**Hope Now Natural Disasters Summit, 10- 11/12- 2018**

75 participants across the mortgage industry, including Federal Agencies, State Agencies, Mortgage Companies, Non-profits and Service Providers.

**Goal:** To review current practices, policies and procedures to improve outcomes with families impacted by natural disasters.

**Speakers Included:**

FEMA

NOAA

Fannie Mae

Freddie Mac

HUD

CoreLogic

Safeguard Properties

Quality Claims

Dimont

Wells Fargo

Mr. Cooper

US Bank

The Money Source

Ocwen

Center for Plain Language

Assurant

Housing Policy Council

Mortgage Bankers Association

TSACH

Texas Department of Insurance (Fraud Division)

Texas GLO

Texas AgriLife Extension

The participants provided excellent insights and feedback on a variety of issues including Disaster Job Aids, Improved Loss Draft, current credit reporting standards, simplified consumer communications and industry/consumer education. We unpacked each issue and created an open forum for all stakeholders to chime in. Since the meeting was in Dallas, we were able to attract key stakeholders from Texas including TSAHC and Department of Insurance. We also learned from new partners, including FEMA, NOAA and Texas AgriLife Extension.

An ongoing note from everyone in the room was the realization that in most situations most families are not adequately covered. What is the role of the Government and what is the role of the private industry? Mortgage servicing is where shortfalls on the lending side are exposed.  We will go further into these observations with the proposed Hope Now Disasters working group in 2019. This is a series of planned conferences to continue the focus on improvements, lessons learned and recommendations to housing/mortgage industry.

**Larger Take Aways from Hope Now Servicing for Natural Disasters Conference**

* Consumer Education
* Customer Communications
* Understanding Homeowners
* Align Goals on Insurance
* Need for Consistency
* Credit Reporting
* Federal Role
* Servicer Job Aids

To learn more about the Conference or joining Hope Now, please see Eric Selk, Eric.Selk@hopenow.com