HOPE NOW Natural Disaster Summit – Disbursements and Disruptions
Wednesday June 12th 2019
Penny Mac, Meeting Room Honorable, 2201 W. Plano Pkwy, Plano TX 75075
Conference Priorities and Objectives:
   1. Consistency through process
   2. Understanding common challenges
   3. Managing incomplete processes
   4. Promoting new ideas

AGENDA

7:30am – 8:00am: Breakfast

WELCOME & OBJECTIVE

8:00am – 8:05am: Welcome, Introductions – Eric Selk, Executive Director HOPE NOW
8:05am – 8:30am: Opening Speaker (TBD) Senator Cornyn’s Office

8:30am – 9:45am: Customer Engagement/Contact
   Engagement, Communications, Special Teams, SPOC
   Wells Fargo
   Penny Mac
   US Bank
   Mr. Cooper

9:45 am – 10:30 am: Documenting and Managing Process
   Expectations & Areas of Opportunity
   First Rate Field Services
   Dimont

10:30am – 10:45 am Break

10:45am-11:30 am Title and Escrow
   Lessons Learned from the California Wildfires
   IE Settlement Services
   Old Republic

11:30pm-12:45pm Lunch & Speaker, NOAA
   Data, Trends and Where we should be focused

12:45pm-1:45 pm Self Contracting
   Managing Expectations & Lessons Learned
   Wells Fargo
Disaster recovery is a long-term commitment to struggling families and communities. Some impacted regions will take years to recover after a hurricane or wildfire. Families will look to financial institutions for continued support and guidance. It has been widely reported that most Americans only have $400 in savings. It’s reasonable to assume that extra support will be needed to maintain home preservation. This is a key role for mortgage servicing and their counterparts. Mortgage servicing can be an underappreciated model that is uniquely positioned to be responsive and helpful. Hope Now’s mission is focused on home preservation. To learn more about Hope Now, and support our mission, Eric.Selk@hopenow.com.

Event Sponsors:

PennyMac
Loan Services, LLC

IES
Settlement Services