

Tuesday, September 11th 8:30 a.m.–9:45 a.m.
Trailing Doc Follow-up — How to Cure Outstanding Docs

Moderator:

Marilyn Foody
Vice President – National Sales
Stewart Lender Services

Speakers:

Carol Chapman
Operations Manager
GMAC
ESDO - Records Services/CRT

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

- When to begin recovery?
- What to do in the interim?
- Implementing efficient workflow tools
- When to STOP recovery
- Workflow Recovery after “closed doors
- “ Cost Containment – who pays the bill?

Lynn Watson
Manager – Special Loan Services
Stewart Lender Services

Time to Step Back and Re-Evaluate
How much is too much?

- Number of existing projects within department
- Deficiencies per project
- Current Staff
- Outsource
- Short Term and Long Term Deadlines for Delivery of Final Documents

Resolution to Document Collections
The Key is Sufficient Documentation

- Base File

- Review Closing Instructions
 - ✓ Track County Turn Times
 - ✓ Title Policies
 - ✓ Assignments
 - ✓ MERS
 - ✓ Purchase & Sales Agreement
- Document Tracking System

Alternate Documents & Options

Janet Rolan

Process Manager, Document Operation National Closing Operations
Washington Mutual

Document Resolutions

- Clearing Old Document Issues
- Meeting Client Request Turnaround Demands
- Managing Severe Volume Spikes
- Cost/Expense Reduction
- Workflow Efficiencies
- Best Practices for Trailing Doc Follow-Up