# Maximizing Recovery Reducing losses Under Tight Deadlines

#### Panelists

Brooke Marshall, VP, Property Preservation, LoanCare

Diane Snider, VP Claims and Property Preservation, Truist

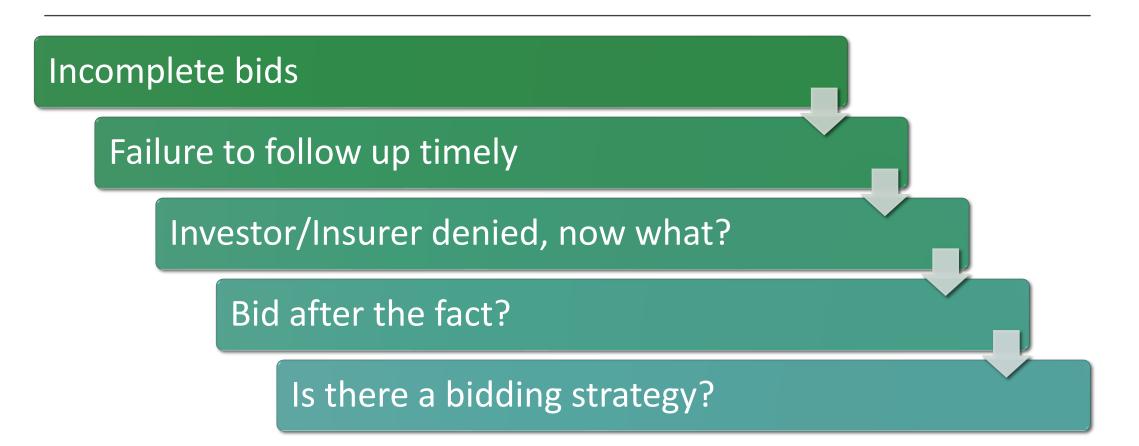
Lisa Walker, VP Property Preservation, US Bank

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



#### Addressing Damages



Timing is everything



Root cause and addressing emergent Conditions



SLA's and Impacts



When will Servicers repair?



## What Keeps You Up at Night?



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



## Questions?



# Thank you

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