



## LPS Attorney Roundtable

The LPS Attorney Roundtable held an in-person conference on **Monday, August 10<sup>th</sup> at the CMBA in Las Vegas, NV.** The attorney members of the Roundtable include the following firms:

**Law Offices of John Clunk [OH]  
Potestivo & Associates [MI]  
Shapiro and Fishman [FL]  
Zucker, Goldberg & Ackerman [NJ]  
Cohn, Goldberg & Deutsch [MD]  
Dunakey & Klatt [IA]  
Goldbeck McCafferty & McKeever [PA]  
Martin, Leigh, Laws & Fritzlen [MO]**

**The next meeting will be held on October 12<sup>th</sup> at the MBA in San Diego, 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@lpsdefaultsolutions.com](mailto:AttyFeedback@lpsdefaultsolutions.com).



**Attorney Roundtable Meeting  
Monday, August 10, 2009**

**TOPICS OF DISCUSSION**

**1) Document Revision Queue Request**

**(Greg Allen)**

**OVERVIEW:** The firm asked to add an extra column to the workload on document revision steps that shows the name of the person who opened the original signature required process. If the document type is not able to be displayed in the workload, having the name of the originator may help firms to assign the items in the queue.

**DELIVERABLE:** Although this is not a change that can be made in the workload, LPS will create a report showing this information, along with the document type, Client Name, RID and the revision comments. LPS will create this report and send it to the Roundtable members for review and approval.

**2) Timeframes for Action in the Name of Issues**

**(Martin, Leigh, Laws & Fritzlen)**

**OVERVIEW:** A large percentage of the Foreclosure files for one of this firm's clients are being referred without an Action in the Name of. They are immediately opening an Action in the Name of Issue. However, they are concerned about delays in response to this Issue type. The firm is concerned about an uneven disadvantage caused by these delays for this specific client.

**RESPONSE:** Amy Weis' team works the aging "Action in the Name of" issues report, so there should not be many outstanding ones. LPS is working with the clients on making sure these issues get worked quickly and nearly 90% of the Action in the Name of Issues are resolved in 1 business day or less, on average.

**3) Files requiring multiple Document Requests**

**(Goldbeck McCafferty & McKeever)**

**OVERVIEW:** The firm requested a more efficient option for requesting multiple documents needed for a single file. The firm mentioned that contested cases or title claim processes usually result in the need for multiple docs. In addition to a more efficient way to request these documents, the firm would also like a way to escalate these or identify them as being required for a contested matter or title claim.

**DISCUSSION:** LPS proposed the creation of a "Multiple Documents Request" process that will have a ddf that allows firms to select all of the documents needed for the file. This process would then, in turn, launch the individual processes for those document types so they may be tracked accordingly. There may be a few document types that would not be able to be requested in this manner. An assignment is one example of a document type that would still need to be launched individually. With regard to a way for identifying documents needed or contested matters or title claims, LPS will review to see what options there may be for identifying this.

**DELIVERABLE:** Bill Newland will meet with Tara Engle and James Richards to discuss the possibility of making this change to the document processes and to identify documents needed for contested matters or title claims. This topic will be discussed more before any changes are made, either at the next Roundtable meeting or via email.

**4) Assignment Carve-out Updates for client-specific variances**

**(Lindsey Lesch)**

**OVERVIEW:** LPS recently identified additional client-specific variances that were needed in the assignment carve-out. An updated assignment carve-out explanation will be sent to firms to outline these changes.

**DELIVERABLE:** Lindsey Lesch will send out an updated assignment carve-out update to the Roundtable members to advise of more changes to the carve-out process. The updated assignment explanation will also be placed in Business Objects in the "Attorney Training" folder.



## 5) Creation of Close Report

(John D. Clunk)

**OVERVIEW:** The firm requested a report that would identify when a client has identified in the notes that a file should be closed, but did not launch a stop process or stop Issue in Desktop.

**RESPONSE:** Bill Newland advised that a system sweep of the Process Management notes, to look for where clients request a stop via notes instead of a process would be very difficult to do. Additionally, and more importantly, servicers using Desktop are required to follow the procedure for requesting files to be closed. LPS cannot be responsible for identifying when the correct procedure was not followed to make this request to LPS and the attorneys. Bill asked the firm to use the Connectivity Detail report to review stop processes and to also bring any examples where the clients are requesting stops via notes to the attention of LPS, so these may be addressed as training issues.

### STATUS UPDATES

#### 1) Recent/Upcoming APR Enhancements

(Attorney Relations)

**Description:** LPS will send a Network Update regarding the new APR enhancements prior to the release of these changes. These changes include updating the minimum percentages for delinquent events and compliance averages to 90%.

**Resolution:** The Roundtable members did not have any questions or concerns regarding this change. A Network Update regarding the new APR enhancements for delinquent events and compliance percentages will be sent out before the changes are put into place.

#### 2) Quality Reports

(Attorney Relations)

**Description:** LPS has created attorney version of quality reports for contested foreclosures, first legal prior to title, MFR quality, and POC quality. Complete descriptions of these reports are available in the guides for these on Business Objects.

**Resolution:** The HD ticket for this has been closed and the Quality Reports are available to the attorney firms on Business Objects, under the 9000 Reports. The guides to these reports have been sent to the Attorney Roundtable members and will be sent out via Network Update.

#### 3) Rejections

(Bill Newland/Chris Hymer)

**Description:** Bill and Chris are developing a matrix that outlines the allowable days for rejections on each step for LPS staff to reference. All staff members that handle rejections will have access to this matrix to make rejection approvals and denials more standard.

**Update:** Bill Newland is working on the matrix for FC and Chris Hymer is working on the BK matrix. Bill and Chris asked the firms not to request needed items using rejections. This is expected to be completed in the next 60 days.

#### 4) Issues/Holds

(Bill Newland/Chris Hymer)

**Description:** LPS will collect the necessary information to make a hold/issue matrix available on Business Objects.

**Update:** Bill and Chris are continuing to review the information for the creation of this matrix. Attorney Relations will provide status to all Roundtable firms before or at the next meeting.

#### 5) Business Objects Reporting Feedback – Detail Reports

(Attorney Relations)

**Description:** A roundtable firm requested that the Vendor Reference ID be added to the Connectivity Detail and Service Detail Reports.

**Resolution:** The requested information has been added to the Connectivity and Service Detail reports.



**6) Firm request to close processes (FC/BK Attorney Management)**

**Description:** Firms requested the ability to close processes in LPS Desktop when they have opened them in error. The current process is that they have to intercom their rep to ask them to close the process. LPS is identifying the best way to handle these requests. The current plan is to create an Issue. More review is necessary to determine if these should be process-specific. LPS will advise when the Issue for closing a process has been created.

**Update:** Bill Newland's team is working on this item for completion in Q3.

**7) Create a Referral Volume report for firms (Attorney Relations)**

**Description:** LPS will review the concerns regarding this report and identify if adjustments are needed.

**Resolution:** The requesting firm has confirmed that the Volume report is working correctly. No adjustments are needed. When running the Volume report, firms need to make sure and export to Excel (data only).

**8) Workgroups Guide (Attorney Relations)**

**Description:** LPS will send the guide to creating workgroups to the Roundtable firms when completed.

**Resolution:** The guide for creating a Stop/Hold workgroup has been completed and sent to the Roundtable.

**9) Vendor File Number for Fees/Costs (Attorney Relations)**

**Description:** LPS will find out if it is possible to add the Vendor File Number and loan number to each fees/costs popup window.

**Update:** The suggestion was sent to the Attorney User Group for prioritization. As soon as an ETA for when this will be incorporated is provided, the Roundtable will be updated. This item will stay on the agenda until resolution.

**OPEN DISCUSSION**

**1) Character Limit for canned messages (Goldbeck McCafferty & McKeever)**

**Description:** The firm requested that the character limit for canned messages in Issues, reprojections, and intercoms be increased from what it is currently. The limit for canned messages is currently 50. The firm requested to increase to 400.

**Deliverable:** LPS will review to determine if this limit can be increased. If it is, it will most likely not be increased all the way to 400 characters, as that is too large of a limit for canned messages.

**Attorney Reporting Project List – Top Priorities**

Item	Description	Status
<b>Add Vendor Reference Number to Connectivity Detail Report</b>	A column for Vendor Reference number will be added to the connectivity detail report in the same way it is listed on the event level detail report.	ETA end of August.

**Deliverables**

Item Description	Active Tasks	Tasks Assigned to
<b>Document Revision Queue Request</b>	LPS will create a report showing requestor name, document type, Client Name, NTRID and the revision comments. Once created, the report will be sent to the Roundtable for review and approval.	Attorney Relations



<p><b>Files requiring multiple Document Requests</b></p>	<p>Bill Newland will meet with Tara Engle and James Richards to discuss the possibility of making this change. This topic will be discussed more before any changes are made, either at the next Roundtable meeting or via email.</p>	<p>Bill Newland</p>
<p><b>Assignment Carve-out Updates for client-specific variances</b></p>	<p>Lindsey Lesch will send out an updated assignment carve-out update to the Roundtable members to advise of more changes to the carve-out process</p>	<p>Attorney Relations</p>
<p><b>Issues/Holds</b></p>	<p>Bill and Chris are continuing to review the information for the creation of this matrix. Attorney Relations will provide status to all Roundtable firms before or at the next meeting.</p>	<p>Attorney Relations</p>
<p><b>Firm request to close processes</b></p>	<p>Bill Newland's team is working on this item for completion in Q3.</p>	<p>Bill Newland</p>
<p><b>Vendor File Number for Fees/Costs</b></p>	<p>The suggestion was sent to the Attorney User Group for prioritization. As soon as an ETA for when this will be incorporated is provided, the Roundtable will be updated. This item will stay on the agenda until resolution.</p>	<p>Attorney Relations</p>
<p><b>Request to expand character limit for issues, reprojections and intercom canned messages.</b></p>	<p>LPS will look into the possible expansion of characters for these items.</p>	<p>Attorney Relations</p>