

Commercial/Multifamily Finance Servicing and Technology Conference 2022

**MAY
15-18**

◆ **JW MARRIOTT LOS ANGELES L.A. LIVE**

Sunday, May 15

3:00 PM – 6:00 PM

Registration

Platinum Ballroom Foyer, Second Floor

3:30 PM – 5:00 PM

FHA Servicers Subcommittee Meeting (Committee Members Only; Closed to Media)

Platinum Ballroom G, Second Floor

4:00 PM – 5:00 PM

mPact Servicing Advisory Committee Meeting (Committee Members Only; Closed to Media)

Platinum Ballroom F, Second Floor

4:00 PM – 5:00 PM

CCMS Committee Meeting (Committee Members Only; Closed to Media)

Platinum Ballroom B, Second Floor

5:00 PM – 6:00 PM

CCMS Reception (Open to Members; Closed to Media)

Platinum Ballroom C, Second Floor

Monday, May 16

7:30 AM – 5:00 PM

Registration

Platinum Ballroom Foyer, Second Floor

7:30 AM – 5:00 PM

Exhibit Area Open

Platinum Ballroom E, Second Floor

7:30 AM – 8:30 AM

Loan Closers Breakfast (Committee Members Only; Closed to Media)

Platinum Ballroom C, Second Floor

8:00 AM – 8:30 AM

Continental Breakfast in the Exhibit Area

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Platinum Ballroom E, Second Floor

Sponsored by: [Althans Insurance](#)

8:00 AM – 5:00 PM

Member/Advocacy Engagement Zone

Platinum Foyer, Second Floor

8:30 AM – 9:50 AM

Opening General Session: The Evolution of Commercial Loan Servicing

Diamond Ballroom 4, Third Floor

10:00 AM – 10:50 AM

General Session: Your Energy Is Your Most Valuable Currency

11:00 AM – 11:50 AM

Breakout Sessions

Business Intelligence, Balancing Expectations from All Sides

Diamond Ballroom 4, Third Floor

Teamwork Makes the Deal Work

Diamond Ballroom 5, Third Floor

Learning Lab: Insurance Compliance, Managing Expectations and Requirements

Diamond Ballroom 6, Third Floor

11:00 AM – 12:00 PM

CCMS Education Track: Benchmarking in CMF Loan Servicing

Diamond Ballroom 9, Third Floor

12:00 PM – 1:00 PM

Operations Discovery Working Lunch – What's in Your Organization? (Open to Members; Closed to Media)

Diamond Ballroom 8, Third Floor

Join industry peers to discuss the nuances of Servicing Operations and how your organization has adapted to the changing CRE landscape.

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12:00 PM – 1:15 PM

Insurance & Risk Management Committee (Open to Members; Closed to Media)

Platinum Ballroom C, Second Floor

12:00 PM – 1:00 PM

Lunch in the Exhibit Area

Platinum Ballroom E, Second Floor

1:00 PM – 1:50 PM

Breakout Sessions

Climate Change: Managing Operational Risk and Servicing in the Future

Diamond Ballroom 4, Third Floor

Staying on Top of Tenant Occupancy Issues

Diamond Ballroom 5, Third Floor

Learning Lab: Tackling Fraud and Operational Risk, A Training Perspective

Diamond Ballroom 6, Third Floor

2:00 PM – 2:50 PM

General Session: The Economic and Commercial Real Estate Market Outlook

Diamond Ballroom 4, Third Floor

2:50 PM – 3:00 PM

Refreshment Break in the Exhibit Area

Platinum Ballroom E, Second Floor

Sponsored by: [North Shore Systems](#)

3:00 PM – 3:50 PM

Breakout Sessions

Navigating the Inspection Process in a Challenging Post-Pandemic Climate

Diamond Ballroom 4, Third Floor

Insurance Impact of Significant Events and Other Emerging Risks

Diamond Ballroom 5, Third Floor

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Learning Lab: Managing Remote Workers

Diamond Ballroom 6, Third Floor

3:00 PM – 4:00 PM

CCMS Education Track: Internal CMF Benchmarking Requirements

Diamond Ballroom 9, Third Floor

4:00 PM – 5:00 PM

Opening Reception in the Exhibit Area: Hooray for Hollywood

Platinum Ballroom E, Second Floor

5:00 PM – 6:30 PM

MBA Advocacy and mPact Reception (Current “active” MAA Members and mPact only, Sign-Up at the Door) (Closed to Media)

Platinum Ballroom Foyer, Second Floor

Tuesday, May 17

7:30 AM – 5:30 PM

Registration

Platinum Ballroom Foyer, Second Floor

8:00 AM – 10:00 AM

CCMS Designation – Working Meeting (By Invitation Only)

Platinum Ballroom I, Second Floor

8:00 AM – 3:00 PM

Exhibit Area Open

Platinum Ballroom E, Second Floor

8:00 AM – 8:30 AM

Continental Breakfast in the Exhibit Area

Platinum Ballroom E, Second Floor

Sponsored by: [FICS](#)

8:00 AM – 5:00 PM

Member/Advocacy Engagement Zone

Platinum Ballroom Foyer, Second Floor

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8:30 AM – 9:50 AM

General Session: Developing the Next Generation of Leadership

Diamond Ballroom 4, Third Floor

10:00 AM – 10:50 AM

Breakout Sessions

Partnering to Advance HUD Multifamily & Healthcare Servicing

Diamond Ballroom 4, Third Floor

Automating in the Future: The AI/Robotics Evolution in CRE

Diamond Ballroom 5, Third Floor

Learning Lab: Standardizing Rent Roll, Appraisal and Operating Statements for Greater Efficiency

Diamond Ballroom 6, Third Floor

10:50 AM – 11:00 AM

Refreshments Break in the Exhibit Area

Platinum Ballroom E, Second Floor

Sponsored by: CFSI Loan Management

11:00 AM – 11:50 AM

Breakout Sessions

Recruiting and Retaining Tomorrow's Lenders

Diamond Ballroom 4, Third Floor

Adapting to a Changing CRE Landscape

Diamond Ballroom 5, Third Floor

Learning Lab: Dissecting Difficult Loan Documents

Diamond Ballroom 6, Third Floor

11:00 AM – 12:00 PM

CCMS Education Track: External CMF Benchmarking Requirements

Diamond Ballroom 9, Third Floor

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12:00 PM – 1:00 PM

Lunch in the Exhibit Area

Platinum Ballroom E, Second Floor

12:00 PM – 1:00 PM

Small Servicers Meet & Greet

Platinum Ballroom E, Second Floor

Open to all servicing shops with 25 or fewer people or who service \$10 Billion or less. Join peers to discuss small servicer challenges.

12:00 PM – 1:00 PM

Attorney Roundtable (Committee Members Only; Closed to Media)

Diamond Ballroom 8, Third Floor

1:00 PM – 1:50 PM

Breakout Sessions

ESG and CMF Servicing: Risks, Opportunities and Challenges

Diamond Ballroom 4, Third Floor

Stepping Up Your Technology Game – Enhancing Staff Expertise

Diamond Ballroom 5, Third Floor

Learning Lab: Single Family Rentals (SFRs): The Hot New Product in the Market

Diamond Ballroom 6, Third Floor

2:00 PM – 2:50 PM

General Session: Breaching the Surface of Cyber Security: Incidents, Impacts & Tools to Protect

Diamond Ballroom 4, Third Floor

2:50 PM – 3:00 PM

Refreshment Break in the Exhibit Area

Platinum Ballroom E, Second Floor

Sponsored by: [CFSI Loan Management](#)

3:00 PM – 3:50 PM

Breakout Sessions

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Managing the Borrower's Experience Post-Closing

Diamond Ballroom 4, Third Floor

Outsourcing and Vendor Management

Diamond Ballroom 5, Third Floor

Learning Lab: Ease of Closing – Best Practices, Tips and Tricks

Diamond Ballroom 6, Third Floor

3:00 PM – 4:00 PM

CCMS Education Track: Risks and Consequence of CMF Loans

Diamond Ballroom 9, Third Floor

4:00 PM – 5:30 PM

mPower Event: Lessons and Learning from CMF Leaders

Platinum Ballroom F, Second Floor

Sponsored by: [CoreLogic](#)

Wednesday, May 18

8:00 AM - 10:30 AM

Registration

Platinum Ballroom Foyer, Second Floor

8:30 AM - 9:00 AM

Continental Breakfast

Diamond Ballroom Foyer, Third Floor

9:00 AM – 10:30 AM

Closing Super Session: The Leadership Forum (Closed to Media)

Diamond Ballroom 4, Third Floor