

2023 NAMFS CONFERENCE

Industry Whys – Big
Picture & Best Practices

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2023 NAMFS Conference for Mortgage Field Services

Industry Whys

Big Picture & Best Practices

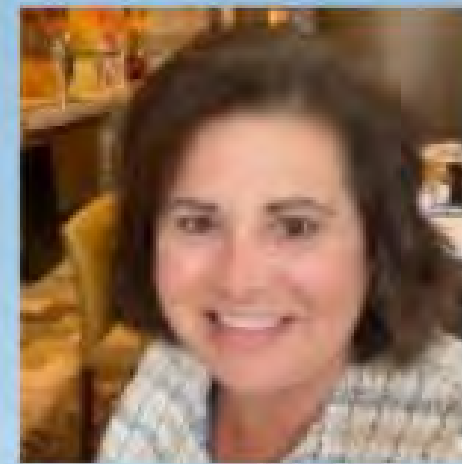
May 23, 2023, 1:50-2:30 pm



Andrea Kennedy
Innovative Field
Services



Elsbeth Spransy
SingleSource

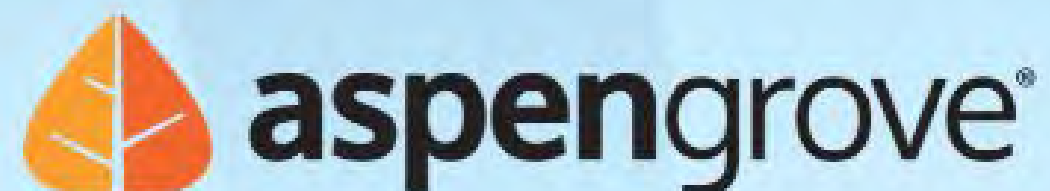


Joyce Milaszewski
JGM Property
Group



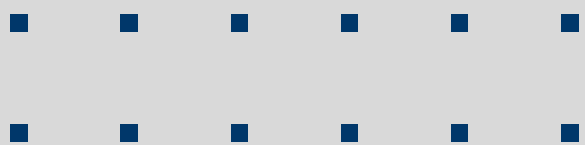
Nickie
Badalamenti-Kalas
Five Brothers

Content
Sponsored By:



AGENDA

- Inspections
- Property Preservation
- Quality Control
- Foreclosure Process including Post Conveyance
- Audience Q&A



Inspections

What do Inspectors, new or experienced, need to know in the current environment?

- . Why inspections are completed and importance of timeframe
- . What happened during the Pandemic that impacted ordering of inspections
- . The importance of identifying occupied vs vacant
- . The importance of providing accurate description of the property when vacant via walk around
- . The importance of documenting safety concerns when completing inspection
- . Inspections and Property Preservation are partnership

Property Preservation

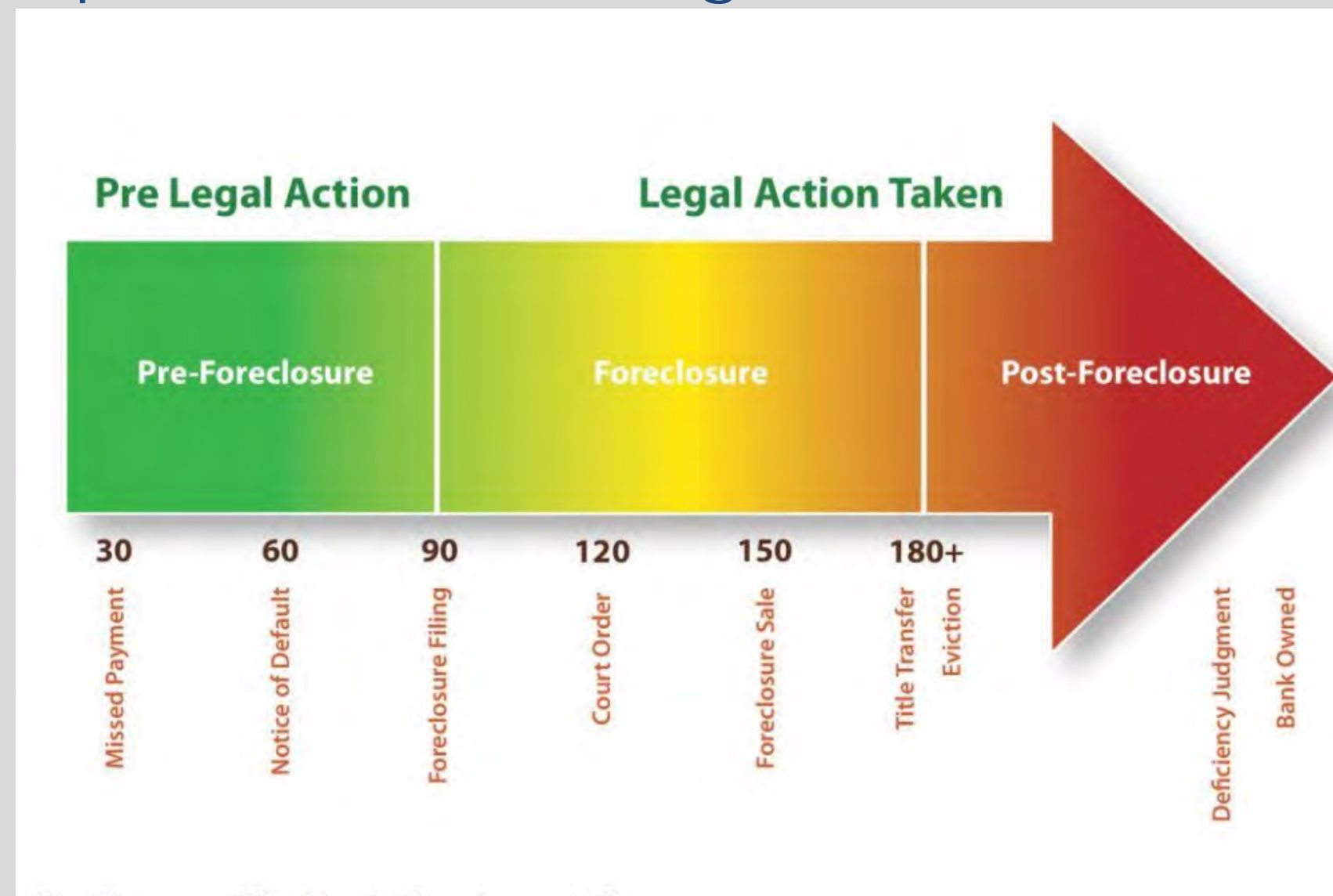
- What do Property Preservation Contractors, new and experienced, need to know in the current environment?
 - Importance of Initial Secure and appropriate documentation plan on being there for an extended period of time
 - Provide an accurate description of the property to help determine disposition (i.e - Conveyance, CWCOT, REO, Etc.)
 - Good Photos (MORE ISN'T ALWAYS BETTER)
 - Perspective vs close up
 - Help tell the story
 - Timeliness and Communication (Status Updates)
 - Know what can be done for the allowable
 - Provide appropriate bids and know what is ICC and what it isn't
 - Know the difference between pre-and post-sale
 - High Risk Orders – Initial Secure, Winterization, Post-Sale

Quality Control

- . What are the benefits of having Quality Control processes in place (both in office and in the field) and why are they so vital to the success of those within our industry?
 - National, Regional, Local
 - What steps can be taken in office to help catch instances of fraud and/or poor-quality work?

Foreclosure Process including Post Conveyance

What is the process, including a timeline?

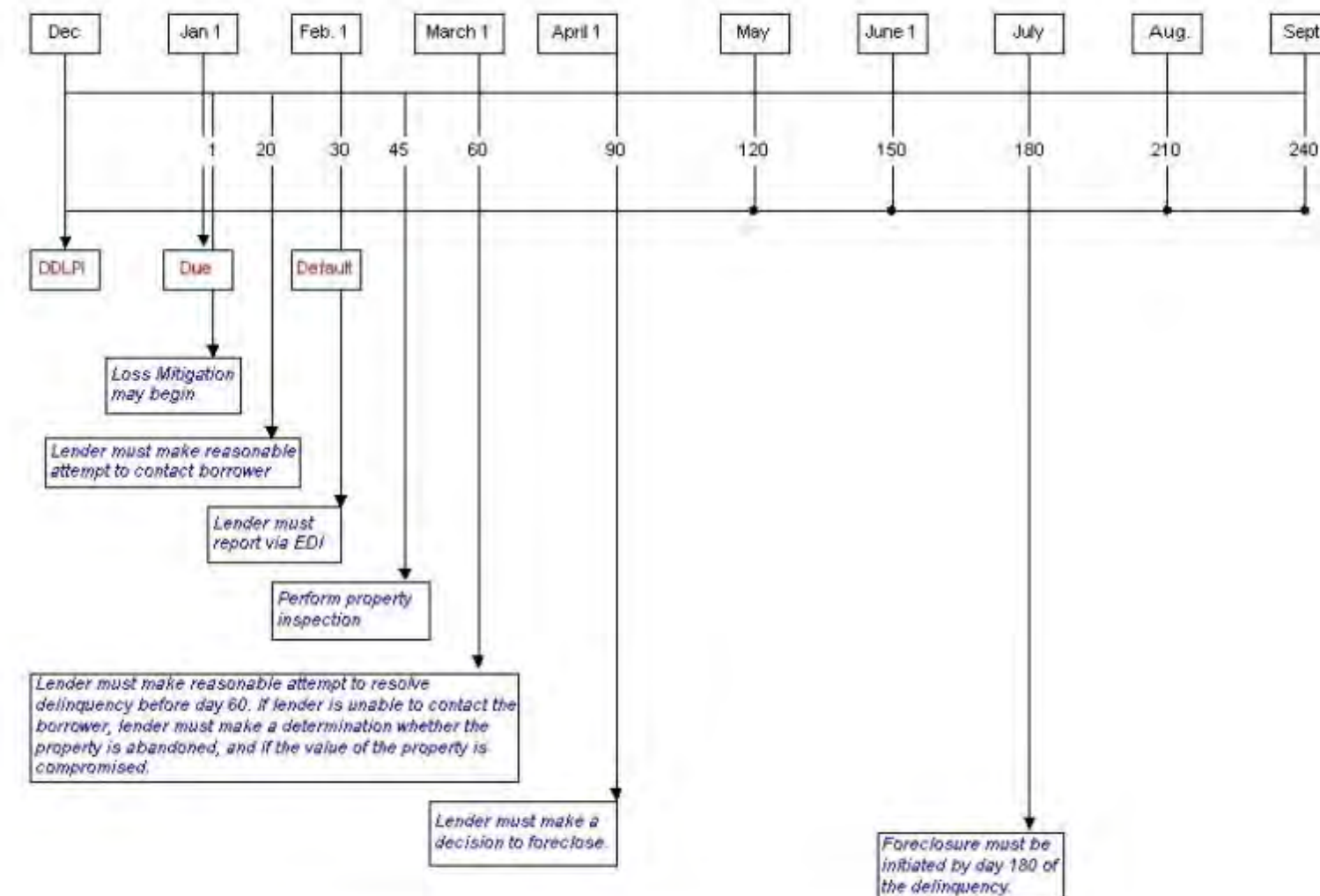


Foreclosure Process including Post Conveyance

a. Loss Mitigation Process Timeline Diagram

Loss Mitigation should be pursued during the timeline indicated below and up until the foreclosure sale date.

💡 Defaults are to be reported monthly.



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Foreclosure Process including Post Conveyance

What is the process, including a timeline?

- Trailing impact of chargebacks and demands
- Understanding the importance of preparing for the increasing volume of quality and compliance audits with the potential for extrapolation of errors across portfolio/work volume.

Audience Q&A

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THANK YOU



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