



MBA'S COMMERCIAL/MULTIFAMILY
SERVICING AND TECHNOLOGY

CONFERENCE

May 12–15

Hilton New Orleans Riverside

09



**MORTGAGE
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MBA's COMMERCIAL/MULTIFAMILY SERVICING AND TECHNOLOGY CONFERENCE 2009

MBA's Commercial/Multifamily Servicing and Technology Conference is the premier educational event for commercial/multifamily loan servicing, closing and technology professionals. Industry experts address the challenges facing the industry today and the critical role servicers play in shaping solutions. The Mortgage Bankers Association (MBA) continues to be your one stop for up-to-the-minute information and analysis during these challenging times. This excellent information exchange opportunity enables you to interact with your peers and discuss servicing and technology tactics and strategies for addressing industry demands.

The popular educational forum examines commercial/multifamily servicing and technology issues affecting large, small and mid-sized companies; primary/sub-servicers, master servicers and special servicers; all loan servicing professionals and technology professionals involved in the lifecycle of a loan; plus trustees and third party service providers.

Industry experts at this conference discuss the latest developments in:

- Master, Primary and Special Servicer Responsibilities
- Managing Borrower Expectations
- Default Management and Delinquencies
- Risk Mitigation
- Loan Workouts/Restructuring
- Insurance Issues
- Running a Servicing Operation
- Property Inspections and Inspection Reporting
- Servicing Complex Loan Structures
- Bankruptcy and Receivership
- Accounting and Tax Issues
- Whole Loan Servicing
- Loan Closing Process
- FHA Multifamily Roundtable

Who Should Attend

Commercial/multifamily loan servicing, closing and technology professionals;
and servicing partners/vendors

SPECIAL SESSIONS



OPENING GENERAL SESSION: Industry Headlines versus Reality

Wednesday, May 13, 8:30 a.m.–9:30 a.m.

Jamie Woodwell, Vice President – Commercial/Multifamily Research, Mortgage Bankers Association, provides insight into the latest macroeconomic and commercial real estate conditions and trends. Woodwell is responsible for providing economic and policy analysis for legislative and regulatory proposals and industry trends from a commercial/multifamily finance perspective.

GENERAL SESSION: It Is Not Just the Headlines – How Recent Developments in Washington Affect You

Wednesday, May 13, 9:45 a.m.–11:00 a.m.

Hear industry leaders discuss the current and potential effects of recent legislative and regulatory developments. Learn how elements of TARP, TALF and the Stimulus Bill affect your actions as a servicer.



GENERAL SESSION: Industry Leaders' Perspective – Why Servicing Matters More than Ever

Thursday, May 14, 8:30 a.m.–9:30 a.m.

MBA Vice Chairman and President of CWC Capital, Michael D. Berman, CMB introduces this special session in which key industry investors and servicers discuss changes to the industry in the economic downturn. Industry consolidations, downgrades and transparency for a new market are all part of this dialogue.

GENERAL SESSION: Putting It All Together

Friday, May 15, 9:00 a.m.–10:15 a.m.

A panel of industry leaders representing master, special, portfolio, rating agency and B piece highlight conference “take-aways.” Hear them describe the key concepts and the “tools” you need in your tool belt to address the challenges of 2009 and beyond.

Important Note

May 12 is only for registration and conference check-in if pre-registered.

MBA's CREF/Multifamily Servicing and Technology Conference 2009 programs begin on May 13 and conclude on May 15.

Interested in a Correspondent or Operational Meeting?

If interested, contact John Hawkins at jhawkins@mortgagebankers.org or (202) 557-2781.

PRELIMINARY AGENDA

SCHEDULE SUBJECT TO CHANGE.

Tuesday, May 12

3:00 p.m.–6:00 p.m.
Registration

Wednesday, May 13

7:30 a.m.–5:30 p.m.
Registration

7:30 a.m.–4:00 p.m.
Exhibit Hall Open

7:30 a.m.–8:30 a.m.
Continental Breakfast in the Exhibit Hall

8:30 a.m.–9:30 a.m.
OPENING GENERAL SESSION
Industry Headlines versus Reality
Featured Speaker: Jamie Woodwell

9:30 a.m.–7:00 p.m.
Exhibit Hall Open

9:30 a.m.–9:45 a.m.
Coffee Break in the Exhibit Hall

9:45 a.m.–11:00 a.m.
GENERAL SESSION
It Is Not Just the Headlines — How Recent Developments in Washington Affect You

11:00 a.m.–11:15 a.m.
Refreshment Break in the Exhibit Hall

11:15 a.m.–12:30 p.m.
CONCURRENT PANEL SESSIONS

- Mortgage Bankers and Borrower Relationships: A Primer for Dealing with Troubled Securitized Loans
- Balloon Risk — Options Today
- Portfolio Servicing and Correspondent Issues: Transparency in the New Market

12:30 p.m.–2:30 p.m.
Networking Luncheon in the Exhibit Hall

2:30 p.m.–3:45 p.m.

CONCURRENT ROUNDTABLE DISCUSSIONS

- Insurance — Back to Basics
- Know Your Collateral — The Value of Property Inspections
- Servicing Issues in a Changing Environment
- Investor/Servicer Roundtable

3:45 p.m.–4:00 p.m.
Refreshment Break in the Exhibit Hall

4:00 p.m.–5:30 p.m.
CONCURRENT ROUNDTABLE DISCUSSIONS

- Negotiations and Implications of Bankruptcy: A Primer
- HUD — Under New Management
- Understanding the REMIC Structure and Tax Law Implications
- The Shifting Servicer Landscape

5:30 p.m.–7:00 p.m.
Exhibit Hall Open

5:30 p.m.–7:00 p.m.
Opening Reception in the Exhibit Hall

Thursday, May 14

7:30 a.m.–5:15 p.m.
Registration

8:00 a.m.–4:00 p.m.
Exhibit Hall Open

8:00 a.m.–8:30 a.m.
Continental Breakfast in the Exhibit Hall

8:30 a.m.–9:30 a.m.
GENERAL SESSION
Industry Leaders' Perspective: Why Servicing Matters More than Ever
Featured Speaker: Michael D. Berman, CMB

9:30 a.m.–9:45 a.m.
Coffee Break in the Exhibit Hall

9:45 a.m.–11:00 a.m.
CONCURRENT PANEL SESSIONS

- Servicing Shop Management: Limited Resources/Increased Workload
- Multifamily Session: Servicing Loans on Seniors' Housing
- Strategic Bankruptcy Tactics

MBA Thanks Its Sponsors:

BRONZE



11:00 a.m.–11:15 a.m.

Refreshment Break in the Exhibit Hall

11:15 a.m.–12:30 p.m.

CONCURRENT PANEL DISCUSSIONS

- Transfers to Special Servicing — How Soon is Too Soon?
- Loan Workout and Negotiations
- Deconstructing Complex Loan Documents
- Managing Large Volumes of Loans

12:30 p.m.–2:30 p.m.

Networking Luncheon in the Exhibit Hall

2:30 p.m.–3:45 p.m.

CONCURRENT ROUNDTABLE DISCUSSIONS

- Real Estate Fundamentals and Surveillance
- REO Management and Disposition
- Managing Borrower and Investor Expectations with Respect to Reserves and Other Servicer Managed Accounts
- Where Can a Servicer Access Data?

3:45 p.m.–4:00 p.m.

Refreshment Break in the Exhibit Hall

4:00 p.m.–5:30 p.m.

CONCURRENT ROUNDTABLE DISCUSSIONS

- Trickle-Down Economics: Why Multifamily and Commercial Property are now Targets of Mortgage Fraud
- Ginnie Mae/FHA: HUD-Insured Healthcare Loans — How Do They Differ From Multifamily?
- Issues in Foreclosure
- The Future of Reporting

Friday, May 15

8:00 a.m.–Noon

Registration

8:30 a.m.–9:00 a.m.

Continental Breakfast in the Foyer

9:00 a.m.–10:15 a.m.

GENERAL SESSION

Putting It All Together

10:15 a.m.–10:30 a.m.

Refreshment Break in the Foyer

10:30 a.m.–Noon

Are You Certified?

Noon

Conference Concludes

HOST



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SESSIONS AND DISCUSSIONS

Mortgage Bankers and Borrower Relationships: A Primer for Dealing with Troubled Securitized Loans

This discussion between a master servicer and a mortgage banker provides an outline of the issues and processes that their borrowers will encounter in addressing credit problems with their securitized loans. Topics include CMBS Servicing — role of primary, master and special servicer; the PSA and Servicing Standard; getting to the special servicer and engaging the borrower as part of the solution.

Balloon Risk — Options Today

This session addresses one of the biggest issues facing the industry today — refinancing — and the challenges related to the lack of financing options available to a borrower who is facing a loan maturity. Panelists discuss the pros and cons of loan extensions, as well as the best practices for servicers to utilize in addressing balloon risk for securitized, portfolio and GSE loans.

Portfolio Servicing and Correspondent Issues: Transparency in the New Market

Portfolio lenders are confronting growing regulatory and rating agency pressure to increase surveillance. These requirements also impact the correspondent servicer. A portfolio servicer, correspondent servicer and rating agency representative discuss the evolving requirements and how a servicer can stay ahead of the curve.

Insurance — Back to Basics

In light of the new market, this session provides a refresher focused on the fundamentals of insurance administration. Join this roundtable to learn what “all” peril insurance does and does not cover; blanket insurance risks; and securitized lender, portfolio lender and GSE requirements for their policies.

Know Your Collateral — The Value of Property Inspections

This roundtable focuses on the MBA Property Inspection Form. Representatives from third party providers, GSEs, securitized and portfolio lenders discuss lessons learned in using the form, which was released a year ago.

Servicing Issues in a Changing Environment

Discussion includes primary and master servicers, an attorney, banking representatives and a rating agency. Topics include bank stability and ratings changes, E&O, D&O coverage, advancing and liquidity issues.

Investor/Servicer Roundtable

Investors and servicers are featured discussing issues including data transparency, communication and interpretation of transaction documents.

Negotiations and Implications of Bankruptcy: A Primer

Workout counsel and bankruptcy attorneys along with securitized, portfolio and GSE servicers lead this discussion about the steps a borrower will take

HOST CONTINUED



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TAX SEARCH, LLC**



**T.D.
Service
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Since 1964

and what the servicer needs to know. This is an opportunity to learn and ask questions if you have not been through a real estate down cycle.

HUD — Under New Management

With a new Secretary who has extensive multifamily experience and other appointees expected to be in place soon, come hear HUD multifamily asset management staff outline their priorities and focus under the new leadership. This roundtable discusses recent and potential changes to FHA's multifamily servicing, default management and claims guidelines. Servicers also have an opportunity to raise issues and concerns and suggest changes to improve HUD's processes.

Understanding the REMIC Structure and Tax Law Implications

The REMIC structure is the framework for CMBS. Experts, including master and special servicers, a B-piece buyer and an attorney discuss current legislation and regulatory proposals related to REMIC reform that are designed to address troubled assets.

The Shifting Servicer Landscape

Are servicing consolidations inevitable? How will decisions to consolidate impact the operating systems of primary, master and special servicers?

Servicing Shop Management: Limited Resources/Increased Workload

This session, featuring chief servicing officers of portfolio, CMBS and GSE servicer operations plus large and small companies, discusses the

challenges of meeting today's increased demands. Do producers make good loan servicers? What are reasonable outsourcing solutions?

Multifamily Session: Servicing Loans on Seniors' Housing

Panelists discuss the current market for independent-living, assisted-living facilities and nursing homes and the effects of the economy, market fundamentals and government actions on occupancy rates and property profitability. Lenders and servicers discuss their short- and long-term views of this business and the unique challenges and opportunities that servicing these operator-centric loans offer.

Strategic Bankruptcy Tactics

This panel discusses bankruptcy from the perspective of a REIT or parent company with multiple CMBS loans. Issues considered include Debtor-in-Possession (DIP) financing and cash collateral agreement.

Transfers to Special Servicing — How Soon is Too Soon?

As borrower property relief issues increase, servicers are confronted with continued compliance with the terms of the documents. A panel including an attorney and primary, master and special servicers discusses tough cases and offers practical guidance. The group will focus on subservicing agreements and the challenges related to imminent default.

SESSIONS AND DISCUSSIONS

Loan Workout and Negotiations

Even for those who went through the downturn of the 90s, this discussion provides insight into today's structures, pitfalls and successes for loan workouts. Hear from workout attorneys and special servicers.

Deconstructing Complex Loan Documents

Hear an attorney, securitized and portfolio servicer and a rating agency representative discuss complex and unique loan terms. This roundtable explores ways a servicer can identify and track loan document requirements and the challenges encountered in addressing these loan specifics in a down market. Key topics include lockboxes (hard, soft and springing), covenant requirements and letters of credit.

Managing Large Volumes of Loans

This group discusses the increased need for technological solutions to the business issues created when servicing high volumes in the current market environment.

Real Estate Fundamentals and Surveillance

There are increased expectations and due diligence required to see the "yellow flags" before they become red flags. Watch lists and delinquency monitoring are discussed by a rating agency representative and master and primary servicers.

REO Management and Disposition

Servicing managers discuss what is happening with real estate-owned assets today. Discussion includes property management, insuring and

protecting property, sales brokerage agreements, marketing strategies and alternative dispositions.

Managing Borrower and Investor Expectations with Respect to Reserves and Other Servicer Managed Accounts

Master, primary and special servicers discuss risks and challenges faced by servicers in managing P&I, escrow and reserve accounts.

Where Can a Servicer Access Data?

What information do you need today to monitor the loans in your portfolio and where do you get the data? Representatives of several companies offer examples of data resources.

Trickle-Down Economics: Why Multifamily and Commercial Property are now Targets of Mortgage Fraud

A new trend has emerged to get bigger dollars through fraud in commercial and multifamily properties. The group discusses fraud schemes, early detection, cost-saving steps to avoid losses and creative remedies.

Ginnie Mae/FHA: HUD-Insured Healthcare Loans — How Do They Differ From Multifamily?

Now that the Office of Insured Healthcare Facilities (OIHF) has assumed responsibility for the oversight of the servicing of loans insured under the Section 232 program, what changes can servicers expect? How is the account representative's model working? Will procedures change for loan prepayments, releases from reserves for replacement, transfers

of physical assets and property inspections? Will servicers be asked to do more in some areas but less in others? Join in this roundtable to hear OIHF staff discuss their approach to servicing healthcare loans and have an opportunity to weigh in with your views on how processes should change.

Issues in Foreclosure

This roundtable focuses on the wide array of questions that can arise during the foreclosure process, what to look for and how to resolve them. Topics include “real world” discussions of judicial and non-judicial foreclosure, deficiency judgments and deed in lieu. Also covered are the pitfalls of failed communications between divisions in servicing shops.

The Future of Reporting

How will servicers produce the information they need? What tools will they use? Is the industry support there?

Are You Certified?

Hear from a panel of your colleagues including servicing and closing professionals, portfolio managers and servicing specialists on the benefits of industry certification and continuing education. The Certified Mortgage Servicer training provides a foundation for understanding the key issues affecting servicing professionals today.

Continuing education and industry designation opportunities are available to attendees of MBA's Commercial/Multifamily Servicing and Technology Conference. Earn CPE credits for your participation in MBA's Commercial/Multifamily Servicing and Technology Conference 2009. The conference is a basic, group live offering; with no prerequisite or advanced preparation required.



Mortgage Bankers Association (MBA) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue, North, Suite 700, Nashville, TN, 37219-2417, www.nasba.org.

Earn two points toward your Commercial Certified Mortgage Banker (CMB) Designation.



The Commercial CMB is the industry standard of professional success. It symbolizes respect, credibility, ethics and achievement within real estate finance. Earning a Commercial CMB instantly places you at the top of our dynamic industry and makes you a part of the elite group that has achieved the highest level of professional success.

Learn more about the Commercial CMB www.campusmba.org/cmb.

Network with Attendees

Conference sponsorship is the ideal vehicle to grab the attention of this important audience and position your company as a leader in the industry. All sponsorships include a tabletop exhibit opportunity, but space is limited. For more information call (202) 557-2790 or email Mark Brady at mbrady@mortgagebankers.org.

REGISTRATION AND TRAVEL INFORMATION

FIVE EASY WAYS TO REGISTER

Online (credit card)

<http://store.mortgagebankers.org>

Phone

(800) 793-6222, select option 3

Monday-Friday, 9:00 a.m.-5:00 p.m. ET

Fax (credit card)

(202) 721-0247

Mail*

Payable to: Mortgage Bankers Association

Mail to: Mortgage Bankers Association

P.O. Box 403945

Atlanta, GA 30384-3945

Express Mail*

Payable to: Mortgage Bankers Association

Mail to:

Mortgage Bankers Association

c/o Bank of America Lockbox Services

Lockbox 403945

6000 Feldwood Road

College Park, GA 30349

(800) 793-6222

* Use express mail for overnight deliveries to meet registration cutoff dates when applicable. Express mail only ensures postmark date for registration fees. Please allow 3-5 working days for processing and confirmations.

REGISTRATION INFORMATION

Conference Registrant Information

Registering online is easy with our enhanced features. Simply visit www.mortgagebankers.org and click *Conferences & Events*.

Note: Registrant badges can only be picked up by the registered individual unless prior arrangements have been made.

Important Conference Deadlines to Remember

April 28: Early conference registration/final registration list/substitutions

April 21: Cutoff for hotel rooms

In order to receive your registration confirmation in time, register before *April 28*. If you do not receive your registration confirmation within seven days, please call MBA at (800) 793-6222, select option 3.

Substitutions

Send requests in writing to the attention of "Registration Substitutions" and include a \$50 processing fee. You may email your substitution request to meetings@mortgagebankers.org. In order to guarantee that your name will appear on the Final Registration List, substitutions must be received by *April 28*. After *April 28*, all substitutions must be done on site.

Cancellations and Refunds

- Cancellations received on or before *April 13*: Full refund minus \$50 processing fee
- Cancellations received *April 14–May 4*: 50 percent penalty applied to all registration cancellations
- *May 4*: No refunds made after this date

Cancellation requests should be sent to the attention of "MBA Cancellations." You may email your substitution request to meetings@mortgagebankers.org. In the unlikely event of program cancellation, MBA will refund 100 percent of registration fees paid. MBA assumes no liability for any penalty fees on airline tickets, deposits for hotel accommodations or any other fees, charges, penalties or other incidental costs that a registrant might incur as a consequence of a program cancellation.

For More Information

Speaking Opportunities: Rachel Love, (202) 557-2889

Sponsorship Opportunities: Mark Brady, (202) 557-2790

Web site: www.mortgagebankers.org/crefservicingtech2009

TRAVEL INFORMATION

Please contact Travel Incorporated, MBA's official travel agency, to take advantage of special discounts on airfare and car rentals. You can make your travel arrangements Monday through Friday, 24 hours a day. A proposed schedule will be sent to you immediately. Reservations will include 5–10 percent savings depending on the destination and meeting. You may also call our official air carriers and car rental agencies directly. To contact Travel Incorporated, call (800) 524-3002. If not using Travel Incorporated please use the codes below when making travel arrangements to ensure that you receive the appropriate discounts.

Airfare Discounts

Please ask your travel or airline agent to use the following airline code when making your MBA travel arrangements. Using the appropriate airline code will ensure discount savings for you and help MBA track its airline volume.

American: (800) 433-1790; Airline Code 20340

Car Rental Discounts

MBA members can obtain discounts by contacting the car rental agency directly and providing the identification number.

Avis: www.avis.com; (800) 831-8000;

Avis Worldwide Discount number: A369400

Budget: www.budget.com; (800) 527-0700;

Budget Discount number: T495200

Hertz: www.hertz.com; (800) 654-2200;

Hertz Discount number: 316138

Hotel Accommodations

The cutoff date for discounted hotel rates is *April 21*. This does not ensure availability of rooms. If rooms are available until *April 21*, you will receive the discounted hotel rate. After *April 21*, reservations are accepted on a space-available basis only, and you may be charged the regular hotel rate. In order to receive MBA's special negotiated room rate, you must contact the Hilton New Orleans Riverside by phone or fax and state that you will be attending MBA's Commercial/Multifamily Servicing and Technology Conference.

Hilton New Orleans Riverside

Two Poydras St.

New Orleans, LA 70140

Phone: (504) 561-0500 or (800) HILTONS

Fax: (504) 568-1721

MBA discount rate:

\$229/night Single Standard

\$249/night Double Standard

\$269/night Single Executive Level

\$289/night Double Executive Level

Hotel cutoff date: *April 21, 2009*

ATTIRE: BUSINESS CASUAL

NO AUDIO OR VIDEO TAPING OF THE PROGRAM PERMITTED



This brochure is printed on Rolland Opaque with 30% total recovered fiber / all post-consumer fiber using soy-based inks.

MBA REGISTRATION FORM

ATTN: MBA Meetings

MBA'S COMMERCIAL/MULTIFAMILY SERVICING AND TECHNOLOGY CONFERENCE

May 12–15, 2009 • Hilton New Orleans Riverside • New Orleans, La.

Please check the appropriate category:

Registrations received with payment **by April 28, 2009:**

MBA Member*: \$845 Nonmember: \$995

Registrations received with payment **after April 28, 2009:**

MBA Member*: \$895 Nonmember: \$1,050

REGISTRANT INFORMATION

Please type or print. Photocopy form for additional registrants.

Mr./Ms. First Name MI Last Name Nickname

Title Customer ID Number**

Company Name

Company Address

City State Zip Business Phone Number

Business Fax Number Email Address (please provide to receive confirmations via Email)

Previous Employer if Employed Less than Two Years

* Subject to membership verification. **To identify your Customer ID Number, please see the printed number located next to your name on the mail panel or call (800) 793-6222. Not required to register.

If you have special needs addressed by the Americans with Disabilities Act, please check here and attach a statement regarding your particular needs.

PAYMENT INFORMATION

Payment Enclosed (*Check Payable to: Mortgage Bankers Association*)

Bill my: VISA MasterCard
 American Express Discover

Credit Card Account# Expiration Date

Amount of Charge

Name As it Appears on Card

Address if Different from Above

Signature Date

Please return this form with proper payment to Mortgage Bankers Association. See "Five Easy Ways to Register" for address information.

Optional Diversity Questions

Your answers to this section are optional. The use of this information is restricted to MBA and is being requested to enhance MBA's continuing efforts to increase diversity within its membership. Your individual information will not be provided to any external source or organization.

Are you: Male Female

Do you identify yourself as a member of any of the following racial and/or ethnic groups (check all that apply):

- Hispanic / Latino
- Black / African-American
- Asian / Asian-American / Pacific Islander
- Native Hawaiian / American Indian / Native American
- White / Caucasian
- None of the above _____

FOR OFFICE USE ONLY ATTN: DEPARTMENT 1—Meetings Meeting # M2902020 Source Code B1 CMB 2 Pts.

ID Co ID Order # Operator Date

SAVE THE DATE



MBA's COMMERCIAL
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FEBRUARY 1-4, 2010



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