



# LPS Attorney Roundtable

## Meeting Notes

The LPS Attorney Roundtable held an in-person conference on **Wednesday, February 18th at the MBA National Mortgage Servicing Conference & Expo in the Tampa Convention Center**. The attorney members of the Roundtable include the following firms:

**Bendett and McHugh [CT]**  
**Daniel C. Consuegra [FL]**  
**Millsap & Singer [MO]**  
**Nielson & Sherry [KY]**  
**Aronowitz & Ford [CO]**  
**Baxter & Schwartz [TX]**  
**Shapiro & Swertfeger [GA]**  
**Wilson and Associates [AR]**  
**Law Offices of John Clunk [OH]**  
**Potestivo & Associates [MI]**  
**Shapiro and Fishman [FL]**  
**Zucker, Goldberg & Ackerman [NJ]**

**The next meeting will be held on Thursday, June 11<sup>th</sup> at the LPS Attorney Summit in Minneapolis, MN.** 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@lpsdefaultsolutions.com](mailto:AttyFeedback@lpsdefaultsolutions.com).



## **Attorney Roundtable Meeting Wednesday, February 18, 2009**

### **TOPICS OF DISCUSSION**

#### **1) Welcome New Firms / Thank Exiting Firms**

**(Lindsey Lesch)**

**OVERVIEW:** LPS thanked the exiting Attorney Roundtable firms for serving their term and welcomed the new Attorney Roundtable members.

Exiting:

Law Offices of Daniel C. Consuegra  
Millsap & Singer  
Nielson & Sherry  
Bendett and McHugh

New:

Zucker, Goldberg & Ackerman  
Shapiro and Fishman  
Potestivo & Associates  
The Law Offices of John Clunk

#### **2) Roundtable Session Dates**

**(Lindsey Lesch)**

**OVERVIEW:** LPS went over the dates for the next three in-person Attorney Roundtable meetings.

2<sup>nd</sup> Meeting → June 11<sup>th</sup> at the Attorney Summit in Minneapolis, MN  
3<sup>rd</sup> Meeting → August 10<sup>th</sup> at the CMBA in Las Vegas, NV  
4<sup>th</sup> Meeting → October 12<sup>th</sup> at the MBA in San Diego, CA

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

**(Lindsey Lesch)**

**OVERVIEW:** Lindsey reviewed the details for the new Client Specific APR Summary Report, explaining what each comparison shows.

**DELIVERABLE:** LPS will send the Client Specific APR Summary Report guide to the Roundtable members.

**DELIVERABLE:** LPS will put the Client Specific APR Summary Report guide on Business Objects where it will be accessible to all firms.

**DELIVERABLE:** Attorney Relations will set up training for this new report for the Roundtable firms to determine what areas require more explanation on the guides.

#### **4) Bankruptcy Cramdown Legislation**

**(Chris Hymer)**

**OVERVIEW:** Chris Hymer asked for Roundtable members' feedback regarding the pending Cramdown legislation. In order to provide more insight on this legislation, a sub-committee of the roundtable will be formed to meet regarding this topic outside of the regularly scheduled Roundtable meetings. This topic may also be the subject of discussions at the 2009 LPS Attorney Summit in June.

#### **5) Potential Breakout Session Topics for Attorney Summit**

**(Lindsey Lesch)**

**OVERVIEW:** For this year's Attorney Summit, LPS has requested suggestions for topics of discussion and/or panelists that firms would find beneficial. Below are examples of some items that have been suggested. Matt Rogina requested



that firms provide additional ideas for more breakout sessions, which can be sent to [AttyFeedback@lpsdefaultsolutions.com](mailto:AttyFeedback@lpsdefaultsolutions.com).

- Bankruptcy Cramdown Legislation
- Leveraging Technology for Process Improvements
- Bankruptcy / Foreclosure Best Practices
- Second Lien Best Practices
- REO Best Practices
- NDC / AACER Discussion
- New LPS Programs
- Desktop Paperless Office Solutions
- Loss Mitigation
- State-specific sessions for large states with multiple pending or recent legislation changes.

## 6) Attorney Training Opportunities

(Lindsey Lesch)

**OVERVIEW:** LPS Default Solutions is currently researching and developing additional training materials for attorneys who use the LPS Desktop system. In addition to the guides LPS Desktop has available, LPS requested the firms' feedback on what other topics they would like to see covered. These topics may range from basic system functions to LPS Default Solutions Operations-specific questions. LPS' goal is to address the common questions a firm's staff may have when training new employees. These materials will be presented in a web-based training format (similar to PowerPoint) and will be made available to all LPS Desktop attorney users. Examples of materials LPS is currently enhancing include:

- Picking up referrals
- Creating holds, issues and rejections
- Responding to fees and costs requests
- Adding/viewing documents

Firms should send any attorney training ideas and requests to [AttyFeedback@lpsdefaultsolutions.com](mailto:AttyFeedback@lpsdefaultsolutions.com).

## 7) Desktop Announcements

(Lindsey Lesch)

**OVERVIEW:** Attyfeedback has received requests from firms to provide announcements when there are known issues with Desktop or with client-specific processes so that the firms are aware. Also, firms have requested that LPS update the Announcements section of LPS Desktop, to show errors or updates that are affecting users. LPS is working to include firms' main contacts for Network Updates on email alerts sent from Desktop when the application is experiencing issues and the appropriate department will be placing alerts in the announcements section within LPS Desktop.

**DELIVERABLE:** Attorney Relations will create a distribution list based on the contact information available in Desktop for use when distributing email announcements.

## 8) Create a Referral Volume report for firms (HD# 03926)

(Lindsey Lesch)

**OVERVIEW:** LPS has received requests from firms to have a report that shows all of the referrals they have received within a given timeframe. LPS management agreed that it would be useful for the firms to have a report that shows how many referrals each firm receives per month and from which clients. This report has now been completed.

**DELIVERABLE:** LPS will send the Referral Volume Report guide to the Roundtable members.

**DELIVERABLE:** LPS will put the Referral Volume Report guide on Business Objects where it will be accessible to all firms.

## 9) Create report showing number of issues open for a firm (HD# 04554)

(Barrett Daffin Frappier)

**OVERVIEW:** The firm requested a Report that will allow a person to choose by type, client, and date, what holds/issues have been requested, approved, denied and closed. This was suggested because the firm wanted to use this to see the number of a specific Issue that had been processed by individuals at their firm in a certain time period.



**DELIVERABLE:** Once this ticket is completed, Attorney Relations will create a guide and send it to the Roundtable members and put it on Business Objects.

### **10) Submitting documents for Signature Required for Client Execution**

**(Millsap & Singer)**

**OVERVIEW:** The firm requested the ability for documents to be sent directly to clients and for the clients to send the documents directly back to the firms for those documents that require client signatures in order to cut down on time delays. The expectation is that within 24 hours of a document being sent for execution it should be identified that it needs to be sent to the client. These items are sent via overnight at 3pm daily and arrive at the servicer at 10am the next day, so the client has them within 24 hours at the latest. All executed documents are sent to the firms by LPS via overnight mail as well. This is the standard procedure at this time for all clients.

### **11) LPS Adding Stop/Holds to Process Management main menu**

**(Bendett & McHugh)**

**OVERVIEW:** The firm has requested for a stop/holds queue to be added to the main menu in Desktop, similar to how the fees and costs appear. This can actually be accomplished by creating a workgroup for stop/hold/postponement events.

**DELIVERABLE:** Attorney Relations will create a guide for creating workgroups and will work with Roundtable firms to ensure they are able to create this workgroup.

### **12) Borrower Filing Intent To Cure with public Trustee and the referral is on hold**

**(Aronowitz & Ford)**

**OVERVIEW:** In Colorado, during the pre-sale foreclosure period, the borrower can file an "Intent to Cure with the Public Trustee." By CO Revised Statute, firms are required to supply the "Intent to Cure" figure to the Public Trustee within 10 days after the receipt of the request. When these figures are requested and the file is on hold, there is one client for whom these figures cannot be provided and the firm is instructed to contact the client's loss mitigation hotline.

Because the state requires firms to supply the "Intent to Cure" figures whether the referral is on hold or not, this issue needs to be resolved.

LPS contacted the client they will have to adjust the script in their internal system, which does not allow for reinstatement funds to be provided while the loan is on hold. Until this is resolved in the client system, LPS can open the reinstatement process for only the CO loans that are on hold and the client will manually provide the figures.

**DELIVERABLE:** Attorney Relations will keep Stacey Aronowitz updated on the status of this item.

### **13) Document name Included in Document Revision process**

**(Shapiro & Fishman)**

**OVERVIEW:** The firm requested if the name of the workload item could include the name of the document that the firm uploaded for revision. For example, if the AFF OF DEBT is what they uploaded and that needs to be revised, the workload item could be called Document Revision-Aff of Debt.

The current functionality does not allow for this type of recognition within the workload. The document type is currently available to the user within the DDF associated with the revision process. Firms on the Roundtable asked if it would be possible for a notification to be sent to the user that opened the particular process, when a signature required process is closed for that document.

**DELIVERABLE:** Attorney Relations will follow up on the possibility of something being sent as a notification.



## **STATUS UPDATES**

### **1) DIS (Data Integration Services)**

**(Matt Rogina)**

**OVERVIEW:** LPS currently has a Data Integration Service that assists with automation between attorney case management systems and LPS Desktop. This is available at no cost to firms and 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. Matt Rogina asked the Roundtable firms whether or not they are using DIS. Matt advised that an announcement will be sent out regarding the ways DIS can assist firms with productivity, which would yield cost savings.

**UPDATE:** This Network Update was sent to the LPS firms on 12/9/2008; Network Update 2008-449.

### **2) Submitting excess fee requests for FNMA and FHLMC files**

**(Vernon Singer)**

**OVERVIEW:** In a start over state, there is another fee when a second foreclosure is processed. Servicers are asking firms to file excess fee requests for the restarts. However, in a BK setting, the guidelines in a start over state do not require excess fee requests. In a loss mitigation setting, the guidelines require that the servicer collect the fees for the first (cancelled sale) as part of the loss mitigation so no excess fee request is necessary. Excess fee requests are not allowed for title defects that are an origination error. The firm requested for rules to be put into the system that trigger on a new referral, to determine whether an excess fee request is necessary, as under the servicing guidelines, excess fee requests are only necessary under limited circumstances. This topic applies to all restart states where a 2<sup>nd</sup> fee is allowed.

**UPDATE:** The directive on fee requests for FNMA FHLMC is as follows: If the firm raises a restart issue and gets a new Foreclosure process no fee requests are made. If the hold on the file was for something other than BK, Loss Mit or FB and the firm needs to add fees to proceed once the problem is solved, they will request additional fees as follows: For FNMA files, if the problem was unrelated to title, the firms will go directly to FNMA for fee approval. If they are denied the firm will open an additional fee issue in Desktop and LPS will either approve based on allowable fee approval from the client or handle as dictated by the client procedures. For FHLMC, if the problem is unrelated to title and the firm is designated counsel in that state for FHLMC the firm will go directly to FHLMC with their requests, if they are not designated counsel or are denied by FHLMC the firm will open an add fee issue in Desktop and LPS will either approve based on allowable fee approval from the client or handle as dictated by the client procedures. If the problem was title related FNMA and FHLMC believes this to be a servicer issue and will not review these requests (per their servicing guidelines) and so the firm will open an add fee issue in Desktop and LPS will either approve based on allowable fee approval from the client or handle as dictated by the client procedures.

### **3) Title Claim Rejections**

**(Stacey Aronowitz)**

**OVERVIEW:** When the "Results of Indemnification Request" first comes due, approximately 1 month after the claim is filed; the firm will request status and re-project two weeks. Recently, the firm says some rejections have been denied with a request for the reproject to be no more than one week. The firm requested to be able to reproject for more than one week in these cases.

**UPDATE:** The examples were provided and James used these examples to address the issue with his staff.

**UPDATE:** The examples were reviewed individually with the reps involved and with the group as a whole. This will cut down on unnecessary denials.

### **4) LPS Sending Intercoms about worklist items due on the same day**

**(Stacey Aronowitz)**

**OVERVIEW:** The firm says they have received intercoms the day a task is due (prior to 4pm CT), requesting status. The firm typically does not respond to the messages and reprojects the task. When this happens, the next time, the firm



says they get a "Second Request" intercom. The firm believes this is more of an LPS training issue as compared to something that needs to be adjusted.

**UPDATE:** The examples were provided and addressed with the staff involved.

## **5) LPS processors denying reprojections instead of closing (Stacey Aronowitz & James Richards)**

**OVERVIEW:** The firm has come across cases where they have reprojected an event because the necessary fee approval or documents were not yet available. In some cases, an LPS associate uploaded the fee approval or document after the reprojection has been requested and denied the firm's reprojection because the needed information was now available. The firm requested that their reprojections be approved in these cases, as they were valid at the time they were raised.

**UPDATE:** Examples were provided to James and were addressed with his staff.

## **6) Collapsing of Holds/Issues for bankruptcy and foreclosure (Jennifer Wilson-Harvey)**

**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. Jennifer Wilson-Harvey asked Alberta Hultman, of the USFN, to contact James Richards regarding this issue as James was originally the one who sent the list to the USFN.

**UPDATE:** Ed Hill is working with the USFN and the Servicers on putting together a consolidated list of holds. This project is currently on hold. However, James Richards has proceeded with the LPS project to do the same: consolidate list of holds/issues. James put together the LPS list, sent it to the USFN for feedback, and is now proceeding with the project.

**DELIVERABLE:** James Richards will provide an update regarding the progress of this project.

## **7) Updating Contact information in LPS Desktop for firms (Lindsey Lesch)**

**OVERVIEW:** To help ensure firms have updated client contact information, Attorney Relations will continue sending out the Servicer Customer Contacts on a quarterly basis and LPS will distribute information to firms on how to update their information in Process Management as soon as administrative functionality is available in the new interface.

**UPDATE:** Quarterly Servicer contact updates have been sent and will continue to be sent. Additionally, instructions on how to update contact information in Desktop are available in LPS Desktop Help function and also on the LPS Desktop training website.

## **8) Stop Requests and New Referrals (Scott Walter)**

**OVERVIEW:** 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 could end up being 2 active.

**UPDATE:** With regard to restarts, a Stop FC Process must be opened when a foreclosure is closed for any reason. This must occur even in restart situations because, at times, the "new" restarted FC may not be referred to the attorney working the prior action. This is Servicer-specific and differs between business rules. The process flow is that the Stop FC Process is launched, the old FC process is closed, and the new FC referral is sent. It could be possible for a new FC Referral to go out in the time between the old FC closing and the FC Stop process being completed. The Referrals team has confirmed that going forward, in the scenario of when a stop process is opened and a new referral is sent on the same day, the Referrals staff will provide the NTRID in the stop request, so that the firm can differentiate which FC must be stopped. This will prevent further confusion. LPS has also modified the view of the processes, to help firms identify which foreclosure needs to be stopped. The new "tree" view, showing which "Stop FC" process is associated with which Foreclosure, is was part of the 1.19 release and is now available in Desktop.



**9) Documents uploaded in "Document Management Referral Inbox"**

**(Lindsey Lesch)**

**OVERVIEW:** Aronowitz & Ford suggested LPS add an additional column in the referral inbox within Document Management that would list the document "Type" (MFR, Act/Demand Letter, etc).

**UPDATE:** This request has been completed and the firms were notified that this functionality is now available.

View Referral Package(s)								
ID #	Client Name	Referral ID	Referral Type	Data Field 1	Data Field 2	Data Field 3	Data Field 4	Referral Date
101010		Loan Number <a href="#">123456789</a>	Bankruptcy - MFR	Property State:				Updated On 2/2/2009
2020202		Loan Number <a href="#">23456781</a>	Foreclosure	Property State:				Updated On 2/4/2009
101010		Loan Number <a href="#">123456789</a>	Doc - Act/Demand Letter	State:				Updated On 2/3/2009
2020202		Loan Number <a href="#">23456781</a>	Doc - Note Copy	Property State:				Updated On 2/3/2009
101010		Loan Number <a href="#">123456789</a>	Foreclosure - Bidding Instructions	State:				Updated On 2/3/2009

**10) Missing Documents/Information**

**(Bill Newland)**

**OVERVIEW:** The AFN- and USFN-designated roundtable firms compiled the results of surveys to their networks which requested firms to provide the documents legally required to file first action in their state. The list was compiled by Lindsey Lesch and Bill Newland reviewed this with the LPS Document Retrieval team.

**UPDATE:** Lindsey and Bill reviewed the results again. At this point, there are very few documents that firms agreed upon in each state. Lindsey reached out to the AFN for clarification on states for which no responses were received. At this point, the Document team will focus their efforts on the agreed-upon documents, but this is the extent of the action that will be taken on this item.

**Attorney Reporting Project List – Top 5 Priority**

Item	Description	Status
<b>Remove Federal Holidays from APR</b>	The 10 Federal Holidays will be removed from firms' APR for service performance and File Referred logic.	<b>Completed</b> - The 10 Federal Holidays have been removed from the APR for service performance.
<b>Assignment carve-out</b>	Carve-out for assignments that must be sent to the servicers for execution; includes foreclosure and bankruptcy.	<b>Expected completion in Q1.</b>
<b>Create a Referral Volume report for firms (HD #03926)</b>	A report showing all referrals a firm has received in a certain time period.	<b>Expected completion in Q1.</b>



Item Description	Active Tasks	Tasks Assigned to
<b>Client Specific APR Summary Report</b>	LPS will send the Client Specific APR Summary Report guide to the Roundtable members.	Attorney Relations
<b>Client Specific APR Summary Report</b>	LPS will put the Client Specific APR Summary Report guide on BOBJ where it will be accessible to all firms.	Attorney Relations
<b>Client Specific APR Summary Report</b>	Attorney Relations will set up training for this new report and will send out available times, so firms can choose their training timeslot.	Attorney Relations
<b>Create a Referral Volume report for firms (HD# 03926)</b>	LPS will send the Referral Volume Report guide to the Roundtable members.	Attorney Relations
<b>Create a Referral Volume report for firms (HD# 03926)</b>	LPS will put the Referral Volume Report guide on BOBJ where it will be accessible to all firms.	Attorney Relations
<b>Create report showing number of issues open for a firm (HD# 04554)</b>	Once this ticket is completed, Attorney Relations will put together a guide and send it to the Roundtable members and put it on BOBJ.	Attorney Relations
<b>LPS Adding Stop/Holds to Process Management main menu</b>	This has been approved by Ops and is now with the Desktop User Group. This request has not yet been prioritized but once it is, Attorney Relations will provide an ETA for when it will be implemented to the Roundtable.	Attorney Relations
<b>Borrower Filing Intent To Cure with public Trustee and the referral is on hold</b>	Attorney Relations will keep Stacey Aronowitz updated on the status of this issue.	Attorney Relations
<b>Document name Included in Document Revision process</b>	Attorney Relations will follow up on the possibility of something being sent as a notification.	Attorney Relations