

Technology Update

February 22, 2007

Panelists

- Moderator:
Bob Caruso
Servicing and Post Closing Executive
Consumer Real Estate
Bank of America

 - Jim Miller
Managing Director
Default Management
JPM Chase
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Panelists, continued

- Patrick Carey
Senior Vice President
Default/Retention Operations
Wells Fargo Home Mortgage

 - Anthony Box
Director of Default and Call Center
Administration
Net Bank
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Customer View Software

- Allows companies to view customers with multiple product lines (i.e., credit card, auto, mortgage)
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Digitally Recorded Calls

- Potential uses for this information
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Servicing Platforms

- Contrasts/Changes/Comparisons
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Bankruptcy Legislation Challenges

- Technology to assist in compliance
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Imaging

- Ability to pull information from documents through automation
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Automated Search Information

- Liens
 - Tax
 - Title
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Case Management Systems

- Contrasts/Comparisons/Changes
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Buyback Analysis

- ❑ Technology available to assist in anticipating exposure
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Open Discussion
