



# LPS Attorney Roundtable

## Meeting Notes

The LPS Attorney Roundtable held an in-person conference on **Monday, August 11<sup>th</sup> at the CMBA Conference in Las Vegas at 4:00 PM EST/3:00 PM CT**. The attorney members of the Roundtable include the following firms:

**Aronowitz & Ford [CO]**  
**Baxter & Schwartz [TX]**  
**Bendett and McHugh [CT]**  
**Daniel C. Consuegra [FL]**  
**Millsap & Singer [MO]**  
**Nielson & Sherry [KY]**  
**Shapiro & Swertfeger [GA]**  
**Wilson and Associates [AR]**

**The next meeting will be held on Monday, October 20<sup>th</sup> at the MBA Conference in San Francisco, CA.** 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](mailto:AttyFeedback@FNFS.net).



**Attorney Roundtable Meeting  
Monday, August 11, 2008  
4:00 PM ET / 3:00 PM CT**

**TOPICS OF DISCUSSION**

**1) Collapsing of Holds/Issues for bankruptcy and foreclosure**

**(Bill Newland and Chris Hymer)**

**OVERVIEW:** Bill Newland advised that the USFN has created a document that outlines industry standards in an effort to eliminate duplicate hold types. After an initial review, LPS found that roughly 35% of the hold types related to foreclosure can be eliminated. LPS is also looking to see if dropdowns within hold types can be utilized.

- Richard Nielson would really like to see an industry accepted list of standard holds and issues. He would like to know if LPS can get a standardized list distributed to other companies as well to set an industry standard with one unified list of holds.
- Bill Newland advised that if the USFN and AFN would like to pass along the list once completed, it may be a good idea.
- Chris Hymer said LPS will start with collapsing Holds first and then move onto Issues. However, the EAG survey LPS recently received showed that firms would like even more specific Issue types, rather than fewer.
- Jennifer Wilson-Harvey suggested making the list of holds be the most generic list and then have DDFs for the specifics.

**DELIVERABLE:** Bill would like to have the USFN and AFN review the holds that are planned to be removed.

**DELIVERABLE:** Bill and Chris will work together to get a formalized list together. After this is prepared they will send something out with in the next few weeks.

**2) DIS (Data Integration Services)**

**(Matt Rogina)**

**OVERVIEW:** LPS currently has a Data Integration Service (DIS) that assists with automation between attorney case management systems and LPS Desktop. There is currently a dedicated team in the Jacksonville, FL office that works with firms to get any mapping set up. There are many different aspects of DIS that may be used, each providing additional value. LPS has data that can identify the amount of manual entries that are double-entered by attorney associates and how much time could be saved by using DIS. LPS will be publishing a weekly list weekly of all DIS events that are available for mapping.

Firms who are interested in using DIS may contact [DISsupport@fis-lps.com](mailto:DISsupport@fis-lps.com).

**DELIVERABLE:** Matt will send DIS information out to the Roundtable firms.

**3) DDFs on holds**

**(Justin Paden)**

**OVERVIEW:** Justin Paden's team at LPS is working on a project to add a DDF to the Bankruptcy hold. The DDF will require all of the information that usually comes through AACER. The release has been slated for September. The DDF will be specifically placed on the BK hold initially across the board with all clients. The release of this initial DDF will provide the structure needed to be able to add DDFs to additional holds in the future.

**4) Standardization of Templates**

**(Bill Newland, Matt Rogina)**

**OVERVIEW:** LPS is working to standardize template event names, what they are tied to, and what the standard float days between steps should be. Bill Newland ran a list of float days to standardize the list for the templates using one



client's template. LPS has updated 33,000 stages thus far. It is estimated that it will be about a 6-month process to get through each state.

Some steps will not be able to be standardized because of specific client requests. For example, there have been a couple of clients who have requested that a DDF (dynamic data form) be added to the first legal stage for firms to identify the action in the name of that was used to file first legal, to be sure firms are foreclosing in the correct "action in the name of" from the referral letter. (See Status Update section for information on the "Action in the Name of" project.)

## **5) What types of outreach do roundtable firms do to get topics from the network? (Matt Rogina)**

**OVERVIEW:** Matt would like to know how firms reach out to other network attorneys to get ideas for topics to discuss on the Roundtable. He advised that the Attorney Relations Department is currently including a "Roundtable" topic on their monthly Conference Tour Calls with firms. They ask the firms if they have any topics for discussion that they would like to propose.

Roundtable notes are currently sent out via Network Update after the call, but the roundtable members suggested that LPS begin sending the agenda for upcoming meetings out via Network Update along with contact information for the roundtable members in case firms have comments or additional topics to suggest to the roundtable members.

**DELIVERABLE:** LPS will send the next Roundtable Agenda out to Network firms via Network update prior to the next Attorney Roundtable call.

**DELIVERABLE:** LPS will begin sending the roundtable notes directly to roundtable members in addition to the network update that is sent with the notes.

## **6) CO Junior Lienholder Filed Intent to Redeem Process (Aronowitz and Ford)**

**OVERVIEW:** Aronowitz and Ford requested a review of the specialized process created for CO after a new redemption period rule went into effect January 1<sup>st</sup>. The step "Junior Lienholder Filed Intent to Redeem" was added to this process. The firm recommended removing this as a step and making it available as an Issue type for that process based on the following: 1) the percentage of cases in which this step is necessary is very small, 2) the step is due too quickly after the sale date, 3) Firms must reproject the step and LPS associates must approve reprojecting for this step that is not always needed. Stacey Aronowitz advised that about 10% of their cases file this so it really adds to the workload of their staff, especially when they have to reproject.

Chris Anderson stated that LPS did extend the float days so there will be less rejections needed. However, because clients have requested that this step be included in the process for confirmation of whether or not there was intent to redeem, the step will remain for now. If the additional float days do not help with the efficiency issue, LPS will explore other options. Stacey agreed that this was a good solution for the time being.

## **7) Original document return timeframe (Aronowitz and Ford)**

Aronowitz and Ford requested a review of the timeframe in which the "original documents returned to client" step becomes due in Process Management. The task currently comes due one day after the firm is instructed to close and bill. The firm believes this is too soon for them to return documents. The suggestion is for a due date of 5 business days from the notification to close and bill as documents must be retrieved from the Public Trustee's office. Aronowitz and Ford says the absolute earliest these can be retrieved is 3 days, which is rare. Changing the due date to 3 or 5 days would cut down on the amount of rejections necessary.

Stacey Aronowitz advised that when they are instructed to close and bill, the trustee will then send the original documents back. This varies from county to county. However, it is still impossible to send the documents back the same day.



**DELIVERABLE:** LPS will review how many of these events actually get reprojected. If it is a high percentage of rejections, LPS will look at pushing the due date for this step back. Based on the average days reprojected, LPS can identify how many days it should be moved to.

## **8) Contact information for Clients, LPS, and investors**

**(Nielson and Sherry)**

While the LPS Escalation matrix is sent to Network firms monthly via Network Updates, Richard Nielson would like to see if an interactive database could be created within Process Management. Additionally, they would like to have a centralized place where they could find servicer contact information. Richard also said that there needs to be a centralized resource for public information like Loss Mitigation numbers.

In addition to having a centralized location for LPS and servicer contacts, Richard Nielson would like to have a single, centralized place for changing their firm information. (Firms currently have control of updating their contact information in Process Management and legal must be contacted as well.) However, there is no consistency on how servicers or attorney firms specify each person's title.

- Matt Rogina advised that LPS is working on a project with Document Management to house Network Updates based on client. Firms receiving files from a specific client would then be able to review all network updates (including previous updates) for that client. We currently send out escalation contact information for each client via Network Update.
- As for updating contact information in Process Management, it is the responsibility of the attorney firm or servicer client to update their contact information in the system. One problem with this is that there is not consistency with the way titles or departments are identified when contact information is entered.

**DELIVERABLE:** LPS will re-distribute the instructions on how to update contact information in LPS Desktop to firms via Network Update.

**DELIVERABLE:** LPS will research possible ways to modify the fields for entering contact information in Process Management to maybe add dropdowns for main departments in addition to just the "title" field.

## **9) Issues and Holds Dropdowns**

**(Millsap and Singer)**

Firm would like the list of Issues and Holds to be customized based on user so that Issues or Holds that are for client or LPS use only would not be available in the dropdown for firms.

- Bill Newland advised that this falls in with what LPS is doing to condense the amount of Holds and Issues available. LPS is working to make them as broad as possible for Issues and Holds that are not state-specific.
- Kip Bilderback said that it would be especially useful for new staff if they did not have the option to see anything other than what they are working with.

**DELIVERABLE:** Matt will look into whether it is possible to make user-specific dropdowns for Holds and Issues.

## **10) Stop Requests and New Referrals**

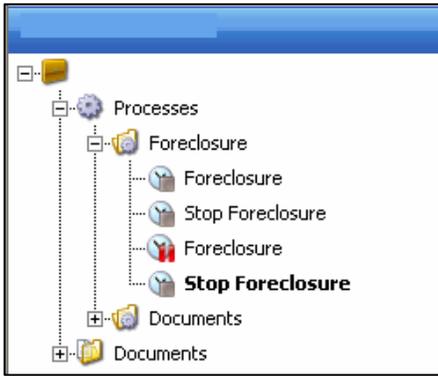
**(Millsap and Singer)**

When a stop request is issued due to restart necessary, the stop request and the new FC template/referral usually come into the workload within minutes of each other. This causes some confusion as to which FC template should be closed as there ends up being 2 active.

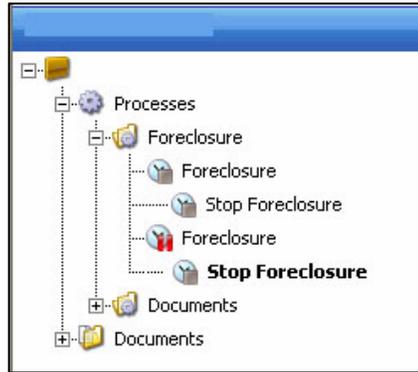


- Vernon Singer said another possible solution would be that a new referral would close out the last process. The problem with this is that we do not know every firm's steps involved with closing out processes, as this is also too state specific.
- Matt Rogina would like to identify if the stop process can be made to be a sub-process that is tied to the specific foreclosure. See diagram below.

Current View



Proposed View



**DELIVERABLE:** Michael Cloin will determine if LPS must wait for the 1<sup>st</sup> foreclosure to close before opening a new foreclosure process in Process Management.

**DELIVERABLE:** LPSFS will contact LPS Desktop to see if it is possible to work the proposed "sub-process" capability into a future release. Matt has opened a ticket for this request.

## 11) Second Mortgage Defense

(Shapiro and Felty)

The firm is requesting a second template to be added to PM/Desktop for the purpose of being able to track Second Mortgage Defenses (Junior Liens) separately from regular Foreclosures.

Rick Snoke advised that he is currently building a second mortgage defense process, which will serve as a secondary lien management system. It will include a secondary lien monitoring process as well. LPS is currently working on how to identify whether a loan is a second mortgage upon referral. Currently, these files are being sent as regular files. Rick would like to reach out to firms to help identify the steps in the process and also what the associated fees may be.

**DELIVERABLE:** Rick Snoke will reach out to the Roundtable firms to discuss this project.

## 12) Documents uploaded in "Document Management Referral Inbox"

(Aronowitz and Ford)

The firm would like to see an additional column available in the referral inbox within Document Management that would list the "item type" for the document (i.e. BPO, Note, Mortgage). This would help the firm identify which department the document would need to be forwarded to. Additionally, it would be nice to have an identifier for the type of case the document is for (BK or FC).

Lindsey Lesch stated that this issue has already been received by Document Management and there is an open ticket/active project to add this enhancement. Currently, there is not an ETA but Lindsey will keep tabs on the project.

**DELIVERABLE:** Lindsey will find out who is in charge of this project and see what additional input may be provided.



## **STATUS UPDATES**

### **1) Missing Documents/Information**

**(Bill Newland)**

A call was held with Jennifer Wilson-Harvey and Rich Nielson on 7/21. Lindsey Lesch and Andrew Fuerstenberger developed a template for the survey and Rich Nielson and Jennifer Wilson reviewed and developed a cover letter. Lindsey Lesch sent the survey and cover letter that was agreed upon to representatives from the AFN and USFN to send out to those networks.

**DELIVERABLE:** Jennifer Wilson-Harvey and Rich Nielson will provide status updates regarding the survey responses.

### **2) "Action in the Name of" Project**

**(Scott Walter)**

Scott Walter is currently working on a two part project to assist with missing "action in the name of" information. The two steps are:

- 1) To reduce the necessity for firms to have to raise the "foreclose in the name of" issue.
- 2) If the information is not present at referral, to 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 project will be put into production one client at a time with the first client going live in September.

### **3) Client-Specific APR Summary Report**

**(Michael Cloin, Chris Hymer, Bill Newland)**

The FC summary report is complete and will be put into production as soon as the MFR summary report is completed. A guide will be distributed to the roundtable firms once the reports have been finalized.

**DELIVERABLE:** Lindsey Lesch will send a guide for this report to the Roundtable firms once the reports have been finalized.

### **4) Attorney Reporting Project List – Top 5 Priority**

<b>Item</b>	<b>Description</b>	<b>Update</b>
Productivity Report	LPS will work to mirror internal productivity report for firms to use.	This report has been created. A guide will be sent to roundtable firms for review.
Invoicing Accuracy %	New service item displaying percentage of invoices not requiring corrections compared to state averages.	Q3 for adding to scorecard with no weighting.
Loss Mitigation %	New service item displaying percentage of files on hold for loss	Q3 for adding to scorecard with no weighting.
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.	Q3 for adding to scorecard with no weighting.
Remove Federal Holidays from APR	The 10 Federal Holidays will be removed from firms' APR for service performance and File Referred logic.	Q3
Upstate/Downstate New York	Separate Upstate and Downstate counties in NY for APR purposes (by zip codes)	Q3



## Deliverables

Item Description	Active Tasks	Tasks Assigned to
<b>Collapsing of Holds/Issues for bankruptcy and foreclosure</b>	Bill will send the list of holds that are planned to be removed to the USFN and AFN to review.	Bill Newland
<b>Collapsing of Holds/Issues for bankruptcy and foreclosure</b>	Bill and Chris will work together to get a formalized list together. After this is prepared they will send something out to the roundtable firms.	Bill Newland Chris Hymer
<b>Roundtable Outreach</b>	LPS will send the next Roundtable Agenda out to Network firms via Network update prior to the next Attorney Roundtable call.	Lindsey Lesch
<b>Roundtable Outreach</b>	LPS will begin sending the roundtable notes directly to roundtable members in addition to the network update that is sent with the notes.	Lindsey Lesch
<b>Original document return timeframe</b>	LPS will review how many of these events actually get reprojected. If it is a high percentage of rejections, LPS will look at pushing the due date for this step back. Based on the average days reprojected, LPS can identify how many days it should be moved to.	Chris Anderson
<b>Contact information for Clients, LPS, and investors</b>	LPS will re-distribute the instructions on how to update contact information in LPS Desktop to firms via Network Update.	Lindsey Lesch
<b>Contact information for Clients, LPS, and investors</b>	LPS will research possible ways to modify the fields for entering contact information in Process Management to maybe add dropdowns for main departments in addition to just the "title" field.	Lindsey Lesch
<b>Issues and Holds Dropdowns</b>	Matt will look into whether it is possible to make user-specific dropdowns for Holds and Issues	Matt Rogina
<b>Stop Requests and New Referrals</b>	Michael Cloin will determine if LPS must wait for the 1 <sup>st</sup> foreclosure to close before opening a new foreclosure process in Process Management.	Michael Cloin
<b>Stop Requests and New Referrals</b>	LPS will determine if it is possible to run a report to see how many processes have two or more processes open at the same time.	Michael Cloin
<b>Second Mortgage Defense</b>	Rick Snoke will reach out to the Roundtable firms to discuss this project.	Rick Snoke
<b>Documents uploaded in "Document Management Referral Inbox"</b>	Lindsey will find out who is in charge of this project and see what additional input may be provided.	Lindsey Lesch
<b>Missing Documents/Information</b>	Jennifer Wilson-Harvey and Rich Nielson will provide status updates regarding the survey responses.	Jennifer Wilson-Harvey Richard Nielson
<b>Client-Specific APR Summary Report</b>	Lindsey Lesch will send a guide for this report to the Roundtable firms once the reports have been finalized.	Lindsey Lesch
<b>Productivity Report</b>	Lindsey will create a guide for this report and send it to the Roundtable firms for review.	Lindsey Lesch