



LPS Attorney Roundtable

Meeting Notes

The LPS Attorney Roundtable held an in-person conference on **Thursday, June 12, 2008 at 4:30 PM EST/3:30 PM CT**. The attorney members of the Roundtable include the following firms:

McCarthy & Holthus [CA]
Shapiro & Sutherland [OR]
Castle, Meinhold & Stawiarski [CO]
Barrett, Burke, Wilson, Castle, Daffin & Frappier [TX]
Daniel C. Consuegra [FL]
Millsap & Singer [MO]
Nielson & Sherry [KY]
Reiner, Reiner & Bendett [CT]
Aronowitz & Ford [CO]
Baxter & Schwartz [TX]
Shapiro & Swertfeger [GA]
Wilson and Associates [AR]

The next meeting will be held on Monday, August 11th at the CMBA Conference in Las Vegas. If you have any comments or items of concern you would like added to the agenda for discussion, please contact any member of the Attorney Roundtable who you are comfortable reaching out to, or contact LPS Attorney Relations at AttyFeedback@FNFS.net.



**Attorney Roundtable Meeting
Monday, April 21, 2008
1:00 PM ET / 12:00 PM CT**

TOPICS OF DISCUSSION

1) Thank you to the departing Roundtable Firms

(Lindsey Lesch- LPS)

LPS would like to thank those attorney firms whose Roundtable term has ended. Thank you all for your service during this past year; your help has been greatly appreciated.

McCarthy & Holthus, LLP

Kevin McCarthy
Dave Owen

Shapiro & Sutherland LLC

Kelly Sutherland
Rhonda Wright

Castle Meinhold & Stawiarski

Caren Castle
Michelle Kelm

Barrett Daffin Frappier Turner & Engel LLP

Jay Frappier
Mike Vestal

2) Welcome to the new Roundtable Firms and firm representatives

(Lindsey Lesch- LPS)

LPS would like to welcome those attorney firms who have started their Roundtable term. Thank you for your participation.

Aronowitz & Ford

Joel Mecklenburg
Stacey Aronowitz

Baxter & Schwartz

Kirk Schwartz
Mary Cocheu

Shapiro & Swertfeger

James LaRotonda
Heather Gunn

Wilson and Associates

Jennifer Wilson-Harvey
Gina Richburg

3) Client-Specific APR Summary Guide

(Chris Hymer- LPS)

LPS: The new Client-Specific APR Summary Guide was discussed and described to the firms. The new guide has 3 categories:

Client vs. LPS average

Client vs. other client firms

Firm's score for all clients other than the client viewing the report

Scott Barnes said that we will create an attorney version of this same report, per Roundtable firms' request. Chris Hymer said that the Roundtable firms will receive a copy of this new guide.

DELIVERABLE: LPS will send the Roundtable firms a copy of the Client-Specific APR Summary Guide.



STATUS UPDATES

1) LPS Desktop Rollout for Attorney Roundtable users

The Roundtable firms have been trained on the new LPS Desktop. Feedback was requested so that changes can be made before other Network firms start being trained. Some issues that have been brought up and already addressed were:

- The new LPS Desktop was not updating as fast as Process Management: This has been sent to Jeff Hyman for resolution.
- The new LPS Desktop does not save a user's log-in information: This has been sent to Jeff Hyman for resolution and will be included in the next release.

At this time, Business Objects, the new reporting tool which will be utilized by the Attorney Network in the future, is not linked to LPS Desktop because the Attorney Performance reports are not on Business Objects just yet. Michael Cloin's group has been working on transitioning these reports to Business Objects and although the reports are now available on Business Objects, training has not yet been scheduled. Please note that once the attorney network has been trained in Business Objects, Web Reporting will remain available for a temporary timeframe.

As firms are transitioned to LPS Desktop, they will be provided training materials for Business Objects which will include times for webex sessions.

2) APR Project List – Top 5 Priority

Item	Description
Invoicing Accuracy %	New service item displaying percentage of invoices not requiring corrections compared to state averages.
Upstate/Downstate New York	Separate Upstate and Downstate counties in NY for APR purposes (by zip codes)
Compliance %	Add compliance % according to FNMA guidelines with all holds accounted as a stage on the APR report. Compliance percentage would also be separated out in the client-specific section.
Internal Report for performance	New report to show firms individual performance of employees
Remove Federal Holidays from APR	The 10 Federal Holidays will be removed from firms' APR for service performance and File Referred logic.

In addition to Invoicing Accuracy %, clients would like an invoice turn time measurement. The Roundtable brought up that not all clients are paying timely either. Scott Barnes said that he will look into tracking this. This stage will not have weighting applied but will be a useful term for the firms.

LPS brought up that clients have asked for quality reports to see how their files are being worked. The four quality reports that have been created for the clients are:

1. **1st Legal Quality Report** - Percentage of loans where the first legal action was filed prior to the title work being received
2. **Answer Litigation Quality Report** - Percentage of referrals which have any type of litigation
3. **MFR Quality Report** - Percentage of MFR referrals which have objections filed
4. **POC Quality Report** - Percentage of POC referrals which have objections filed

Clients have requested LPS to research possible loss mitigation measurements. LPS will keep the roundtable informed regarding any discussion on the subject.



Scott Barnes suggested mirroring the productivity report that LPS currently has for internal purposes to provide to firms instead of just creating the daily read intercoms report. The productivity report will help firms identify an individual's productivity level on a loan-level basis.

DELIVERABLE: LPS will work to mirror internal productivity report for firms to use.

3) Missing Documents/Information

(Bill Newland)

At this time, Andrew Fuerstenberger, LPS Document Retrieval Manager, is looking over the document lists provided by the AFN and USFN to identify what information is still needed to complete this project. Many firms responded with the documents they would like to have rather than what is actually necessary for first action. The end product of both of these documents is difficult to decipher, therefore it needs to be reviewed further.

After review, Andrew Fuerstenberger will send the documents to Wilson & Associates (USFN Designated) and Nielson & Sherry (AFN Designated) to resend to firms for clarification.

Bill Newland said that LPS plans to send this list to our clients to show them what firms need in each state. LPS wants to also make sure that clients have this information entered correctly in their systems.

Rich Nielson suggested that the Roundtable should come to an agreement with LPS on what each document should be called before going back to the firms for clarification, since each firm in each state might call a document by a different name.

DELIVERABLE: Bill Newland said that LPS will highlight the questions that we have about the document lists and send the lists to the USFN and the AFN. This list has been sent.

DELIVERABLE: Bill has asked Rich Neilson if he can spearhead getting a consensus on what each document should be called.

OPEN DISCUSSION

- 1) Scott Barnes reminded all the firms that the Roundtable meetings will now be held quarterly, so that each meeting can be held in person. LPS wants to gear the Roundtable towards process improvements to make things better and more efficient. Although LPS is fine with discussing holds on occasion, he would like to be able to focus on other items during these meetings.
- 2) LPS would like to remind network firms that any issues regarding holds being applied inaccurately or incorrect holds being placed should go to AttyFeedback@fnfs.net for review before they are brought up to the Attorney Roundtable.
- 3) Kay Schinker suggested that the Roundtable firms be surveyed 30 days before each meeting for topic suggestions, as meetings are now quarterly. This will be implemented.
- 4) Kay Schinker asked if there is a way to determine the volume a firm is going to receive after signing a fee agreement for a new client. LPS explained that this is difficult to do as clients may change volume allocations. However, it was agreed that LPS would try to work with the implementations team to obtain overall volume estimates for each state.
- 5) Rich Nielson brought up that since his firm has implemented CaseAware, they have noticed that the FC beneficiary information is not mapping into the new system for some Servicer portfolios because this field comes over in a PDF format, so it is not imported into CaseAware. Scott Walter advised that he has been reviewing this issue already and will provide status.

Updates

The project consists of two main parts:

1. Remove the requirement of the firm to have to raise the issue when the Action in the Name of is missing



2. If the information is not present at referral, ensure the Action in the Name of field is populated with the actual Beneficiary information in a timely manner (24-72 hours) and provide notification to the firms. This would include instances where the investors require that we reach out to them for the action in the name of on a loan by loan basis and situations where the information is within the client system, but is not available through the interface (so someone must manually obtain that information). Again, the goal for providing this information in cases like this would be 24-72 hours.

Rollout

As the data LPS receives from each client is unique, this project needs to roll out into production one client at a time.

The ETA for the first client rollout of this project is mid-August. The LPS projects team is actively working this project right now.

Deliverables

Item Description	Active Tasks	Tasks Assigned to
Client-Specific APR Summary Guide	LPS will send the Roundtable firms a copy of the Client-Specific APR Summary Guide	Lindsey Lesch
Missing Documents/Information	Bill Newland said that LPS will highlight the questions that we have about the document lists and send the lists to the USFN and the AFN by 6/20/08.	Andrew Fuerstenberger
Missing Documents/Information	The Roundtable will decide what each doc should be called.	Rich Nielson
Productivity Report	LPS will work to mirror internal productivity report for firms to use (Open HelpDesk Ticket)	Lindsey Lesch
FC Beneficiary info not mapping into CaseAware	Scott Walter will update the RT on his progress is researching and resolving the issue.	Scott Walter
Volumes for new clients	LPS will work with implementations to obtain overall state volumes for new clients.	Sheryl Newman