



HOPE NOW Natural Disaster Summit – DAY 2

Fannie Mae, Granite Park VII, 5600 Granite Parkway, Plano, TX 75024

Date: Friday, October 12, 2018

AGENDA

8:30am – 9:00am: *Breakfast*

WELCOME & OBJECTIVE: *Regulatory Landscape, Innovation, Best Practices and Improving Customer Experience*

9:00am – 9:15am: *Welcome, Introduction* – Eric Selk, Executive Director, HOPE NOW

9:15am – 10:00am: *Federal and State Regulatory Landscape*

Legislative Review – Housing Policy Council, Paul Leonard, Senior Vice President of Government Affairs

Alignment – Mortgage Bankers Association, Hanna Pitz, Regulatory Associate, Residential Policy

Analytics and Innovation – CoreLogic, Peter Carroll, Executive, Public Policy & Industry Relations

10:00am – 10:30am: *Innovation and Discussion of Best Practices Panel*

- Quality Claims – Robyn Markow, AVP Client Relations
- Safeguard Properties, Tim Rath, Director of Business Development and Marketing

10:30am – 11:25am: *Improving the Customer Experience on Insurance Claims*

- Assurant, Patrick Sullivan, Vice President Industry Relations & Compliance
- Wells Fargo, Jodi Brecke, Vice President, Property Insurance Operations & Vendor Manager

11:25am – 12:00pm: *Improving the Customer Experience* – Barbara Kingsley, Center for Plain Language

12:00pm – 12:30pm: LUNCH

12:30pm – 2:00pm: Disaster Recovery Job Aids/ Playbooks, Study and Survey

- HOPE NOW, Eric Selk, Executive Director
- Carrington Mortgage Services, Candace Russell, Vice President - Post Sale

2:00pm – 2:10pm: Close, Wrap-Up and Next Steps – Hope Now

Event Sponsors:

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HOPE NOW is a non-profit organization dedicated to helping families avoid foreclosure and recover from circumstances beyond their control. The membership represents a commitment to improving the customer experience and proactive consumer engagement. HOPE NOW's activities are supported through membership dues and generous sponsorships. To be a member of HOPE NOW or support our valuable efforts, please see Eric Selk.