
McCRACKEN ADVISORY COUNCIL

Denise Pappu, Chairperson
TJ Arrowsmith, Vice-Chairperson
Jason Kamienski

Chris Fielder
Biren Mahendran
Kendra German

Quarterly Meeting Summary – April 20th, 2021, 4:00 pm ET

Agenda:

- Subcommittees in 2021
- McCracken University
- Update on Releases
- McCracken Roadmap

Denise Pappu welcomed everyone and thanked them for joining. Denise announced that Terry Clay has made the difficult decision to step down from the MAC Board. The Board is looking for another director if you are interested reach out to [Denise Pappu](#).

Subcommittees in 2021

Meeting began with an update on the four subcommittees that MAC is offering.

General/Investor Reporting Subcommittee

General / Investor Reporting will combine the Investor Reporting subcommittee, the Security and Compliance subcommittee, and the Reporting subcommittee.

The General/Investor Reporting Subcommittee met last week (4/14). It was a good meeting.

For those interested in Ginnie Mae Construction Loans, Karla is still looking for input on a few requirements. Visit the MAC webpage to review the outstanding items. '[GNMA BRD Requirements Needing More Information – Oct 16, 2019](#)' and '[GNMA Test Cases](#)'.

For those interest in Investor Transfer. Karen provided a [document](#) outlining what scenarios we have collected. Review and provide any comments or additions to Karen Peterpaul, McCracken is beginning to work on that project.

Meetings are every other month on the 2nd Wednesday at 2:00 pm. Next meeting is June 9th. Reach out to Denise Pappu or Kim Cooper for more information.

Web Subcommittee

Web Subcommittee will review and discuss Portal enhancements, APIs, Construction Budget and Borrower Inquiry enhancements. Chris Fielder is stepping up to lead this committee. Meetings will be every other month on the 3rd Wednesday at 2:00 pm and the committee's first meeting will be June 16th at 2:00 pm.

Subcommittees Updates

Becomes	General/Investor Reporting	Web
MAC Representatives	Denise Pappu Biren Mahendran	Open Position Chris Fielder
Customer SME Volunteers		Denise Dosh – Borrower Inquiry Carolyn Petersen – Construction Budget
McCracken Reps	Karen Peterpaul Shari Hartwell-Cook Karla Ferguson	Kate Drawert Joan Sittard Shari Hartwell-Cook
Meetings	Last session 4/14 Next Session 6/9	Last session Next Session 6/16
Status	Review of enhancements (5– 10 each session), Review of GNMA BRD, Loan transfer, API re Fannie Mae reporting	

Transactional Subcommittee

Transaction Subcommittee deals with Accounting topics and Risk Based Accounting and will be led by Biren Mahendran and Jason Kamienski. The Transactional subcommittee will meet for the first time this year on May 12th at 2 pm Eastern and thereafter on the 2nd Wednesday of every other month.

Escrow Subcommittee

The Escrow subcommittee had their first meeting last month. TJ Arrowsmith and Kendra German led the meeting. The [enhancement requests for escrow](#) were sent out to the committee and attendees were asked to read through the listing and prioritize items. The list will be reviewed starting in the next meeting May 19th. To date one company has returned their list, TJ and Kendra are hoping for a few more before next month. The Escrow subcommittee will meet every other 3rd Wednesday of the month, at 2 pm Eastern.

Subcommittees will consolidate in 2021

Becomes	Transactional	Escrow
MAC Representatives	Biren Mahendran Jason Kamienski	TJ Arrowsmith Kendra German
Customer SME Volunteers	Raechel Koh Richard Sonnier	
McCracken Reps	Karen Peterpaul	Joan Sittard Shari Hartwell-Cook
Meetings	Last session Next Session 5/12	Last session 3/17 Next Session 5/19
Status		

Denise Pappu reminded everyone that the Meeting Summaries and Notes are available on the McCracken website. <https://www.mccrackenfs.com/support-center/mccracken-advisory-council/>.

The screenshot shows the McCracken Advisory Council website. At the top is a navigation bar with links: PRODUCTS, SERVICES, CONTACT US, and OUR COMPANY. Below this is a calendar for February 2021. A red box highlights the calendar, and an orange arrow points from a callout box to the date February 10th. The callout box contains the text: "Click an event to see more about that event." and "Use the 'back' link to view more McCracken events." Below the calendar, there is a section titled "Events from Apr 20th" which lists various meetings and events, including "MAC Transactional Subcommittee", "MAC General / Investor Reporting Subcommittee", and "MAC Web Subcommittee".

You can always see what's happening on the MAC page

- ❖ Click an event to see more about that event.
- ❖ Use the 'back' link to view more McCracken events.

The calendar for MAC subcommittees is available on the McCracken Advisory Council page at <https://www.mccrackenfs.com/support-center/mccracken-advisory-council/>. Meeting agenda and WebEx information added to meetings about a week before the meeting.

Denise Pappu turned the meeting over to Denise Ross.

New Customers

Denise Ross welcomed 5 new customers on board at McCracken..

2021 McCracken Customer Conference

Although McCracken was hoping that we would be able to have an in person conference this year, things are just still a little too unsettled and we have made the difficult decision to go virtual again this year for 2021. After a quick survey to the customer base, we are not confident that although things are improving that due to Covid 19, many of you would not be able to attend the conference in person. We are planning for an in-person conference in 2022, and due to the great success of our virtual 2020 conference are planning to incorporate virtual conference aspects even when we return to our in person events. More information to be provided over the next month or so.

McCracken University in 2021

<https://www.mccrackenfs.com/support-center/mccracken-university-videos/>

McCracken University continues in 2021 as well. We just finished a session on Triggers, and the next session is Strategy Tips, May 20th, at 2:00 pm. This session will be much like the popular Strategy Tips and Techniques sessions at our conference, offering tips to assist you with your day to day tasks.

Remember that all McCracken University sessions are available on our website at the link above if you are unable to attend.

Release Update

Release Update



McCracken Support Center

- McCracken University
 - Videos
 - Webinar Presentations
 - Release Materials
 - Customer Conference
 - McCracken Advisory Council
 - Documents
 - Forum
 - Strategy Help
 - My Email Preferences

Welcome to the McCracken Release Material Center

Use this page to access STRATEGY release documentation. Please be sure to review all documentation prior to installing any STRATEGY release. Documents are presented in Adobe Acrobat. Prior to installing any STRATEGY release, you must print the most up-to-date instructions. Check the revision dates below. If you previously printed the documentation, and dates have changed, you must reprint the documents.

Hardware & Software Requirements - September 2019
Items Reported Release 19 and Above - As of January 14, 2021
Work in Process - As of January 15, 2021

Release-Specific Documentation

- Release 20 (V 2.00.00) - Future Release
- Update 19 F - SOFR Patch - December 2020
- Release 19E (V 1.19.05)
- Release 19 D (V 1.19.04)

Archived Release Information (Prior Releases)

Offices

To learn more about our solutions, talk with a McCracken representative:

Phone: (978) 439-9000

Address: 8 Suburban Park Drive Billerica, MA 01821

Profit From Our Experience

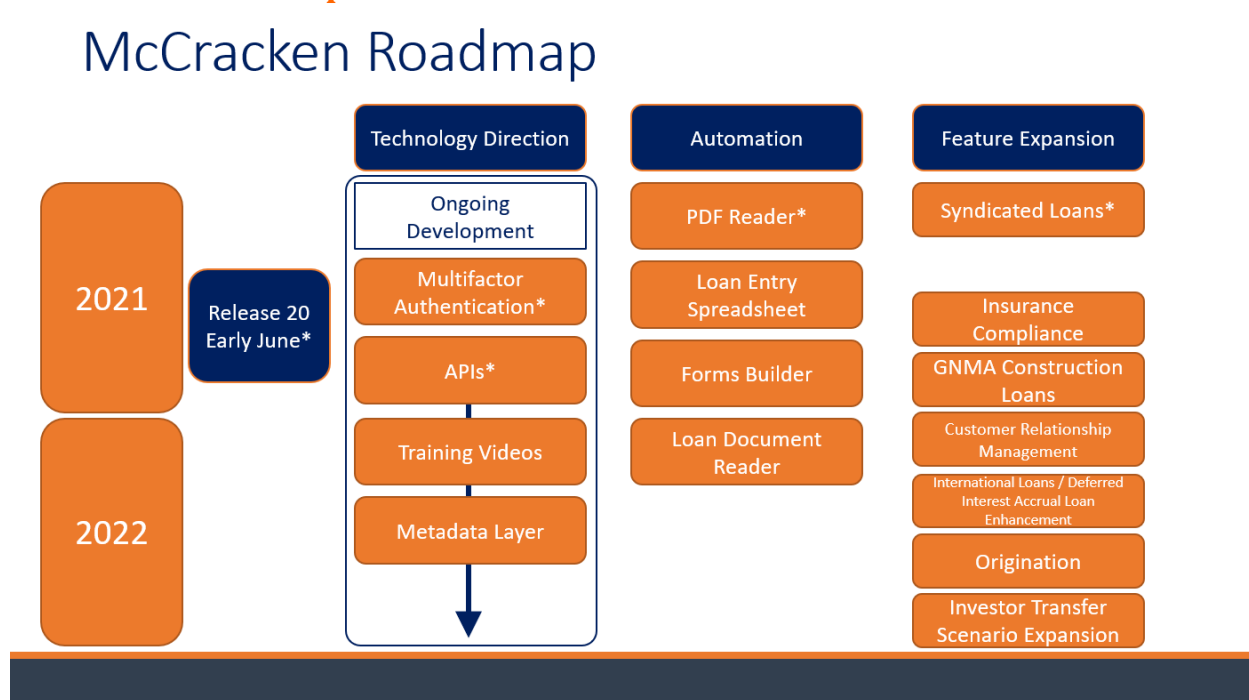
Release 20

- Targeted for end of 2nd Quarter
- Contains 364 jobs
- Highlevel Summary of Enhancements to be posted to Release 20 page

Denise Ross noted that Release 20 is slotted for delivery end of 2nd Quarter. It is a good size release. A Summary of Release 20 is posted on the website offering a high level overview of enhancements and changes in Release 20 but is not a comprehensive list of all of the contents. The Work in Process continues to display all jobs slotted for Release 20.

Reminder that Update 19F is available for anyone that is interested in using the SOFR Compounded in Arrears interest calculations.

McCracken Roadmap



Denise Ross did a review of the McCracken Roadmap. The McCracken Roadmap is available for review on the McCracken Advisory Council page if you would like to take a closer look. The roadmap divides the work up into basically three tracks.

Technology – adoption of web technologies

Automation – tools to help you automate day to day tasks

Feature Expansion – functionality that expands the systems capabilities.

Technology

Technology changes are ongoing and include:

- Multifactor Authentication on the web applications. This is in Release 20. Multifactor Authentication is an optional enhancement, you can use it or not use it. Supported with a third party product (Authy/Twilio) a user receives a token via email, voice or text and has to enter the token to gain access to Strategy's Portal. There is an additional per authentication pass through charge associated with the use of Multifactor Authentication.
- APIs – we continue to explore creating more generic APIs into the system.
- Training Videos – Training is an ongoing project. We are working on developing a series of Strategy 101 videos that will be helpful to new customers, new hires, and to help refresh veterans on how to do something in the system.
- Metadata Layer – as we continue to move to the Portal, we are building out a metadata layer to capture data definitions and incorporate logic and business edits to facilitate the development as we move forward. Streamlines development by providing a single place to pull edits from. The Metadata Layer was used to develop the New Loan Workbook.

Automation

Changes to help you automate day to day tasks include:

- PDF Reader – this is the tool to upload policy information into Strategy’s Insurance application directly from the Acord form. There are 5 or so Acord forms in the works, the first Acord 25 will be available in Release 20.
- Loan Entry Spreadsheets/Workbook – Allows users to board loans after keying the information into spreadsheets. The Loan Entry Spreadsheets allow for you to create your own loan defaults, the spreadsheets will default field values that remain static for those loans. Phase 1 of this tool is in Release 20 and our new implementations are using the tool to board their loans.
- Forms Builder – tool to allow you to create forms to collect information and attach it in Strategy. Initially this tool will be integrated into Borrower Inquiry to collect information working with your borrower. The Form will be integrated into Process so when the borrower submits the form a process kicks off and immediately notifies the appropriate parties that a request has been received. Future enhancements will be incorporated into Borrower Inquiry to let the borrower know exactly what is happening with their request.
- Loan Document Reader - this is slightly different technology than the PDF Reader. The Loan Document Reader will combine optical character recognition with artificial intelligence to extract required information out of loan documents. This tool is in the early stages, but looks promising not only for loan boarding but to extract covenants from loan documents as well.

Feature Expansion

- Syndicated Notices – Release 20 contains notices required to work with Syndicated Loans.
- Insurance Compliance Enhancements – there are a few enhancements to Insurance Compliance in Release 20, some reports, and additional rules for Fannie Mae and Freddie Mac compliance. But we are continuing on with a few more enhancements designed to aid in the tracking and communication necessary during compliance efforts using consolidated letters and checklists.
- Investor Transfer – this project is underway now. We have actively worked with the subcommittees and customers to complete transfer scenarios that are not in Strategy today.
- Ginnie Mae Construction – Denise Pappu mentioned that we are working on requirements with the subcommittees.
- Customer Relationship Management – Strategy has lots of pieces of customer relationship manager. We are working on taking those pieces, adding some functionality, and wrapping it all in a cohesive module.
- Deferred Interest Accrual Loans – there are a number of manual workarounds being used and we are going to work with a few customers to eliminate those.
- International Loans – working with customers to eliminate some gaps in international loan scenarios.
- Originations – Planning to completely rewrite our origination module in the browser.

Quick overview of the Roadmap that encompasses 2021 and 2022. These are the key items; we continue to work with the subcommittees on other items and initiatives. [The roadmap will be](#)

[posted online](#) and if you have any questions regarding any of the information you have heard today. Please do not hesitate to give us a call and we will set up a time to discuss.

Questions?

No one had any questions or new concerns they wished to discuss.

Denise Pappu thanked everyone for attending.

Next Meetings:

Next Quarterly Meeting: July 20th, 2021, 4:00 PM ET

Everyone stay safe and healthy! Thank you all for attending.