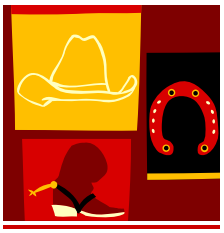

# *"Doing more with less - Associate Engagement"*

## *Panelists:*

**Diane B. Cooper**
Vice President, Servicing
Wells Fargo Home Mortgage

**Shari L. Gillund**
Vice President, Mortgage Doc Custody
Wells Fargo Corp Trust Servicing Group

**Donna K. Jones**
Vice President, Custodial Services
First Tennessee Bank, NA

**Rachel G. Switzer**
Director, Records Services
ResCap
GMAC Residential Financial Group

## *Moderator:*

**Carol Chapman**
Operations Manager – Pool Certification/Records Services
ResCap
GMAC Residential Financial Group

## *Session Topic:*

- **Associate Benchmarks**
  - Realization
  - Associates – solution
  - Strategies & struggles
  - Managing Risk/Quality Control
- **Recognition Strategies**
  - Cost Containment
- **The Untold Story**

## ASSOCIATE ENGAGEMENT

## SESSION NOTES