



Customer Service Workshop—Daily Schedule

Daily Customer Service Workshop Schedule

_____September 9-11, 2008

Tuesday

9:00 a.m. – 10:00 – NHTSA Video & Questions and Answers
Mary Lee Widener
President & CEO

10:00 a.m. – 12:00 Noon – Introduction to the Structure & Operations of NHTSA

12:00 Noon – 1:00 p.m. – Lunch

1:00 p.m. – 2:15 p.m. – Introduction to the Structure & Operation of NHTSA (cont'd)

2:30 p.m. – 3:30 - Training on FMNA Loan Products and Requirements
Fannie Mae Representative, and
Ken Gross, V.P.
Product Development & Network Relations

3:30 p.m. - 4:30 p.m. Lender Agreements & NHTSA CDFI Multifamily
Eddie Rodriguez
Contract Administrator

5:30 p.m. – 8:00 p.m. – Reception @ the Hotel

Wednesday

9:00 a.m. – 10:15 - Secondary Market Loan Sales
Roypim Ramsey
Director, Secondary Market/Private Placement

10:30 a.m. – 12:00 Noon - Servicing of Recourse Loans
Jose Antonio
Director of Loan Servicing

12:00 Noon – 1:00 p.m. – Lunch

1:00 p.m. – 2:00 p.m. – Pricing
Carol Rodrigue
Business Development Manager

2:15 p.m. – 5:00 p.m. – E-commerce hands on training
Jean Richter
Loan DNA

6:00 p.m. – 8:00 p.m. – Dinner

Thursday

9:00 a.m. – 12:00 p.m. – Recourse and Non-Recourse loan stacking training
Carol Rodrigue
Business Development Manager

12:00 Noon – Lunch

1:00 p.m. – 3:00 p.m. – Recourse and Non Recourse loan stacking training cont'd

3:15 p.m. – 4:30 p.m. Loan Products Matrix & Broker Package
Ken Gross, V.P.
Product Development & Network Relations