

Discover the Oasis

MBA's Servicing Management Workshop

Phoenix Convention Center
Phoenix, AZ
February 14, 2006

Conference Registration/Hotel Accommodations Information

Five Easy Ways to Register

Online (Credit card)
<http://shop.mortgagebankers.org>

Fax (Credit card)
(202) 721-0247

Phone
(800) 793-6222
Monday–Friday, 9:00 a.m.–5:00 p.m. ET

Mail*
Payable to: Mortgage Bankers Association
Mail to: Mortgage Bankers Association
PO Box 403945
Atlanta, GA 30384-3945

Express Mail*
Payable to: Mortgage Bankers Association
Mail to: Mortgage Bankers Association
c/o Bank of America Lockbox Services
Lockbox 403945
6000 Feldwood Road
College Park, GA 30349
(800) 793-6222

* Use Express Mail for overnight deliveries to meet registration cut-off dates when applicable. Express Mail only ensures postmark date for registration fees.

Please allow 3–5 business days for processing and confirmations.

For More Information

Speaking opportunities: Norman Edwards
(202) 557-2793
Web site: www.mortgagebankers.org/conferences
Sponsorship opportunities: Mark Brady
(202) 557-2790
Exhibit opportunities: Kim Newell
(202) 557-2791 or Patty Miller
(202) 557-2792

Workshop Registrant Information

Registering online is easy with our enhanced features. You can register for the workshop as well as make hotel reservations through our secured web store. Once you receive your registration confirmation, you can then reserve your hotel. Simply visit www.mortgagebankers.org/conferences and click *Registration Information*. You may reserve hotel accommodations only after you have registered and paid for MBA's Servicing Management Workshop.

If you wish to register for MBA's National Mortgage Servicing Conference & Expo, please refer to the separate registration form.

Note: Registrant badges can only be picked up by the registered individual unless prior arrangements have been made.

Important Conference Deadlines to Remember

January 13: Early workshop registration/final registration list/substitutions
January 19: Cut-off for hotel rooms

In order to receive your registration confirmation and hotel information in time, register before *January 13*. If you do not receive your registration confirmation within seven days, please call MBA at (800) 793-6222.

Substitutions

Send requests in writing to the attention of "Registration Substitutions" and include a \$25 processing fee. See Five Easy Ways to Register in the left column for contact information.

Cancellations and Refunds

Cancellations received on or before *January 13*: Full refund minus \$25 processing fee
Cancellations received between *January 14–February 6*: 50 percent penalty applied to all registration cancellations
February 6: No refunds made after this date

Cancellation requests should be sent to the attention of "MBA Cancellations." See Five Easy Ways to Register in the left column for contact information. In the unlikely event of program cancellation, MBA will refund 100 percent of registration fees paid. MBA assumes no liability for any penalty fees on airline tickets, deposits for hotel accommodations, or any other fees, charges, penalties or other incidental costs that a registrant might incur as a consequence of a program cancellation.

Travel Information

MBA Offers Airfare and Car Rental Discounts. Please contact Travel Incorporated, MBA's official travel agency,

to take advantage of special discounts on airfare and car rentals. You can make your travel arrangements (Monday–Friday, 24 hours a day). A proposed schedule will be sent to you immediately. Reservations will include 5–10 percent savings depending on the destination and meeting. You may also call our official air carriers and car rental agencies directly.

To contact Travel Incorporated, call (800) 524-3002. If you do not use Travel Incorporated please use the codes below when making your travel arrangements to ensure that you receive the appropriate discounts.

Airfare Discount

Please ask your travel or airline agent to use the following airline code when making your MBA travel arrangements. Using the appropriate meeting code will ensure discount savings for you and help MBA track its airline volume.

American: (800) 433-1790; Airline Code 17547

Car Rental Discounts

MBA members can obtain discounts by contacting the car rental agency directly and providing the identification number.

Avis: www.avis.com; (800) 831-8000; Avis Worldwide Discount number A369400
Hertz: www.hertz.com; (800) 654-2200; ID# 316138

Hotel Information

The discounted hotel rate cut-off date, *January 19*, does not ensure availability of rooms. If rooms are available until *January 19*, you receive the discounted hotel rate. After *January 19*, reservations are made on a space available basis only, and you are charged the regular hotel rate. In order to receive MBA's special negotiated room rate, you must follow the hotel reservation instructions outlined in your registration confirmation letter. Please do not call the hotels directly.

Hilton Suites Phoenix
10 East Thomas Road
Phoenix, AZ 85012-3144
MBA discount rate: \$229/night, single/double

For arrival date of *February 14, 2006*, or beyond: \$279/night, single/double

Hotel cut-off date: *January 19, 2006*

Note: All hotel rates are subject to a 12.7 percent tax. Some hotels may charge an energy surcharge.



Discover the Oasis

MBA's Servicing Management Workshop Registration Form

Phoenix Convention Center Phoenix, AZ February 14, 2006

Registration Fee

Early registration received with payment *by* January 13, 2006:

MBA Member* \$599 Nonmember \$850

Regular registration received with payment *after* January 13, 2006:

MBA Member* \$799 Nonmember \$1,150

**Note: This is the Workshop
Registration Form**

Breakout Sessions

Please indicate which session you would like to attend.

Default Management Customer Service Customer Retention

Registrant Information

Please list this information as you wish it to appear on your badge and on the registration list.

Please type or print legibly. Photocopy entire form for additional registrations.

Mr. Ms.

First Name MI Last Name Nickname for Badge

Title Customer ID Number**

Company Name

Company Address (to appear on name badge)

City State Zip Business Phone Business Fax

E-mail Address (please provide to receive confirmations via e-mail)

Previous Employer if Employed Less than Two Years

* Subject to Membership Verification. **To identify your Customer ID Number, please see the printed number located next to your name on the mail panel or call (800) 793-6222. Not required to register.

If you have special needs addressed by the Americans with Disabilities Act, please check here and attach a statement regarding your particular needs.

Payment Information

Check enclosed (payable to Mortgage Bankers Association) or **Bill my:** American Express MasterCard VISA Discover

Credit Card Number Expiration Date

Name as it Appears on Card Amount of Charge*

Address (If different from above)

Signature

Optional Diversity Questions

Your answers to this section are optional. The use of this information is restricted to MBA and is being requested to enhance MBA's continuing efforts to increase diversity within its membership. Your individual information will not be provided to any external source or organization.

Are you: Male Female Do you identify yourself as a member of any of the following racial and/or ethnic groups (check all that apply):

Hispanic/Latino Black/African-American Asian/Asian-American/ Pacific Islander

Native Hawaiian/American Indian/Native American White/Caucasian None of the above_____

For Office Use Only Source code WB Meeting No. M2602052 Attention MBA Meetings

ID Co ID Order # Operator Date