MAC Sub-Committee Minutes

Sub-Committee:	Borrower Inquiry
Date/Time of Meeting:	May 20, 2020; 2:00 pm ET
Committee Chair:	Denice Dosh, Columbia Threadneedle Investments
MAC Director:	Denise Pappu, Wells Fargo, MAC Director
McCracken Representatives: *Notes Submitted by:	Joan Sittard*
Attendees: Andrea Scott Chin, CPC Hope Rutter, VHDA Kendra German, Capital One Stephanie Griesback, Capital One Rebecca Hayes, Midland States Bank Frank Marolla, HSBC Carolyn Petersen, Trimont	Melissa Gayle, VHDA Nina Nolley, VHDA Jerry Anzalone, Apple Bank Shirley Wong, Wells Fargo Lisa Neppl, Columbia Threadneedle Investments Frank McCracken, McCracken Denise Ross, McCracken Kim Cooper, McCracken (3 individuals joined after roll call)

Meeting Minutes:

Denice Dosh took roll call, made introductions and turned the meeting over to McCracken to discuss future ideas for Borrower Inquiry. The idea is to provide borrowers a way to make requests and track the status of their requests through Borrower Inquiry by incorporating Process Manager and forms request within Borrower Inquiry to

1. The attendees were asked what types of forms would they like put into process?
   a. Payoff Request
   b. Assumption Request
   c. Rate Change
   d. ACH Set up
   e. Change of Address
2. There were questions about whether we would build the forms, or if here would be a tool to build the forms? Would we provide a skeleton for the form and/or the Process. Consensus from the group was that the tool would be nice, to modify existing or build new forms.
3. Nina Nolley asked about a product that allowed for E-Signature and incorporate document signing product. She asked if the borrower submits how would the servicing staff be notified from Borrower Inquiry. Answer was either a process or tie the form type to an email.
4. Denice Dosh asked if McCracken should define the types of requests and make it part of Borrower Inquiry and relate it to a process and have McCracken build them.
5. The group said that they would like to have both email and process options; Trimont would like to be able to build their own.
6. Frank McCracken asked if we should continue this process of enhancing Borrower Inquiry- Midland agreed it would be helpful for the tracking of issues;
7. Discussion about if it is helpful to provide status information to the borrower – Nina said it depends on the process; would not be much help if it is not simple for 2 way communication.

8. The group did bring up concerns about email communication and it being a possible security issue with emails going back and forth if they are not generic. There was also some concern that the email has to be captured and stored and that the message needs to be able to be modified to be more personable, rather than just a robot mailbox.
9. Denice Dosh stated that the first to do for the group would be to determine what forms and the order in which things should be done

Next Meeting on June 17, 2020.

Meeting Adjourned at 2:30

Follow-Up

Customers: Submit list of forms with their priority order for committee review.

McCracken: None