and
- Where the conveyance is accepted in settlement of the mortgage debt, it may have the effect of promoting junior liens over the rights of the senior mortgagor.

By contrast, if we proceed with a non-judicial foreclosure sale, the benefits include:

- In the event that a bankruptcy is filed before the foreclosure sale, an Order to Lift the Stay can be granted from the Bankruptcy Court to proceed with the foreclosure action;
- All subordinate liens, except Federal Tax Liens and other tax liens and judgments, will be extinguished by the foreclosure proceeding; and
- If there are Federal Tax Liens and proper and timely notice is given, the IRS will only retain a 120-day redemption right.

Moreover, it is a misconception that doing a DIL is generally faster or less expensive. For instance, borrowers have learned to play the “game.” They agree to do a DIL and then try every stall tactic to avoid signing or returning the document for recording, thus buying themselves a couple of extra months in the house. Sometimes, the borrower does not return the DIL at all and by the time foreclosure is initiated and then completed, another 6-8 weeks will have passed, extending what would have been a 60 day or less timeline to 90-120 days.

The fees incurred in the preparation of a DIL (which include running a thorough title search, overnighting the documents to the borrower to be executed, and recording the DUP) can sometimes equal or even exceed the cost of doing a non-judicial foreclosure. In one case, the documents had to be overnighted to the borrower three times (that’s six overnight fees!) as the borrower did not have the document properly notarized or witnessed or claimed not to have received them at all!

Another problem that could occur happens as a result of the long lag periods in document recording in some counties. For example, the Borrower may have taken out a home equity loan in May, but the document does not get properly indexed until November. Meanwhile, the Borrower has not made a payment on the first mortgage since July. A title search is done in October to see if a DIL is viable. In this instance, the title search would not reveal the home equity lien because of the “gap” recording period. Relying on the title exam which states that there are no other

liens on the property, the DIL is properly executed and recorded. Several months later, the lender finds out that the property has a subordinate lien on it which now cannot be wiped out.

In conclusion, it is recommended that a DIL not be the substitute for foreclosure in non-judicial states. Any potential cost benefit (which would be very little if at all) is far outweighed by the many risks involved in such a course of action.

“...IT IS A MISCONCEPTION THAT DOING A DIL IS GENERALLY FASTER OR LESS EXPENSIVE.”

ELIZABETH S. BLAZEK practices in the Foreclosure Group of Morris, Schneider & Prior where she handles real estate pre-foreclosure in Georgia.





# FIRM SPOTLIGHT: FEIN SUCH LAW GROUP

by Mario Serra

FEIN SUCH LAW GROUP

*Fein, Such earns this quarter's Firm Spotlight for their consistent performance, according to the Fidelity APR, in both Bankruptcy and Foreclosure in New York and New Jersey.*

The Fein Such Law Group is comprised of the New Jersey law firm of Fein, Such, Kahn & Shepard, P.C., which was established in 1991, and the New York law firm of Fein, Such & Crane, LLP which was founded in 1998 as a co-venture between Fein, Such, Kahn & Shepard, P.C. and Relin, Goldstein & Crane, LLP. Both firms handle Foreclosure, Bankruptcy, Evictions, REO, Collections and Litigation for the mortgage banking industry and we are the only law firm that is Freddie Mac designated for foreclosure in two states. Our nerve centers are located in Northern New Jersey and in Rochester, New York, with satellite offices outside of New York City and at the South Jersey Shore, giving us the unique ability to appear in all venues and achieve personal familiarity with local judges and court personnel.

Fein Such makes a continuous effort to cultivate an environment that will result in the highest possible work quality in combination with pleased clients who understand that we work in partnership with them. We have the opportunity to measure the success of this approach through the Fidelity attorney performance scoring system, where our APR ranking has generated performance awards in each of the last three quarters, placing us at the top 3% of law firms in both New York and New Jersey. There is no secret to our consistently high rankings. They come from our committed

workforce, attention to detail, hard work and close supervision at the partnership level. We are also one of only five New Jersey firms to be consulted by the Administrative Office of the Courts on proposed changes to the foreclosure administrative procedures and rules within the state.

Our business philosophy is both aggressive and conservative. We are aggressive in pursuing our clients' goals, and in standing at the forefront of timeline efficiency in New Jersey and New York. We are conservative in attempting to achieve the desired results in ways that are consistent with time honored and ethical legal practices and we attempt to shield our clients and ourselves from unnecessary exposure and liability. Our focus puts the client first, and we know that this translates into our own success.

We at Fein Such pride ourselves in using current, state-of-the-art technology to enhance the productivity of our staff and our clients. We have four professionals in our IT Departments, using proprietary in-house software, which is able to communicate with all of our major clients. Software innovation and upgrades are built into our program, which allows our staff to be as efficient and productive as possible.

Fein Such Law Group's long term ambition is to grow our practices in both states in a responsible manner. In so doing, we will place primary emphasis in continuing to provide our clients with the results that they expect, and the service that they demand, while adding further enhancements that they will appreciate.

“FEIN SUCH MAKES A CONTINUOUS EFFORT TO CULTIVATE AN ENVIRONMENT THAT WILL RESULT IN THE HIGHEST POSSIBLE WORK QUALITY...”

HOWARD CRANE and his associates (Upstate Office)



ALAN SUCH and ERIC KAPNICK and their associates (Downstate Office).



# REPORT FROM THE GULF COAST

by John C. Morris, III  
MORRIS AND ASSOCIATES

The states along the Gulf of Mexico continue to reel from the effects of Hurricanes Katrina and Rita. There are signs of progress, but many challenges lie ahead as the people of Mississippi and Louisiana work to reestablish their lives and businesses. Likewise, servicers and attorneys in the region face unique challenges and issues never before faced on such a massive scale! Some of these issues and trends are touched on below.

*Moratoriums.* Fannie Mae, Freddie Mac, HUD and the VA all revised their policies on moratoriums as the previous deadline of February 28, 2006 loomed. The policies of the GSEs and Agencies vary however; many borrowers will avoid foreclosure through the end of May 2006. Thus, by this summer, servicers will have their work cut out for them as the vast number of delinquent loans must be analyzed to determine when and whether to foreclose.

*Insurance.* Insurance remains an important issue in the post Katrina and Rita world.

Unresolved hazard and flood insurance claims may be affected or even wiped out by a foreclosure in Mississippi and Louisiana depending upon the procedure employed and how the sale is bid. Beware of imprudently bid sales in both states.

Many lawsuits, both class action and individual cases, are slowly working their way through the court systems over what (and whether) insurance companies are actually liable for. Louisiana has enacted new statutes involving insurance claims including how insurers must interpret their policies and how mortgagees must handle "excess" insurance proceeds as well as responsibility for placing insurance proceeds in interest bearing escrow accounts.

*Foreclosure litigation.* Mississippi has invoked Miss. Stat. 89-1-301 et seq., which allows any borrower who was affected by Katrina and whose property went down in value by 15% to have a foreclosure automatically stayed for up to 2 years by filing a petition in State Court.

In Louisiana, there has been widespread litigation over evictions and the due process issues related to notifying evacuees whose whereabouts are unknown about pending eviction actions. Although no suits have been filed through this writing in the foreclosure context, we will not be surprised if it comes when servicers resume normal foreclosure activity.

*Tax Sales.* In Mississippi, the hardest hit counties (Jackson, Hancock and Harrison), are finally starting to set tax sales for 2004 taxes. A few have already been held as of this writing.

In Louisiana, Orleans Parish officials have not indicated when tax sales will occur. Servicers should be sensitive to ever changing dates and procedures relative to tax sales that can substantially affect the rights of mortgage holders.

*Louisiana Recovery Authority.* This government-sponsored corporation is the planning and coordinating body guiding the long term planning process for hurricane recovery in Louisiana. It will be responsible for doling out billions of dollars of federal money for

Louisiana homeowners whose homes were damaged or destroyed by the hurricanes. The plan for how this money will be spent is emerging slowly, however, it is unclear to what degree mortgage holders will participate in the bailout of homeowners. All mortgage holders should keep an eye on the plans put forth by the LRA as, literally, billions of dollars are in play.

Of course, this brief article doesn't even scratch the surface of what is occurring on the Gulf Coast. For more information, contact me at [jmorris@creditorlawyers.com](mailto:jmorris@creditorlawyers.com) or check out our website at [www.creditorlawyers.com](http://www.creditorlawyers.com)

**"SERVICERS WILL HAVE THEIR WORK CUT OUT FOR THEM AS THE VAST NUMBER OF DELINQUENT LOANS MUST BE ANALYZED TO DETERMINE WHEN AND WHETHER TO FORECLOSE."**

JOHN "JAY" C. MORRIS, III is a partner of Morris and Associates and Dean Morris, LLP law firms, which practice in the area of creditors' rights in Mississippi and Louisiana, respectively. Jay's firms are members of the USFN as well as the AFN. He has practiced Foreclosure, Bankruptcy and Real Estate law since 1984.



## DEPARTMENT SPOTLIGHT: SPECIAL ASSETS

by Christine Anderson, Joe Edlund, and Chrys Houston  
MANAGERS, SPECIAL ASSETS

When people in the default industry hear the name “Special Assets” we want them to think “Foreclosure Solutions”! In April 2003, Fidelity recognized the need for a specialized team who could contact clients and attorneys to resolve the most complicated matters impacting the foreclosure process. Since then, the original group of 6 senior Foreclosure team members has grown to over 80 associates reporting to Bill Newland, VP of Operations. Through expansion to our Jacksonville office and our work-at-home program, we've been fortunate to hire additional associates experienced in title and litigation resolution. With the growth of Fidelity and the overall focus on the resolution of problem files, our Special Assets department has received considerable attention this year and has been organized into 3 sub-divisions to accommodate additional growth: Title Resolution, Litigation, and Document Issues.

The Title Resolution teams are managed by Joe Edlund and Christine Anderson. Separated by client, each team strives to resolve Holds and Issues involving Title Resolution, Legal Description, Mobile Home, Delinquent Taxes and Additional Fees. This team works closely with firms and clients to eliminate the foreclosure obstacles and prevent unnecessary delays and expenses. The Title Resolution teams are responsible for approving approximately 1,000 Holds and Issues per day!

The Litigation team, also managed by Joe Edlund, handles Holds and Issues involving Answer Filed, Contested Matters, Fraud, Counter-Claims, and Government seizures. They work

closely with counsel and client to determine whether a settlement with opposing counsel or proceeding judicially is the best resolution. This newly created team currently manages 1700 assets at any given time.

The Document Retrieval and Client Document Execution Teams are managed by Chrys Houston. The 25 members of the Document Retrieval team are responsible for obtaining documents necessary to proceed with foreclosure and bankruptcy. When an attorney raises a Hold or Issue requesting documents, this team accesses client imaging warehouses, when available, or submits requests through client systems and follows up for resolution. Additional staff members within the FNFS onsite teams at HomeEq and Bank of America also assist with document retrieval. The 6 members of the Client Document Execution (CDE) team are responsible for following up and obtaining signatures on documents beyond the scope of FNFS' signing authority.

By increasing the depth of our Management team, reducing the file counts per associate, and creating proactive strategies to improve resolution rates and overall timelines, the Special Assets department is prepared for the strides Fidelity continues to make within the industry

The next time you raise a Hold or Issue for what seems like an enormous problem or obstacle, remember that we are here to provide *Foreclosure Solutions*.



**APPROVAL TEAM**

**APPROVAL:** BACK (L TO R) Felix Amenumey, Joe Edlund (Mgr), Chuck Henrickson, Matthew Ronneberg, Chris Hoegh, Charles Roberts  
FRONT (L TO R) Rashad Roberson, Melynda Welch, Nateira Carlson, Deanna Acosta, Julie Coon, Becky North (Supv).  
NOT SHOWN/WORK AT HOME: Trishae Painter, Kelly Rivera.

**TITLE MGMT 2:** BACK (L TO R) Fedelis Fondungallah, Joe Edlund (Mgr), Kate Stellmach  
FRONT (L TO R) Jennifer Wersal (Supv), Cara Cecil.  
NOT SHOWN/WORK AT HOME: Douglas Combs, Bonnie Walker.



**TITLE MANAGEMENT:  
WAMU, B OF A**



**TITLE MANAGEMENT:  
WAMU, SPS, EVERHOME**

**TITLE MGMT 1:** (L TO R) Joe Edlund (Mgr), Amy Weis (Supv) Mary Stenson.  
NOT SHOWN/WORK AT HOME: Amanda Combs, Andrea Kafura, Cindy Stevens, Yollanda Whitaker, Christina Wooten.

**LITIGATION MANAGEMENT:** BACK (L TO R) Melissa Black (Sup), John Feaster, Paul Lacombe, Lori Thorpe.  
FRONT (L TO R) Dawn Berry, Billie McShee, Melissa Lucero. (Joe Edlund, Mgr, not pictured)  
NOT SHOWN/WORK AT HOME: Edwin Alvarado, Kurt Bryant, Susan Halpern



**LITIGATION MANAGEMENT**



**TITLE MGMT:** BACK (L TO R):  
Terina Stemig,  
Christine Mulder,  
Lynne Nottage (Sup).

FRONT (L TO R):  
Mellisa Ziertman,  
Laura Bondgien,  
Christine Anderson (Mgr).

NOT SHOWN/WORK AT HOME:  
Mary Lou Quinones,  
Darin Ciccaglione.

**TITLE MANAGEMENT:**  
HOMEQ, HSBC, HSBC-CL, WACHOVIA, WILSHIRE



**TITLE MGMT:** (L TO R)  
Christine Anderson (Mgr),  
Tabitha Finstuen,  
Edgar Ogechi,  
Jaime Gover,  
Rashall Peterson (Sup).

NOT SHOWN/WORK AT HOME:  
Jennifer Strader,  
Cathy Saunders.

**TITLE MANAGEMENT:**  
EMC, SAXON, KEYBANK, OOMC



**CLIENT DOC EXEC:**  
BACK (L TO R) Patrick  
Brennan, Angie Smith,  
Annetta Milligan,  
Bill Newland (VP Ops).

FRONT (L TO R)  
Cecelia Knox,  
Reginald Lynch (Sup),  
September Stoudemire,  
Chrys Houston (Mgr).

**CLIENT DOCUMENT EXECUTION**



**DOC RETRIEVAL:**  
BACK (L TO R)  
Bill Newland (VP Ops),  
Eboni Underwood,  
Deanna Dare,  
Donnett Jones,  
Karen Harrison,  
Michael Hilliard.

FRONT (L TO R)  
Chrys Houston (Mgr),  
Autumn Batchelder,  
Lenora Bigelow,  
Barbara Padgett,  
Michelle Halyard (Sup).

**DOCUMENT RETRIEVAL**  
KEY BANK, HSBC MORTGAGE SERVICES, SAXON,  
SAXON VA, WACHOVIA, WAMU



**DOCUMENT RETRIEVAL**  
B OF A, EMC, HOMEQ, HSBC-CL, SPS, OOMC

**DOC RETRIEVAL**

BACK (L TO R) Sabrina Wright (Sup), Katrina Bailey, Steven Grout, Erika  
Spencer, Kiya James, Natalie Bowling, Sarah Yarbrough  
MIDDLE (L TO R) Frances Chowdhury, Desiree Jones, Ericka Webb, Shandela  
Joyner, Angie Bryan-Withers, Wonza Wilcher.  
FRONT (L TO R) Bill Newland (VP Ops), Chrys Houston (Mgr)

## EMPLOYEE ANNIVERSARIES

APRIL, MAY, JUNE

- |                  |                   |
|------------------|-------------------|
| Kenny Akridge    | Linda Hitchens    |
| Christina Allen  | Elizabeth Milburn |
| Kathryn Altman   | Chris Miller      |
| Rebecca Bahr     | Nicole Mulvehill  |
| Dawn Berry       | Edgar Ogechi      |
| Heidi Bishop     | Zablon Oruko      |
| Melissa Black    | Alice Piotrowski  |
| Carol Blendowski | Rashad Roberson   |
| Tumaini Bugeraha | Amanda Sauerer    |
| Beth Capps       | Kyle Selph        |
| Carrie Curran    | Barbara Sendlak   |
| Paula Dixon      | Patricia Sneck    |
| Rachel Dizo      | Shenikal Stone    |
| John Eagle       | Suzanne Taylor    |
| Brent Ellingson  | Bruce Thomas      |
| Alicia Erchul    | Robert Trewick    |
| Bella Espino     | Sarah Vega        |
| Diane Germain    | Cullen Waters     |
| Mark Gibson      | Tonya Welcome     |
| Rafael Granda    | Paula Wills       |
| Ying Hang        | Mai Yang          |
| Laura Hescott    |                   |

1 YEAR

- |                   |   |   |
|-------------------|---|---|
| Michael Kelehan   | <b>PRODUCTION SUPPORT MANAGER</b>       | 5 |
| Paul Do           | <b>ASSOCIATE NETWORK ENGINEER</b>       | 6 |
| Christopher Black | <b>DEVELOPER - FNDS</b>                 | 7 |
| Douglas Combs     | <b>SPA TITLE/LITIGATION COORDINATOR</b> | 7 |
| Liquenda Allotey  | <b>FORECLOSURE MANAGER</b>              | 9 |
| Theron Green      | <b>BUSINESS/TRAINING MANAGER NIE</b>    | 9 |
| Kim Hall          | <b>REFERRALS SPECIALIST</b>             | 9 |

YEARS

## NEW TO THE FIDELITY PARTNERSHIP

Fidelity National Foreclosure Solutions welcomes the following clients and firms to the Fidelity partnership from January, February, and March.

CLIENT	
Washington Mutual Specialty Home Loan Servicing	
FIRMS	
AZ	Robinson Tait
AZ	Quality Loan Service Corp.
AZ	Perry & Shapiro
CA	Robinson Tait
CA	Quality Loan Service Corp.
CO	Janeway Law Firm, P.C.
DC	Shulman Rogers Gandall Pordy & Ecker, PA
HI	Burnett & Matthews, LLP
ID	Derrick O'Neill, Esquire
ID	Burnett & Matthews, LLP
ID	Routh Crabtree Olsen, P.S.
ID	Northwest Trustee Services
IN	Yarling & Robinson
KS	Doering & Associates, P.C.
KY	Weltman, Weinberg & Reis
KY	Fessler, Schneider & Grimme
LA	Butler & Hosch
MA	Kellem & Kellem
MA	Stanton & Davis
ME	Shechtman Halperin Savage, LLP
ME	Law Office of James Audiffred
MN	Murnane Brandt
MO	Doering & Associates, P.C.
MT	Routh Crabtree Olsen, P.S.
NC	Priority Trustee Services
NE	Eric H. Lindquist, P.C., L.L.O
NH	Gauthier & MacMartin, PLLC
NM	Susan C. Little & Associates, PA
NV	Robinson Tait
NV	Brooks & Associates
NV	Quality Loan Service Corp.
NY	Cooper Erving & Savage LLP
NY	Phillips Lytle LLP
OH	Manbir S. Sandhu LLC
OR	Quality Loan Service Corp.
PR	Texeira, PSC (Carmen I Guiets)
RI	Nicholas Barrett & Associates
TX	Stevenson & Ricker
UT	Woodall & Wassermann
WA	Law Offices of Karen L. Gibbon, P.S.
WA	Quality Loan Service Corp.
WI	Stupar, Schuster & Cooper, SC
WV	Wasser Associates

## ATTORNEY GUEST SEMINARS

Fidelity would like to thank those firms who participated in the Attorney Guest Seminar program this quarter. A complete 2006 Attorney Guest Seminar schedule may be found on page 9. Here are some photos from a few of the seminars in January, February, and March.

(RIGHT): Heather Haddad and Clay Wirtz of the Boles Law Firm.

(BELOW L TO R): Rebecca Schiller (Reiter & Schiller), Craig Hinson (FNFS), Etsuko Kabeya (FNFS), John Cody (FNFS), Denise Thao (FNFS), Kristina Mertins (FNFS), Sonja Lange (FNFS), Njoktobot Emmanuel (FNFS), N. Kibongni Fondungallah (Reiter & Schiller), Cristina Emerson (FNFS), Justyna Kottke (FNFS).



JANUARY



FEBRUARY

(LEFT): Justyna Kottke (FNFS) and Deanna Westfall (Castle, Meinhold & Stawiarski).

(BELOW) BK REFORM SEMINAR: (L TO R) Michael Arnovitz (Reimer, Lorber & Arnovitz), Randall McHugh (Reiner, Reiner & Bendett), Ashley Hough (South & Associates), Charles Lovell (Partridge, Snow & Hahn), Chelsea Herring (South & Associates), TJ Page (Reimer, Lorber & Arnovitz), Thomas Tutten, Jr. (Sirote & Permutt), Richard Nielson (Nielson & Sherry).



MARCH



MARCH

### NEWIMAGE EXPRESS DOC MANAGEMENT

NewImage Express Document Management Solution is our newest web-based solution that streamlines the organization and movement of documents within a company's current workflow environment. Our customized application manages a document's life cycle from initial electronic generation to the back end with disaster recovery. NewImage Express Doc Management offers our clients a turn-key solution that can be easily customized based on an organization's requirements. NewImage Express allows documents to be indexed, searched, viewed, routed, faxed, emailed and printed from any computer through a secure password-authenticated internet connection. The application preserves the document's original content and aids companies in complying with industry standards. The result is a cost-effective imaging solution for both front and back office document environments.

### APR UPDATES

- **Event/Reprojection Completion:** Attorney-assigned Events and/or Reprojections completed by Servicers will now count as attorney completions.
- **BK Stop Performance:** This Activity has been removed from the Bankruptcy APR.
- **Allowable APR Holds:** Soldiers and Sailors has been added to the list of holds that receive 100% credit.
- **Additional Reporting Product:** The APR Top 20 report is now available to identify firms that currently have the 20 highest APR scores in the nation.



#### NEWIMAGE EXPRESS

March 20th marked a major milestone for the NewImage Express imaging platform with the successful installation of the eDoc OnDemand FNT private labeled version of NIE in Destin, FL.

#### NEWINVOICE:

NewInvoice has successfully converted all of its clients to NewInvoice 5.0. What's next for NewInvoice? The roll out of our exclusive REO module to be released in 2006.

#### NEWTRAK:

NewTrak release 2.6.9 was released into production in early April, including improved Intercom addressing options.

#### NTIEE:

NTIEE (Vendor Interface) now has close to 40 firms using a combination of the upload and download features. A new web service was recently added to allow the upload of attorney file numbers.

## THANK YOU HSBC MORTGAGE SERVICES!

Fidelity would like to thank HSBC Mortgage Services for their recognition of Fidelity as their Partner for Best in Class Outsourcing Services and for the banners they sent to the FL and MN offices.



**FIDELITY FL:** BACK (L to R): Susan Nightingale, Michael Cloin, Scott Barnes, Matthew Rogina, Bill Geary, Bill Newland.  
**FRONT (L to R):** Dimitra Goodwin, Keving Stoutenburg, Darby Campbell, Chrys Houston, Michelle Halyard, Reginald Lynch.



**FIDELITY MN:** BACK (L to R): Scott Topel, Jon Menz, Joshua Baxely, Thaoke Her, Rashal Peterson, John Cody, Frank Coon, Becky North, Christina Allen, Holly Farley. **SECOND ROW:** Craig Hinson, Jeanelle Gray, Jennifer Anthony, Liquenda Allotey, Elizabeth Anselmo, Jennifer Wersal, Bethany Hood, Scott Walter. **THIRD ROW:** Craig Hanlon, Daniel Cregan, Timothy Moy, Rick Wilken, Joe Edlund, Mathew Casey, Stacia Merritt. **FRONT ROW:** Christine Anderson, Whitney Lewis, Renae Stanton, Sonja Lange, Amy Weis

# 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.



**Dimitra Goodwin**  
FINANCIAL SUPPORT SUPERVISOR

Dimitra earned a Peak Performance award this February for her work with Select Portfolio Servicing. Carolyn Griffin at Select described what a wonderful job Dimitra had done to help them prepare to take on their payoff process in NewTrak. According to Carolyn, “[Dimitra] answered all of [their] inquiries with 100% expertise and as a result, [they] are very comfortable with completing [their] payoff requests through this process.”



**Paul Thalín**  
BANKRUPTCY SPECIALIST – HOMECOMINGS

Paul was recognized in February for his work with Gray & End, LLP. Nic Price at Gray & End told us that “Paul is not only knowledgeable and professional while conducting business with [their] office, he is also personable and accommodating. No matter the task, Paul is always willing and able to provide [Gray & End] with the information necessary to provide positive results for the mortgage company.”



**Jennifer Yorek**  
BANKRUPTCY SPECIALIST

This February, Ray Mueller at Shapiro & Burson contacted Fidelity to praise Jennifer. Ray said, “All of us here at Shapiro & Burson feel extremely lucky to have Jen as our Fidelity representative, and feel that Jen is certainly an invaluable asset to Fidelity's team of professionals. We can always count on Jen to help out with any questions or problems we might have.”

## HAPPY ST. PATTY'S DAY!

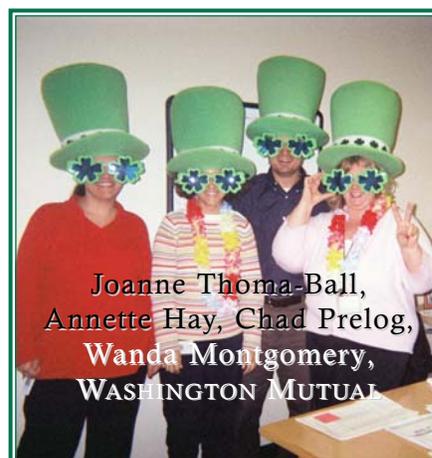
Here are some reminders of the fun we all had this St. Patrick's Day.



Can you guess who this Fidelity employee is?



**David Dill (Pres.) and Stella Hess (EVP), SAXON**



**Joanne Thoma-Ball, Annette Hay, Chad Prelog, Wanda Montgomery, WASHINGTON MUTUAL**



**Paul Baumgartner and Jamie Bilot, WASHINGTON MUTUAL**



**Jim Coad, FIDELITY**



**Liquenda Allotey, FIDELITY**