

The background of the slide features a light blue overlay with a faint image of a clock face and a document containing various numbers and text. The clock face is partially visible on the right side, showing numbers like 12, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11. The document on the left has numbers like 29, 88, and 79.

# Maximizing Recovery Reducing losses Under Tight Deadlines

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## Panelists

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Brooke Marshall, VP, Property  
Preservation, LoanCare

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Diane Snider, VP Claims and  
Property Preservation, Truist

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Lisa Walker, VP Property  
Preservation, US Bank

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Sara Waite, VP Claims, Freedom  
Mortgage

## The Importance of Securing and Conveying on Time

Maximize recovery, avoid  
expense curtailments

Mortgagee neglect

Compliance

# Issues Servicers Identify with Bids

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Incomplete bids

Failure to follow up timely

Investor/Insurer denied, now what?

Bid after the fact?

Is there a bidding strategy?

# Addressing Damages



Timing is everything



Root cause and  
addressing emergent  
Conditions



SLA's and Impacts



When will Servicers  
repair?



Best Practices

# What Keeps You Up at Night?

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1. Losses and fines
2. Reconveyances
3. Sloppy work
4. Headline risk/community blight
5. Investor & Insurer Demands
6. Utilities & lack of documentation



# Questions?

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# Thank you

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