

2023 LGY Conference Agenda
May 2 - May 4, 2023
Kansas City, MO

Time	Topic	Duration	Speaker(s)	Location	Description/Notes
SERVICER AGENDA Day 1 - Tuesday, May 2, 2023					
7:30 AM	Registration	75		Exhibit Hall Foyer	
8:45 AM	Welcome (starts promptly at 8:45 am)	30	Mark Connors	Exhibit Hall Section B	
9:15 AM	Director's Welcome	45	John Bell III	Exhibit Hall Section B	Recap of why VA loans should be the product of choice for Veterans.
10:00 AM	Keynote Speaker	45	Michael Frueh	Exhibit Hall Section B	
10:45 AM	Break	15			
11:00 AM	Servicer Reporting	45	Katie Graham-Wagner	Atlanta & New York Ballroom	This session will focus on common reporting issues and tips to resolve the reporting issues for servicers who use a nightly change file.
12:00 PM	Lunch	60			
1:00 PM	Loan Servicing Policy	45	Andy Trewayne and Rita Falcioni	Atlanta & New York Ballroom	This session will discuss any recent policy updates, VA regulations (pending approval) and anticipated policy changes.
1:45 PM	Partial Claims	45	Katie Graham-Wagner and Victoria Arnoldi	Atlanta & New York Ballroom	This session will discuss the Partial Claim event and Refund Modification program, answering common questions received on the
2:30 PM	Top 10 Things Loan Administration Officers want Servicers to Know	45	Katie Graham-Wagner and Jennifer Toth	Atlanta & New York Ballroom	Loan Administration Officers (LAOs) will discuss the many facets of their operations and you'll gain valuable insight into best practices.
3:15 PM	VALERI Reports	45	Theresa Gonzalez and Doug Kerttula	Atlanta & New York Ballroom	This session will provide information on VALERI reports, with a focus on the reports servicers should be regularly reviewing.
4:00 PM	Open Forum	60	Andy Trewayne, Rita Falcioni, Katie Graham-Wagner, Jennifer Toth	Atlanta & New York Ballroom	
5:00 PM	Day 1 Adjournment				
SERVICER AGENDA Day 2 - Wednesday, May 3, 2023					
7:30 AM	Administrative Notes	15	Katie Graham-Wagner	Atlanta & New York Ballroom	
7:45 AM	VA Servicing Purchase	45	Andy Trewayne and Rita Falcioni	Atlanta & New York Ballroom	This session will provide information on the VA purchase program, including program overview and reporting/referring loans to VA for VA purchase review.
8:30 AM	The Ins and Outs of Lender/Servicer Audits	55	Stephen Stacey, Jason Higgins	Exhibit Hall Section B	The Monitoring Unit (MU) is tasked with oversight of lenders and servicers who make and service VA Guaranteed Loans. After a loan is made by a lender it is the responsibility of the MU to review the closed loans to ensure the VA Lender's Handbook was followed in areas of income, debts, appraisals etc. When deficiencies are found, they are documented in a report and sent to the lender/servicer to be corrected. The MU will follow up with the lender/servicer until the deficiencies are satisfied.
9:30 AM	Modernization of VA Technology: Vision and Execution	60	Colin Deaso, James Heaslet, Jeff Bolla, Steve Varlas, Katie Graham-Wagner	Exhibit Hall Section B	During this session, VA technology experts will provide a review of VA's technology posture including strategy, recently deployed work and what's on the near-term horizon.
10:30 AM	Break	15			
10:45 AM	VA Loan Modifications	45	Katie Graham-Wagner and Doug Kerttula	Atlanta & New York Ballroom	This session will outline the VA modification options, Trial Payment Plans, Preapproval requests and the Suspicious Loan Modification process.
11:30 AM	Lunch	60			
12:30 PM	Claims	45	Victoria Arnoldi and Katie Graham-Wagner	Atlanta & New York Ballroom	This session will outline the basic, appeal and supplemental claim processes. There will be a focus on pandemic related claims and appeals.
1:25 PM	Geopolitical Environment and its Impact on the Economy and Housing	45	Tim Rood	Exhibit Hall Section B	Discussion on the government's tradeoffs between public policy objectives and prudent risk management across the housing agencies and enterprises. Discussion to include "how did we get here?" and "how could this all end for the mortgage and real estate industries?".
2:10 PM	Conveyance and Title	45	Rita Falcioni and Andy Trewayne	Atlanta & New York Ballroom	This session will discuss the process of conveyance, reconveyance, payments, common title issues, and title extension requests.
3:00 PM	Open Forum	60	Andy Trewayne, Rita Falcioni, Katie Graham-Wagner, Jennifer Toth	Atlanta & New York Ballroom	
4:00 PM	Day 2 Adjournment				