

McCracken Advisory Council

DENISE PAPPU, CHAIRPERSON
TJ ARROWSMITH, VICE-CHAIRPERSON
JASON KAMIENSKI
DERI ROWE

CHRIS FIELDER
BIREN MAHENDRAN
KENDRA GERMAN

Quarterly Meeting Summary – October 21st, 2021, 3:30 pm ET

2021 Virtual McCracken Customer Conference

Agenda:

- MAC Directors
- Subcommittee Review
- 2022 MAC Schedule
- Subcommittee Updates

Denise Pappu, the MAC Board Chairperson, welcomed everyone and thanked everyone for attending and thanked McCracken for providing a virtual conference for everyone this year. Denise expressed the MAC council's appreciation for the customer's participation throughout the year and how everyone's input into the enhancements makes a better product for everyone.

Meet the Directors

OUR 2021 MAC DIRECTORS

Director	Company	Email
Denise Pappu/Chair	Wells Fargo Bank	denise.r.pappu@wellsfargo.com
TJ Arrowsmith	National Cooperative Bank	tarrowsmith@ncb.coop
Chris Fielder	CBRE	chris.fielder@cbre.com
Biren Mahendran	PGIM	biren.mahendran@pgim.com
Kendra German	Capital One	kendra.german@capitalone.com
Jason Kamienski	Berkadia Commercial Mortgage	jason.kamienski@berkadia.com
Deri Rowe	Columbia National Real Estate Finance	drowe@cnref.com

Denise Pappu noted that she has been on the committee for a few years and stepped into the role of Director last October with Nina Nolley's retirement. She introduced Deri Rowe from Columbia National Real Estate Finance as the newest member of the MAC Board. She will be helping out on a couple of the subcommittees. The MAC Board meets weekly to review enhancement requests and committee activities.

Subcommittees - Overview

Subcommittees

General / Investor Reporting

Accounting

Web

Escrow

- Look for Kim Cooper emails
 - Agendas/Materials
 - Cancellation of sessions
- Send suggestions for topics and enhancements
- Purpose:
 - Identify enhancements customers feel will make the product better for all
 - Discuss and provide requirements to McCracken for prioritized enhancements

Last year the MAC Board consolidated the subcommittees to form the four committees shown here. The purpose of the committees is to propose, prioritize and help define the requirements for enhancements that make a better product for all.

If you would like to participate in any of the committees let Kim Cooper know. She will get you on the mailing lists so that you receive the meeting agendas and notifications.

Watch for emails from Kim Cooper (Kim.Cooper@mccrackenfs.com) to announce MAC meetings. Kim sends out the subcommittee agendas provided by the MAC Directors prior to each meeting, and when necessary, any changes in the schedule or cancellations for subcommittee meetings.

The most important point related to the MAC Group is that your participation is key. With all customers working together, we develop a better product for all.

MAC Schedule for 2022

MAC Schedule 2022

Subcommittees Wednesday @ 2pm ET		Quarterly Meetings 3rd Tuesday @ 4pm ET	
	2nd Wednesday of Month	3rd Wednesday of Month	Quarterly Meeting
January	Year end		18 th
February	9 th	General/IR	16 th Web
March	9 th	Accounting	16 th Escrow
April	13 th	General/IR	20 th Web
May	11 th	Accounting	18 th Escrow
June	8 th	General/IR	15 th Web
July	13 th	Accounting	20 th Escrow
August	10 th	General/IR	17 th Web
September	14 th	Accounting	21 st Escrow
October	Conference, October 17 th -20 st , 2022, Westin Copley Plaza		
November	Holidays		
December	Holidays		

The MAC Committee moved to a set meeting schedule for all last year with the intent that it would make it easier for everyone to plan on attending the meetings that they were interested in.

Subcommittee meetings occur on the 2nd and 3rd Wednesday of the month, each committee meeting every other month.

Scheduled meetings are shown on the McCracken Advisory Council webpage under the Support Center at www.mccrackenfs.com.

There is also a quarterly meeting on the 3rd Tuesday of the month in January, April and July, as well as a meeting in conjunction with the McCracken Conference for all users to review activity for that quarter.

If you have any suggestions or concerns, feel free to reach out to the MAC Director.

Subcommittee Updates

General / Investor Reporting

Denise Pappu with assistance from Biren Mahendran lead this committee which covers Investor Reporting and then everything else that doesn't fit in any of the other subcommittees. Things like Security or compliance issues.

This year in particular they worked on requirements for purging of collateral records to assist with removing orphaned collateral or unused collateral records along with all the associated data related to a collateral record, e.g., financial statements, rent rolls, etc. The BRD for collateral purges can be found on the website. Please review and provide any feedback you may have.

Also working on gathering Investor Transfer Scenarios – Karen Peterpaul, McCracken, has put the scenarios collected to date out on the website. Please review.

Karla Ferguson from McCracken, reviewed the Ginnie Mae changes that we have gathered requirements for in her session earlier this week. Denise Pappu stated that we have completed the changes requested so far, except for the Ginnie Mae Construction reporting changes in the works.

Web Subcommittee

Chris Fielder and Deri Rowe are heading the Web subcommittee. This committee deals with the web-based products in the Portal. We have also engaged some subject matter experts to assist with a couple of the applications: Denise Dosh with Columbia Threadneedle for Borrower Inquiry, and Carolyn Peterson with Trimont Real Estate Advisors for Construction Budget. The subcommittee is currently working through the enhancement items

Subcommittees Updates

	General/Investor Reporting	Web
MAC Representatives	Denise Pappu Biren Mahendran	Chris Fielder Deri Rowe
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
Status	<ul style="list-style-type: none"> 12 of 35 items on list have been reviewed/prioritized/requirements Collateral Purge Requirements Investor Transfer Scenarios published by MFS 	<ul style="list-style-type: none"> 72 items currently on list

Accounting Subcommittee

Jason Kamienski, Biren Mahendran, and Deri Rowe work together to manage this subcommittee that deals with anything that is transactional such as payment processing, deferred revenue, etc. They also have engaged subject matter experts to assist with the topics discussed in this subcommittee: Raechel Koh from Wells Fargo, and Richard Sonnier from PGIM. The subcommittee is working through the list of enhancements to prioritize them.

Escrow Subcommittee

TJ Arrowsmith and Kendra German lead the Escrow Subcommittee. TJ Arrowsmith reviewed the Web subcommittee activity for 2021. The committee has been working through the subcommittee listing for Escrow related items. They have prioritized 10 items and will be working on requirements with the subcommittee when it resumes in 2022.

Subcommittees Updates

	Accounting	Escrow
MAC Representatives	Jason Kamienski Biren Mahendran Deri Rowe	TJ Arrowsmith Kendra German
Customer SME Volunteers	Raechel Koh Richard Sonnier	
McCracken Reps	Karen Peterpaul	Joan Sittard Shari Hartwell-Cook
Status	<ul style="list-style-type: none"> 32 items currently on list 	<ul style="list-style-type: none"> 21 items currently on list Removed duplicates from list Initial selection of items– Requirements underway

Denise Pappu reminded everyone that all the information is available out on the website including the calendar of events. All MAC Activity can be found on the website including meeting summaries, requirements documents, and schedules.

<https://www.mccrackenfs.com/support-center/mccracken-advisory-council/> Open Discussion

Attendees were also reminded that presentations and videos from the McCracken Conference will also be available on the website. Videos are available through McCracken University. Presentations are available from the documents page, under Customer Conference presentations.

Closing

Denise Ross from McCracken reiterated how much we (McCracken) appreciate the collaboration from everyone as it relates to the MAC Group. The input from the customers is invaluable and we appreciate the time and effort that everyone gives.

Next Meetings:

Next Quarterly Meeting: January 18th, 2022

Subcommittees return February 2022.

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