



# Trailing Doc Follow-up How to Cure Outstanding Docs

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# Certification Challenges and Timing Workflow Efficiencies Leading to Back Office Cost Reduction

Carol Chapman  
Operations Manager  
ESDO-Records Services/CRT  
GMAC




- When to begin recovery?
- Using county turnaround times to determine:
  - When can I expect the recorded documents
  - When 'should I' expect the final title policy



- What to do in the interim?
- Using the 'free way'
  - a. AutoFax
  - b. County web sites



- Implementing efficient workflow tools
- Setting up an 'in-house' priority Q linked to available county web sites
- Utilizing 'pay for service' web sites
- Building relationships with outside entities to obtain what you need
  - 1. Hello communications right out of the gate
  - 2. Kudos's to those deserving

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- When to STOP recovery
  - Elevating issues with 3rd parties responsible
  - Three strikes you're out strategy
  - Title Company/Closer negligence



- Workflow recovery after “closed doors”
- Prioritize importance
- Determining if Lien is secure
- Is ‘paper necessary’



- Cost Containment –  
Who pays the bill?
- Providing feedback to Originations
- Recovery via the 'free way'
- Lending channels pay?



## Time to Step Back and Re-Evaluate How Much is Too Much?

Lynn Watson  
Manager – Special Loans Services  
Stewart Lender Services

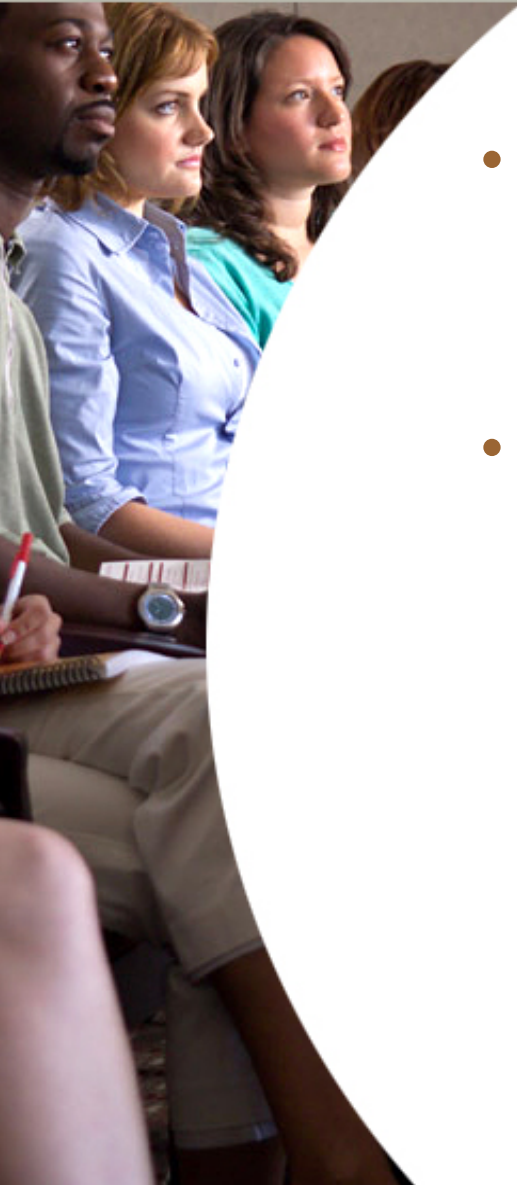
## How much is too much?

- As your deficiencies continue to grow, now is time to step back and evaluate
  - Number of existing projects within the department
  - Deficiencies per project
  - Current Staff
  - Outsource
  - Short term and long term deadlines

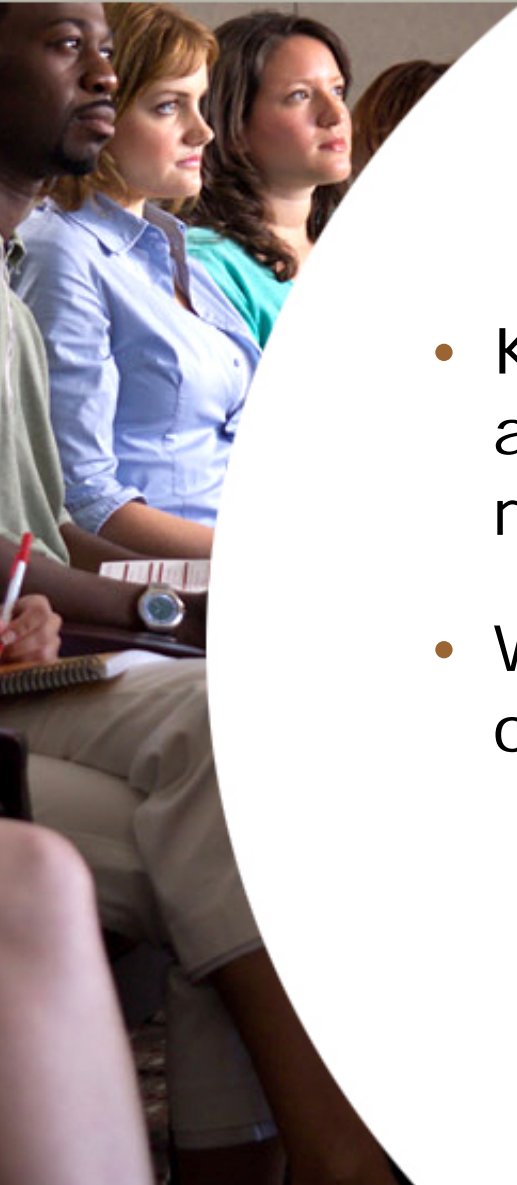


## The key to obtaining trailing documents is sufficient documentation

- Base File – Closing Instructions, Insured Closing Protection Letter, HUD, Commitment & Recorded Mortgage/Deed of Trust (If Available)
- Review closing instructions to determine where trailing documents are to be returned.
- Title Policies should be issued when the Mortgage/Deed of Trust is recorded.
- Assignments if applicable should be recorded as soon as the loan is purchased or sold to a private investor.



- Review Purchase and Sale Agreements
  - Can you sign in lenders behalf?
- Document Tracking System
  - Track the date, time and the individual contacted
  - Time Frames should be set on the number of calls



## Alternate Documents

- Know what type of alternate documents are available based on state and county requirements to clear deficiencies.
- Work with your legal department or outsource company
  - Ensure that the alternative document is not only recordable but ensures the validity of the lien.



Be sure documents are acceptable with investor if the originals cannot be located

- Do not record a document unless you are sure the investor will accept that document.
- Be sure you know how your alternate documents will be recorded within the state and county jurisdiction where the document is recorded
  - Will this have any bearing if we foreclose on the loan?



# Document Resolutions

Janet Rolan  
Process Manager  
Document Operation National Closing Operations  
Washington Mutual



## Clearing old document issues

- Use Lost Affidavits for recordings where applicable
- Enlist the Underwriter for duplications of policies
- Recreate old policies for the current principle balance
- Contact the State Department for signing authority for out-of-business correspondents



## Meeting client request turnaround demands

- Organize work loads by “quick hits”
- Negotiate terms for delayed recording counties
- Utilize your department strengths
- Outsource your weaknesses



## Managing Severe Volume Spikes

- Outsource to more than 1 agency
- Use Temps for simple resolutions
- Evaluate you staff and replace where needed



## Cost/Expense Reduction

- Work with the front end of the business to fix trends
- Evaluate the costs of in-house vs. outsourcing

## Workflow Efficiencies

- Track the counties
- Review the counties 30 days after closing
- Create pipelines based on Investor demand and county performance
- Ensure the front end is only working with the best





## Best Practices for Trailing Doc Follow-up

- Research the documents within 60 days of closing
- Enforce repurchase demands
- Outsource when necessary
- Build Investor relationships