McCracken Advisory Council

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

Chris Fielder
Biren Mahendran
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Quarterly Meeting Summary – January 17, 2023, 4:00 pm ET

Agenda:

- Release Update
    - Release 20
    - Release 20A
- Update on Strategy 2.0
- Update on Subcommittees and enhancement prioritization

Customers Attending:

Berkadia Commercial Mortgage	Lument
Capital One	McCracken
CBRE	NCB
Chase	PGIM
Columbia Management	Santander
ColumbiaNational Real Estate Finance	Virginia Housing
Community Loan Services	Wells Fargo
KeyBank	

Discussion prior to meeting started about future meetings via Webex. Both Audio and Video portions will be published with the agenda. We reminded attendees that when signing into the video portion, if they would use Name@Company when signing in as an attendee. Everyone will be able to see who is in attendance.

Welcome – Denise Pappu – Wells Fargo Bank

Denise Pappu, the MAC Board Chairperson, welcomed everyone and thanked everyone for attending. While it has been a bit challenging with busy schedules to hold subcommittee meetings so far in 2022, the MAC Board recognizes the importance of continuing the meetings and providing feedback to McCracken. Denise Pappu turned the meeting over to Denise Ross for an update on McCracken Releases.

Release Updates – Denise Ross/Frank McCracken - McCracken

Release 20

Release 20 is going well. There are 3 customers in production with the release. They include Chase, Berkadia, and NorthShore, with ½ dozen more customers in test. A number of other customers have expressed their plans to come forward this year.

Release 20A

Release 20A is pending and consists of a number of fixes and enhancements. The release is still targeted for end of 1ˢᵗ Quarter. We are finalizing the release contents and as we do so, the jobs will be stamped with the release in the Work in Process listing. You should start to see jobs showing up in the WIP list to be published this Friday (January 20).

For those of you that don't know or remember the Work in Process listing or WIP list is updated monthly with the jobs that are currently in some stage of development. They are put on the WIP list when they reach development and are tagged with the Release when they are assigned to that release.

There are about 150 items slated for Release 20A. There are a number of fixes included, as well as some enhancements. The contents include things like:

- o Loan Entry API
- o Investor Reporting Tool that will allow you to use the Reporting Tool to create your remittance report and export it to a preformatted Excel worksheet template to produce your own white labeled investor remittance reports.
- o A number of IRP updates
- o Insurance Expiration Report
- o Some new templates and Mapping Tool (MaTi) fixes
- o Changes to Trigger Management module (Covenant Tracking)
- o Adding a Map Pin to the Property Card in Portfolio Analysis. We will be expanding the ability to map in the future.
- o Risk Rating module

Incoming Payments. Developed as part of the Wire project, we developed a method to import payments from a spreadsheet, match to loans and receivables and apply the payments. This portion of the Wire functionality will be available to everyone as part of Release 20A. Outgoing wire technology remains separate as an add on product.

Questions regarding Release 20/Release 20A

There were questions regarding specific IRP Updates from Chase. Updates included in the release are in use by Chase at this time.

CLS asked when documentation related to the New Loan Entry API would be available on the website. Documentation for the release will be posted as soon as possible but will be no later than the announcement of the release.

More information about the release will be coming as we progress.

Strategy 2.0 – Denise Ross/Frank McCracken - McCracken

Work on the new interface is continuing. We've been calling the new Interface Strategy 2.0 (two point oh) to signify, however it was pointed out that there might be some confusion with Release 20. Release 20 is the changes and enhancements to the traditional interface that came out last summer. And Strategy 2.0 is the new interface under development now to create a single modern web browser interface for all of Strategy's features. Work on the interface remains on target to deliver the complete system in 2024. We have hired 10 new resources for the project so that we don't take away from our existing resources and support.

There is a lot of information available for you on the Website in the form of videos related to the new interface from both a User perspective and a technical perspective. If you haven't already, please take a few minutes to review the Future of Strategy sessions.

We are working on the interface for Loan Administration at this time. The work will include the Loan Administration module with the web applications in the Portal integrated into the new interface.

Sometime in April, we are going to provide a sandbox for you to look at and play with the Loan Administration module and other Portal tools. We want to know what your impression is with the new interface, what works for you, what doesn't, so that we can move forward with the remaining modules. There will be more information coming on the sandbox, but it will be a McCracken environment with McCracken data. There will be access for a couple of people per customer.

Strategy 2.0 will support mobile devices and we are looking at ADA compliance. We are running a tool over the new applications to stay visually compliant. The new interface does not contemplate voice as it relates to ADA Compliance.

At some point in the future, our plan is to make the Loan Administration and Portal a release that can be implemented on its own if you so wish, other modules will follow. Or you can wait for the end of 2024 and put all modules in together.

Subcommittee Activity – Deri Rowe – ColumbiaNational

The MAC Board met and talked about the subcommittee priorities and requirements gathering in light of the activity to build a new interface.

Deri Rowe reviewed that the updated priorities list has 149 issues broken down by subcommittees as:

> 50% - Web Enhancements
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> 20% - Accounting Enhancements
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> 15% - Investor Reporting Enhancements
>
> 14% - Escrow

The MAC Board questioned the effort to identify enhancements and gather requirements when the focus is to create a new interface. The board felt that it was counterintuitive and might create confusion and duplication of effort. The MAC Board devised a plan where the board members will review the list and identify any critical enhancements that would be needed prior to the release of the new interface. For those critical changes, the Board will make phone calls and schedule subcommittee meetings for the collection and review of requirements with the intent of keeping McCracken focused on the new interface and minimize any duplication of effort. Efforts would be made to bundle discussions into meetings as able. Other subcommittee activities for 2023 will be suspended. But of course, if anything comes up that is critical and needed those items will be reviewed and acted on as appropriate, an example would be the finalization of the RFS Changes for Ginnie Mae or some other regulatory requirement.

The customer base in attendance was asked if they had any objections to the plan. There were no comments.

Denise Pappu said that anyone could reach out to the MAC Directors themselves (email addresses are on the MAC Advisory Page) or contact Kim Cooper who will be happy to forward information on to the appropriate parties.

Quarterly calls will still be held to keep everyone informed of McCracken activities. Quarterly meetings are held on the 3rd Tuesday of January, April, July and October at 4pm Eastern. The dates for the remaining meetings this year are April 18th, July 18th, and October 17th.