

# **Appendix J**

## **Alternative Dispute Resolution Proposals**

1. Model Administrative Order with Forms
2. Minority Model Administrative Order with Forms

## **1. Model Administrative Order with Forms**

*Majority Draft: 8-12-09*

IN THE *[number]* JUDICIAL CIRCUIT OF FLORIDA

OFFICE OF THE CHIEF JUDGE

ADMINISTRATIVE ORDER NUMBER 2009 –*[#]*

**ADMINISTRATIVE ORDER FOR CASE MANAGEMENT OF RESIDENTIAL FORECLOSURE CASES AND MANDATORY REFERRAL OF MORTGAGE FORECLOSURE CASES INVOLVING HOMESTEAD RESIDENCES TO MEDIATION**

Whereas, pursuant to Article V, Section 2(d) of the Florida Constitution and Section 43.26, Florida Statutes, the chief judge of each judicial circuit is charged with the authority and power to do everything necessary to promote the prompt and efficient administration of justice, and Rule 2.215(b)(3), Fla. R. Jud. Admin., mandates the chief judge to “develop an administrative plan for the efficient and proper administration of all courts within the circuit;” and

Whereas, Rule 2.545 of the Rules of Judicial Administration requires that the trial courts “...take charge of all cases at an early stage in the litigation and...control the progress of the case thereafter until the case is determined...”, which includes “...identifying cases subject to alternative dispute resolution processes;” and

Whereas, Chapter 44, Florida Statutes, and Rules 1.700-1.750, Florida Rules of Civil Procedure, provide a framework for court-ordered mediation of civil actions, except those matters expressly excluded by Rule 1.710(b), which does not exclude residential mortgage foreclosure actions; and

Whereas, residential mortgage foreclosure case filings have increased substantially in the *[number]* Judicial Circuit, and state and county budget constraints have limited the ability of the courts in the *[number]* Judicial Circuit to manage these cases in a timely manner; and

Whereas, high residential mortgage foreclosure rates are damaging the economies of the count*[y]**[ies]* in the *[number]* Judicial Circuit; and

Whereas, our supreme court has determined that mandatory mediation of homestead residential mortgage foreclosure actions prior to the matter being set for final hearing will facilitate the laudable goals of communication, facilitation, problem-solving between the parties with the emphasis on self-determination, the parties' needs and interests, procedural flexibility, full disclosure, fairness, and confidentiality. Referring these cases to mediation will also facilitate and provide a more efficient use of limited judicial and clerk resources in a court system that is already overburdened; and

Whereas, the *[name of Program Manager]* is an independent, nonpartisan, nonprofit organization which has demonstrable ability to assist the courts with managing the large number of residential mortgage foreclosure actions that recently have been filed in the *[number]* Judicial Circuit.

**NOW, THEREFORE, IT IS ORDERED:**

**Definitions**

As used in this Administrative Order, the following terms mean:

“RMFM Program” (Residential Mortgage Foreclosure Mediation Program) means the mediation program managed by *[name of Program Manager]* to implement and carry out the intent of this Administrative Order.

“The Program Manager” means *[name of Program Manager]*.

“Plaintiff” means the individual or entity filing to obtain a mortgage foreclosure on residential property.

“Plaintiff’s representative” means the person who will appear at mediation who has full authority to settle without further consultation and resolve the foreclosure suit.

“Borrower” means an individual named as a party in the foreclosure action who is a primary obligor on the promissory note which is secured by the mortgage being foreclosed.

“Homestead residence” means a residential property for which a homestead real estate tax exemption was granted according to the certified rolls of the last

assessment by the county property appraiser prior to the filing of the suit to foreclose the mortgage.

“Form A” means the certifications required herein in the format of Exhibit 1 attached.

“Plaintiff’s Disclosure For Mediation” means those documents requested by the borrower pursuant to paragraph 7 below.

“Borrower’s Financial Disclosure For Mediation” means those documents described in Exhibit 5 attached.

“Foreclosure counselor” means a counselor trained in advising persons of options available when facing a mortgage foreclosure, who has no criminal history of committing a felony or a crime of dishonesty, and who is certified by US Department of Housing and Urban Development (HUD) or National Foreclosure Mitigation Counseling Program (NFMC) as an agency experienced in mortgage delinquency and default resolution counseling.

“Communication equipment” means a conference telephone or other electronic device that permits all those appearing or participating to hear and speak to each other, provided that all conversation of the participants is audible to all persons present.

## **Scope**

1. ***Residential Mortgage Foreclosures (Origination Subject to TILA)***. This Administrative Order shall apply to all residential mortgage foreclosure actions filed in the [number] Judicial Circuit in which the origination of the note and mortgage sued upon was subject to the provisions of the federal Truth In Lending Act, Regulation Z. However, compliance with this Administrative Order varies depending on whether the property secured by the mortgage is a homestead residence.

Upon the effective date of this Administrative Order, all newly filed mortgage foreclosure actions filed against a homestead residence shall be referred to the RMFM Program unless the plaintiff and borrower agree in writing otherwise or unless pre-suit mediation was conducted in accordance to paragraph 23. The parties to the foreclosure action shall comply with the conditions and requirements imposed by this Administrative Order. In

actions to foreclose a mortgage on a homestead residence, the plaintiff and borrower shall attend at least one mediation session, unless the plaintiff and borrower agree in writing not to participate in the RMFM Program or the Program Manager files a notice of borrower nonparticipation.

Upon the effective date of this Administrative Order, all newly filed residential mortgage foreclosure actions involving property which is not a homestead residence shall comply with the requirements of filing a Form A as required by paragraph 5 below and the requirements of paragraph 18 below (plaintiff's certification as to settlement authority).

At the discretion of the presiding judge, compliance with this administrative order may also be required for homestead residential mortgage foreclosure actions filed prior to the effective date of this Administrative Order; and to residences which are not homestead residences; and any other residential foreclosure action the trial judge deems appropriate. A party requesting that the case be sent to mediation with the RMFM Program at the discretion of the presiding judge shall make the request in format of Exhibit 3 attached.

2. ***Referral to Mediation.*** This Administrative Order constitutes a formal referral to mediation pursuant to the Florida Rules of Civil Procedure in actions involving a mortgage foreclosure of a homestead residence. The plaintiff and borrower are deemed to have stipulated to mediation by a mediator assigned by the Program Manager unless pursuant to rule 1.720(f), Fla. R. Civ. P., the plaintiff and borrower file a written stipulation choosing not to participate in the RMFM Program. Referral to the RMFM Program is for administration and management of the mediation process and assignment of a Florida Supreme Court certified circuit civil mediator who has been trained in mediating residential mortgage foreclosure actions and who has agreed to be on the panel of available certified circuit civil mediators. Mediators used in the RMFM Program shall be trained in accordance with the standards stated in Exhibit 12 attached. Mediation through the RMFM Program shall be conducted in accordance with Florida Rules of Civil Procedure and Florida Rules For Certified and Court-Appointed Mediators.
3. ***Compliance Prior to Judgment.*** The parties must comply with this Administrative Order and the mediation process must be completed before the plaintiff applies for default judgment, a summary judgment hearing or a final hearing in an action to foreclose a mortgage on a homestead residence unless a notice of nonparticipation is filed by the Program Manager.

4. ***Delivery of Notice of RMFM Program With Summons.*** After the effective date of this Administrative Order, in all actions to foreclose a mortgage on residential property, the Clerk of Court shall attach to the summons to be served on each defendant a notice regarding managed mediation for homestead residences in the format of Exhibit 2 attached.

## **Procedure**

5. ***Responsibilities of Plaintiff's Counsel; Form A.*** When suit is filed, counsel for the plaintiff must file a completed Form A with the Clerk of Court. If the property is a homestead residence, all certifications in Form A must be filled out completely. Within one business day after Form A is filed with the Clerk of Court, counsel for plaintiff shall also electronically transmit a copy of Form A to the Program Manager along with the case number of the action and contact information for all of the parties. The contact information must include at a minimum the last known mailing address and phone number for each party.

In Form A plaintiff's counsel must affirmatively certify whether the origination of the note and mortgage sued upon was subject to the provisions of the federal Truth In Lending Act, Regulation Z. In Form A plaintiff's counsel must also affirmatively certify whether the property is a homestead residence. Plaintiff's counsel is not permitted to respond to the certification with "unknown," "unsure," "not applicable," or similar nonresponsive statements.

If the property is a homestead residence, and if the case is not exempted from participation in the RMFM Program because of pre-suit mediation conducted in accordance with paragraph 23 below, plaintiff's counsel shall further certify in Form A the identity of the plaintiff's representative who will appear at mediation. Plaintiff's counsel may designate more than one plaintiff's representative. At least one of the plaintiff's representatives designated in Form A must attend any mediation session scheduled pursuant to this Administrative Order. Form A may be amended to change the designated plaintiff's representative and the amended Form A must be filed with the court no later than five days prior to the mediation session. All amended Form A's must be electronically transmitted to the Program Manager on the web-enabled information platform described in paragraph 8 no later than one business day after being filed with the Clerk of Court.

6. ***Responsibilities of Borrower.*** Upon the Program Manager receiving a copy of Form A, the Program Manager shall begin efforts to contact the borrower to explain the RMFM Program to the borrower and the requirements that the borrower must comply with to obtain a mediation. The Program Manager shall also ascertain whether the borrower wants to participate in the RMFM Program.

The borrower must do the following prior to mediation being scheduled: meet with an approved mortgage foreclosure counselor, and provide to the Program Manager the information required by the Borrower's Financial Disclosure For Mediation. The Borrower's Financial Disclosure For Mediation will depend on what option the borrower wants to pursue in trying to settle the action.

It shall be the responsibility of the Program Manager to upload the Borrower's Financial Disclosure for Mediation to the web-enabled information platform described in paragraph 8, however, the Program Manager is not responsible or liable for the accuracy of the information uploaded.

7. ***Plaintiff's Disclosure for Mediation.*** Within the time limit stated below, prior to attending mediation, the borrower may request any of the following information and documents from the plaintiff:

Documentary evidence the plaintiff is the owner and holder in due course of the note and mortgage sued upon.

A history showing the application of all payments by the borrower during the life of the loan.

A statement of the plaintiff's position on the present net present value of the mortgage loan.

The most current appraisal of the property available to the plaintiff.

The borrower must deliver a written request for such information to the Program Manager in the format of Exhibit 6 attached no later than 25 days

prior to the mediation session. The Program Manager shall promptly electronically transmit the request for information to plaintiff's counsel.

Plaintiff's counsel is responsible for assuring that the Plaintiff's Disclosure For Mediation is electronically transmitted to the web-enabled information platform described in paragraph 8 below no later than 3 business days before the mediation session. The Program Manager shall deliver a copy of Plaintiff's Disclosure For Mediation to the borrower no later than the beginning of the mediation session.

8. ***Information to Be Provided on Web-Enabled Information Platform.*** All information to be provided to the Program Manager to advance the mediation process, such as Form A, Borrower's Financial Disclosure For Mediation, Plaintiff's Disclosure For Mediation, as well as the case number of the action and contact information for the parties shall be submitted in a web-enabled information platform with XML data elements.
9. ***Nonparticipation by Borrower.*** If the borrower does not want participate in the RMFM Program, or if the borrower fails or refuses to cooperate with the Program Manager, or if the Program Manager is unable to contact the borrower, the Program Manager shall file a notice of nonparticipation in the format of Exhibit 4 attached. The notice of nonparticipation shall be filed no later than 120 days after the initial copy of Form A is filed with the court. A copy on the notice of nonparticipation shall be served on the parties by the Program Manager.
10. ***Referral to Foreclosure Counseling.*** The Program Manager shall be responsible for referring the borrower to a foreclosure counselor prior to scheduling mediation. The borrower's failure to participate in foreclosure counseling shall be cause for terminating the case from the RMFM Program.
11. ***Referrals for Legal Representation.*** In actions referred to the RMFM Program, the Program Manager shall advise any borrower who is not represented by an attorney, that he or she has a right to consult with an attorney at any time during the mediation process and the right to bring an attorney to the mediation session. The Program Manager shall also advise the borrower that he or she may apply for a volunteer *pro bono* attorney in programs run by lawyer referral, legal services and legal aid programs as may exist within the circuit. If the borrower applies to one of those agencies and is coupled with a legal services attorney or a volunteer *pro bono*

attorney, the attorney shall file a notice of appearance with the Clerk of the Court and provide a copy to the attorney for the plaintiff and the Program Manager. The appearance may be limited to representation only to assist the borrower with mediation.

12. ***Scheduling Mediation.*** The plaintiff's representative, plaintiff's counsel, and the borrower are all required to timely comply with the time limitations imposed by this Administrative Order and attend a mediation session as scheduled by the Program Manager. No earlier than 60 days and no later than 120 days after suit is filed, the Program Manager shall schedule a mediation session. The mediation session shall be scheduled for a date and time convenient to the plaintiff's representative, the borrower and counsel for the plaintiff and the borrower, using a mediator from the panel of Florida Supreme Court certified circuit civil mediators who have been specially trained to mediate residential mortgage foreclosure disputes. Mediation sessions will be held at suitable location(s) within the circuit obtained by the Program Manager for mediation. Mediation shall be completed within the time requirements established by Rule 1.710(a), Florida Rules of Civil Procedure.

Mediation shall not be scheduled until the borrower has had an opportunity to meet with an approved foreclosure counselor. Mediation shall not be scheduled earlier than 30 days after the Borrower's Financial Disclosure For Mediation has been uploaded to the web-enabled information platform described in paragraph 8.

Once the date, time and place of the mediation session have been scheduled by the Program Manager, the Program Manager shall promptly file with the Clerk of Court and serve on all parties a notice of the mediation session.

13. ***Attendance at Mediation.*** The following persons are required to be physically present at the mediation session: a plaintiff's representative designated in the most recently filed Form A; plaintiff's counsel; and the borrower. Provided, however, that the plaintiff's representative may appear at mediation through the use of communication equipment, if plaintiff files and serves at least 5 days prior to the mediation a notice in the format of Exhibit 7 attached advising that the plaintiff's representative will be attending through the use of communication equipment and designating the person who has full authority to sign any settlement agreement reached.

Plaintiff's counsel may be designated as the person with full authority to sign the settlement agreement.

The authorization by this Administrative Order for the plaintiff's representative to appear through the use of communication equipment is pursuant to Florida Rule of Civil Procedure 1.720(b) (court order may alter physical appearance requirement) and in recognition of the emergency situation created by the massive number of residential foreclosure cases being filed in this circuit and the impracticality of requiring physical attendance of a plaintiff's representative at every mediation. Additional reasons for authorizing appearance through the use of communication equipment for mortgage foreclosure mediation include a number of protective factors that do not exist in other civil cases, namely the administration of the program by a program manager, pre-mediation counseling for the borrower, and required disclosure of information prior to mediation. The implementation of this Administrative Order shall not create any expectation that appearance through the use of communication equipment will be authorized in other civil cases.

If the plaintiff's representative attends mediation through the use of communication equipment, the person authorized by the plaintiff to sign a settlement agreement must be physically present at mediation. If the plaintiff's representative attends mediation through the use of communication equipment, the plaintiff's representative must remain on the communication equipment at all times during the entire mediation session. If the plaintiff's representative attends through the use of communication equipment, and if the mediation results in an impasse, within 5 days after the mediation session, the plaintiff's representative shall file in the court file a certification in the format of Exhibit 8 attached as to whether the plaintiff's representative attended mediation. If the mediation results in an impasse after the appearance of the plaintiff's representative through the use of communication equipment, the failure to timely file the certification regarding attendance through the use of communication equipment shall be grounds to impose sanctions against the plaintiff, including requiring the physical appearance of the plaintiff's representative at a second mediation, taxation of the costs of a second mediation to the plaintiff, or dismissal of the action.

Junior lienholders may appear at mediation by a representative with full settlement authority. If a junior lienholder is a governmental entity

comprised of an elected body, such junior lienholder may appear at mediation by a representative who has authority to recommend settlement to the governing body. Counsel for any junior lienholder may also attend the mediation.

The participants physically attending mediation may consult on the telephone during the mediation with other persons as long as such consultation does not violate the provisions of Sections 44.401-406, Florida Statutes.

14. ***Failure to Appear at Mediation.*** If either the plaintiff's representative designated in the most recently filed Form A or the borrower fails to appear at a properly noticed mediation and the mediation does not occur, or when a mediation results in an impasse, the report of the mediator shall notify the presiding judge of who appeared at mediation without making further comment as to the reasons for an impasse. If the borrower fails to appear, or if the mediation results in an impasse with all required parties present, and if the borrower has been lawfully served with a copy of the complaint, and if the time for filing a responsive pleading has passed, the matter may proceed to a final hearing, summary judgment, or default final judgment in accordance with the rules of civil procedure without any further requirement to attend mediation. If plaintiff's counsel or the plaintiff's representative fails to appear, the court may dismiss the action without prejudice, order plaintiff's counsel or the plaintiff's representative's to appear at mediation, or impose such other sanctions as the court deems appropriate including, but not limited to, attorney's fees and costs if the borrower is represented by an attorney. If the borrower fails to appear, the court may impose such other sanctions as the court deems appropriate, including, but not limited to, attorney's fees and costs.
15. ***Written Settlement Agreement; Mediation Report.*** If a partial or final agreement is reached, it shall be reduced to writing and signed by the parties and their counsel, if any. Pursuant to Rule 1.730(b), if a partial or full settlement agreement is reached, the mediator shall report the existence of the signed or transcribed agreement to the court without comment within 10 days after completion of the mediation. If the parties do not reach an agreement as to any matter as a result of mediation, the mediator shall report the lack of an agreement to the court without comment or recommendation. In the case of an impasse, the report shall advise the court who attended the mediation, and a copy of Form A or any amended Form A shall be attached

to the report for the court to determine if at least one of the plaintiff's representative named in Form A appeared for mediation. The mediator's report to the court shall be in the format of Exhibit 9 attached.

16. ***Mediation Communications.*** All mediation communications occurring as a result of this administrative order, including information provided to the Program Manager that is not filed with the court, shall be confidential and inadmissible in any subsequent legal proceeding pursuant to Chapter 44, Florida Statutes, the Florida Rules of Civil Procedure, and the Florida Rules for Certified and Court-Appointed Mediators, unless otherwise provided for by law or by order of a court of competent jurisdiction.
17. ***Failure to Comply With Administrative Order.*** In all residential foreclosure actions, if a notice for trial, motion for default final judgment or motion for summary judgment is filed with the Clerk of Court, no action will be taken by the court to set a final hearing or enter a summary or default final judgment until the requirements of this Administrative Order have been met. In cases involving a homestead residence, the presiding judge shall require that copies of either 1) the most recently filed Form A and the report of the mediator, or 2) the most recently filed Form A and the notice of borrower's nonparticipation be sent to the presiding judge by the plaintiff or plaintiff's counsel prior to setting a final hearing or delivered with the packet requesting a summary or default final judgment.

The failure of a party to fully comply with the provisions of this Administrative Order may result in the imposition of any sanctions available to the court, including dismissal of the cause of action without further notice.

18. ***Mediation Not Required If Residence Is Not Homestead.*** If the plaintiff certifies in Form A that the property is NOT a homestead residence when suit is filed, plaintiff's counsel must file and serve with the complaint a certification identifying the agent of plaintiff who has full authority to settle the case without further consultation. The certification shall be in the form of Exhibit 10 attached.

If the plaintiff certifies in Form A that the property is NOT a homestead residence, the matter may proceed to a final hearing, summary judgment, or default final judgment in accordance with the rules of civil procedure

without any further requirement to attend mediation, unless otherwise ordered by the presiding judge.

### **RMFM Program Fees**

19. ***RMFM Program Fees.*** The fee structure for the RMFM Program is based on the assumption that a successful mediation can be accomplished with one mediation session. Accordingly, pursuant to Rule 1.720(g), Fla. R. Civ. P., the reasonable program fees for the managed mediation is a total of *[\$total amount]*. Unless otherwise ordered by the presiding judge, the program fees shall be paid as follows:

<i>[\$amount*]</i>	paid by plaintiff at the time suit is filed;
<i>[\$amount**]</i>	paid by plaintiff within 10 days after notice of the mediation conference is filed.

*[amount\* is the total of the administrative fees of the RMFM Program, including outreach to the borrower, and the foreclosure counseling fees]*

*[amount\*\* is the mediation fee component of the RMFM Program fees]*

If more than one mediation session is needed, the total program fee stated above will also cover a second mediation session. However, if an additional mediation session is needed after the second session, the plaintiff shall be responsible for the payment of the program fees for such additional mediation sessions, unless the parties agree otherwise. The program fees for the third and each subsequent mediation sessions shall be *[\$amount]* per session.

All program fees shall be paid directly to the Program Manager. If the case is not resolved through the mediation process, the presiding judge may tax the program fees as a cost or apply it as a set off in the final judgment of foreclosure.

If the borrower cannot be located, chooses not to participate in the RMFM Program, or if the borrower does not make any contact with the foreclosure counselor, the plaintiff shall be entitled to a refund of the portion of the Program fees attributable to foreclosure counseling. If mediation is scheduled and the borrower announces an intention not to participate further in the RMFM Program prior to the mediation session, or if the case settles and the Program Manager has notice of the settlement at least 5 days prior to the mediation session, the plaintiff shall be entitled to a refund of the

Program fees allocated for the mediation session. If notice of settlement is not received by the Program Manager at least 5 days prior to the scheduled mediation session, the plaintiff shall not be entitled to any refund of mediation fees.

The total fees includes the mediator's fees and costs; the cost for the borrower to attend a foreclosure counseling session with an approved mortgage foreclosure counselor; and, the cost to the Program Manager for administration of the managed mediation program, which includes but is not limited to, providing neutral meeting and caucus space, scheduling, telephone lines and instruments, infrastructure to support the web-enabled information platform, and other related expenses incurred in managing the foreclosure mediation program.

### **Program Manager to Monitor Compliance and Satisfaction**

20. *Monitoring Compliance Concerning Certain Provisions of This Administrative Order, Satisfaction With RMFM Program, and Program Operation.* The Program Manager shall be responsible for monitoring whether Form A has been filed in all residential foreclosure actions which commence after the effective date of this Administrative Order, and whether the RMFM Program fees have been paid if the residence is a homestead residence. The Program Manager shall send compliance reports to the Chief Judge or his or her designee in the format and with the frequency required by the Chief Judge.

If the Program Manager has sufficient staff and resources, the Program Manager may assist with enforcing compliance with this Administrative Order. The forms to be used enforce compliance with this Administrative Order are attached as Exhibit 11.

The Program Manager shall also provide the Chief Judge with periodic reports as to whether plaintiffs and borrowers are satisfied with the RMFM Program.

The Program Manager shall also provide the Chief Judge with reports with statistical information about the status of cases in the RMFM Program and RMFM Program finances in the format and with the frequency required by the Chief Judge.

21. ***Designation of Plaintiff Liaisons With RMFM Program.*** Any plaintiff who has filed 5 or more foreclosure actions in the [number] Judicial Circuit while this Administrative Order is in effect shall appoint two RMFM Program liaisons, one of whom shall be a lawyer and the other a representative of the entity servicing the plaintiff's mortgages, if any, and if none, a representative of the plaintiff. Plaintiff's counsel shall provide written notice of the name, phone number (including extension), email and mailing address of both liaisons to the Chief Judge and the Program Manager within 30 days after the effective date of this Administrative Order, and on the first Monday of each February thereafter while this Administrative Order is in effect.

The liaisons shall be informed of the requirements of this Administrative Order and shall be capable of answering questions concerning the administrative status of pending cases and the party's internal procedures relating to the processing of foreclosure cases, and be readily accessible to discuss administrative and logistical issues affecting the progress of the plaintiff's cases through the RMFM Program. Plaintiff's counsel shall promptly inform the Chief Judge and Program Manager of any changes in designation of the liaisons and the contact information of the liaisons. The liaisons shall act as the court's point of contact in the event the plaintiff fails to comply with this Administrative Order on multiple occasions and there is a need to communicate with the plaintiff concerning administrative matters of mutual interest.

### **List of Participating Mediators and Rotation of Mediators**

22. ***List of Participating Mediators and Rotation of Mediators.*** The Program Manager shall post on its website the list of Florida Supreme Court certified mediators it will use to implement the RMFM Program and will state in writing the criteria, subject to approval by the Chief Judge, it will use in selecting mediators. The Program Manager shall also state in writing the procedure, subject to the approval by the Chief Judge, it will use to rotate the appointment of mediators. The RMFM Program shall encourage the use mediators who have been trained to mediate mortgage foreclosure cases, reflecting the diversity of the community in which it operates. Assignment of mediators shall be on a rotation basis that fairly spreads work throughout the pool of mediators working in the RMFM Program, unless the parties mutually agree on a specific mediator, or the case requires a particular skill on the part of the mediator.

**Pre-Suit Mediation Encouraged**

23. *Pre-Suit Mediation.* Mortgage lenders, whether private individuals, commercial institutions, or mortgage servicing companies, are encouraged to use any form of alternative dispute resolution, including mediation, *before* filing a mortgage foreclosure lawsuit with the Clerk of the Court. Lenders are encouraged to enter into the mediation process with their borrowers *prior* to filing foreclosure actions in the [number] Judicial Circuit to reduce the costs to the parties for maintaining the litigation and to reduce to the greatest extent possible the stress on the limited resources of the courts caused by the large numbers of such actions being filed across the state and, in particular, in the [number] Judicial Circuit.

If the parties participated in pre-suit mediation using the RMFM Program, and if the pre-suit mediation procedures substantially complied with the requirements of this Administrative Order, including provisions authorizing the exchange of information and foreclosure counseling, the plaintiff shall so certify in Form A, in which case the plaintiff and borrower shall not be required to participate in mediation again unless order to do so by the presiding judge. A borrower may file a motion contesting whether pre-suit mediation occurred in substantial compliance with the RMFM Program.

Nothing in this paragraph precludes the presiding judge from sending the case to mediation after suit is filed, even if pre-suit mediation resulted in an impasse or there was a breach of the pre-suit mediation agreement.

This Administrative Order shall be recorded by the Clerk of the Court in each county of the [number] Judicial Circuit, and takes effect on [effective date], and will remain in full force and effect unless and until otherwise ordered.

**ORDERED** on \_\_\_\_\_, 20[\_\_\_].

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[NAME OF CHIEF JUDGE], Chief Judge  
[number] Judicial Circuit, State of Florida

## **RMFM PROGRAM TIMELINES**

### **TIMELINE FROM DATE SUIT FILED:**

#### **Suit is filed**

Form A filed with Complaint  
RMFM Program fees paid by Plaintiff  
Notice of RMFM Program attached to Summons

#### **1 business day after suit is filed**

Form A electronically transmitted to Program Manager by Plaintiff's counsel

#### **60-120 days after suit is filed**

Borrower meets with foreclosure counselor  
Borrower's Financial Disclosure For Mediation is transmitted to IT platform  
Mediation session is scheduled  
Borrower requests Plaintiff's Disclosure for Mediation, if desired

#### **120 days after suit is filed**

Notice of Nonparticipation filed by Program Manager if applicable

### **TIMELINE WITH MEDIATION SESSION AS POINT OF REFERENCE**

#### **Prior to mediation being scheduled**

RMFM Program fees paid by Plaintiff  
Borrower must contact Program Manager  
Borrower must meet with foreclosure counselor  
Borrower must complete and submit Borrower's Financial Disclosure For Mediation packet to Program Manager

#### **30 days prior to mediation session**

Program Manager electronically transmits Borrower's Financial Disclosure For Mediation to the IT platform

#### **25 days prior to mediation session**

Borrower makes written request for Plaintiff's Disclosure For Mediation if desired

#### **5 days prior to mediation session**

Any amended Form A designation of the plaintiff's representative must be filed with the Clerk

#### **3 business days prior to mediation session**

Plaintiff's counsel transmits Plaintiff's Financial Disclosure For Mediation to the IT platform

#### **1 day prior to mediation session**

Any amended Form A designation of the plaintiff's representative must be uploaded to the IT platform

#### **10 days after mediation session**

Program Manager/Mediator files mediator's report with the Clerk and serves copies on the parties.

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# EXHIBIT 1

FORM A

Please complete online at [http://www.\\*\\*\\*](http://www.***) and file original with the Clerk of Court  
IN THE CIRCUIT COURT IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

[Name of Plaintiff]  
Plaintiff,

Case No.:

vs.

[Names of Defendant(s)]

Defendant(s)

### **Form "A"**

(Certifications Pursuant to [number] Judicial Circuit Administrative Order 200[\_\_\_])

#### **Certificate of Plaintiff's Counsel Regarding Origination of Note and Mortgage**

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies the origination of the note and mortgage sued upon in this action \_\_\_ WAS or \_\_\_ WAS NOT subject to the provisions of the federal Truth In Lending Act, Regulation Z.

#### **Certificate of Plaintiff's Counsel Regarding Status of Residential Property**

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies the property which is the subject matter of this lawsuit \_\_\_ IS or \_\_\_ IS NOT a homestead residence. A "homestead residence" means a residential property for which a homestead real estate tax exemption was granted according to the certified rolls of the last assessment by the county property appraiser prior to the filing of the suit to foreclose the mortgage.

*If the residential property is a homestead residence, complete both of the following:*

#### **Certificate of Plaintiff's Counsel Regarding Pre-Suit Mediation**

The following certification \_\_\_ does \_\_\_ does not apply to this case:

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies that prior to filing suit, a plaintiff's representative with full settlement authority attended and participated in mediation with the borrower, conducted by [Name of Program Manager], and the mediation resulted in an impasse or a pre-suit settlement agreement was reached but the settlement agreement has been breached. The undersigned further certifies that prior to mediation, the borrower received services from a HUD or NFMC approved foreclosure counselor, Borrower's Financial Disclosure For Mediation was provided, and Plaintiff's Disclosure For Mediation was provided.

**Certificate of Plaintiff's Counsel Regarding Plaintiff's Representative at Mediation**

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies the following is a list of the persons, one of whom will represent the plaintiff in mediation with full authority to modify the existing loan and mortgage and to settle the foreclosure case, and with authority to sign a settlement agreement on behalf of the plaintiff (*list name, address, phone number, facsimile number, and email address*):

Plaintiff's counsel understands the mediator or the RMFM Program Manager may report to the court who appears at mediation and if at least one of plaintiff's representatives named above does not appear at mediation, sanctions may be imposed by the court for failure to appear.

As required by the Administrative Order, Plaintiff's counsel will transmit electronically to the RMFM Program Manager the case number of this action, the contact information regarding the parties, and a copy of this Form A, using the approved web-enable information platform.

Date:

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*(Signature of Plaintiff's Counsel)*  
[Printed name, address, phone number and  
Fla. Bar No.]

## EXHIBIT 2

NOTICE OF RMFM PROGRAM TO BE SERVED WITH SUMMONS

**A NOTICE FROM THE COURT REGARDING LAWSUITS TO FORECLOSE  
MORTGAGES ON HOMES**

If you are being sued to foreclose the mortgage on your primary home and your home has a homestead exemption and if you are the person who borrowed the money for the mortgage, you have a right to go to “mediation.” At “mediation,” you will meet with a Florida Supreme Court certified mediator appointed by the court and also a representative of the company asking to foreclose your mortgage to see if you and the company suing you can work out an agreement to stop the foreclosure. **The mediator will not be allowed to give you legal advice or to give you an opinion about the lawsuit.** The mediator’s job is to remain neutral and not take sides, but to give both sides a chance to talk to each other to see if an agreement can be reached to stop the foreclosure. If you and the company suing you come to an agreement, a settlement agreement will be written up and signed by you and the company suing you. With some limited exceptions, what each side says at the mediation is confidential and the judge will not know what was said at mediation.

**You will not have to pay anything to participate in this mediation program.** To participate in mediation, **as soon as practical**, you must contact *[name of the Program Manager]* by calling *[phone number]* between 9:00 a.m. and 5:00 p.m., Monday through Friday.

To participate in mediation, you must also provide financial information to the mediator and meet with an approved foreclosure counselor prior to mediation. You will not be charged any additional amount for meeting with a foreclosure counselor. You may also request certain information from the company suing you before going to mediation.

*[Name of the Program Manager]* will explain more about the mediation program to you when you call.

If you have attended mediation arranged by *[name of the Program Manager]* prior to being served with this lawsuit, and if mediation did not result in a settlement, you may file a motion asking the court to send the case to mediation again if your financial circumstances have changed after the first mediation.

**AS STATED IN THE SUMMONS SERVED ON YOU, YOU OR YOUR LAWYER MUST FILE WITH THE COURT A WRITTEN RESPONSE TO THE COMPLAINT TO FORECLOSE THE MORTGAGE WITHIN 20 DAYS AFTER YOU WERE SERVED. YOU OR YOUR LAWYER MUST ALSO SEND A COPY OF YOUR WRITTEN RESPONSE TO THE PLAINTIFF’S ATTORNEY. YOU MUST TIMELY FILE A WRITTEN RESPONSE TO THE COMPLAINT EVEN IF YOU DECIDE TO PARTICIPATE WITH MEDIATION.**

*[Signature of Chief Judge]*  
CHIEF JUDGE, *[number]* Judicial Circuit

# EXHIBIT 3

## BORROWER'S REQUEST TO PARTICIPATE IN RMFM PROGRAM

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**BORROWER'S REQUEST TO PARTICIPATE IN RMFM PROGRAM**

\_\_\_\_\_, (*printed name*), as the borrower on the mortgage sued upon in this case, hereby requests that this case be referred by the court to mediation using the RMFM Program. The undersigned states, under penalty of perjury, that he or she is currently living on the property as a primary residence and the property has a homestead tax exemption.

Signed on \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
(*Signature*)

\_\_\_\_\_  
(*Printed Name*)

[Certificate of Service on the parties]

# EXHIBIT 4

## NOTICE OF BORROWER'S NONPARTICIPATION

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**NOTICE OF BORROWER NONPARTICIPATION  
WITH RMFM PROGRAM**

*[Name of Program Manager]* hereby gives notice to the court that \_\_\_\_\_,  
(Borrower) will not be participating in the RMFM Program because:

- Borrower has advised that [he/she] does not wish to participate in mediation for this case;
- Borrower has failed or refuses to meet with a foreclosure counselor;
- Borrower has failed or refuses to comply with the Borrower's Financial Disclosure For Mediation;
- the RMFM Program has been unable to contact Borrower.

Signed on \_\_\_\_\_, 20\_\_\_\_.

*[Name of Program Manager]*

BY: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed name)

[Certificate of Service on the parties]

# EXHIBIT 5

## BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION

EXHIBIT 5A: LOAN MODIFICATION

EXHIBIT 5B: SHORT SALE

EXHIBIT 5C: DEED IN LIEU OF FORECLOSURE

# EXHIBIT 5A

## BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION (LOAN MODIFICATION)

## FORECLOSURE MEDIATION FINANCIAL WORKSHEET

Case No.:

v.

\_\_\_\_\_  
Plaintiff's Name

\_\_\_\_\_  
First Defendant's Name

### PERSONAL INFORMATION

Borrower's Name		Co-Borrower's Name	
Social Security Number	Date of Birth (mm/dd/yyyy)	Social Security Number	Date of Birth (mm/dd/yyyy)
<input type="checkbox"/> Married	<input type="checkbox"/> Civil Union/ Domestic Partner	<input type="checkbox"/> Married	<input type="checkbox"/> Civil Union/ Domestic Partner
<input type="checkbox"/> Separated	<input type="checkbox"/> Unmarried (single, divorced, widowed)	<input type="checkbox"/> Separated	<input type="checkbox"/> Unmarried (single, divorced, widowed)
Dependents (Not listed by Co-Borrower)		Dependents (Not listed by Borrower)	
Present Address (Street, City, State, Zip)		Present Address (Street, City, State, Zip)	

### EMPLOYMENT INFORMATION

Employer	<input type="checkbox"/> Self Employed	Employer	<input type="checkbox"/> Self Employed
Position/Title	Date of Employment	Position/Title	Date of Employment
Second Employer		Second Employer	
Position/Title	Date of Employment	Position/Title	Date of Employment

	Borrower	Co-Borrower	Total
Gross Salary/Wages			
Net Salary/Wages			
Unemployment Income			
Child Support/Alimony			
Disability Income			
Rental Income			
Other Income			
<b>Total</b> (do not include Gross income)			

### EXPENSE AND LIABILITIES

	Monthly Payments	Balance Due
First Mortgage		
Second Mortgage		
Other Liens/Rents		
Homeowners' Association Dues		
Hazard Insurance		
Real Estate Taxes		
Child Care		
Health Insurance		
Medical Charges		
Credit Card/Installment Loan		
Credit Card/Installment Loan		
Credit Card/Installment Loan		
Automobile Loan 1		
Automobile Loan 2		
Auto/Gasoline/Insurance		
Food/Spending Money		
Water/Sewer/Utilities		
Phone/Cell Phone		
Other		

<b>Total</b>		
<b>ASSETS</b>		
	<b>Estimated Value</b>	
Personal Residence		
Real Property		
Personal Property		
Automobile 1		
Automobile 2		
Checking Accounts		
Saving Accounts		
IRA/401K/Keogh Accounts		
Stock/Bonds/CDs		
Cash Value of Life Insurance		
Other		
<b>Total</b>		
Reason for Delinquency/Inability to Satisfy Mortgage Obligation:		
<input type="checkbox"/> Reduction in income	<input type="checkbox"/> Medical issues	<input type="checkbox"/> Death of family member
<input type="checkbox"/> Poor budget management skills	<input type="checkbox"/> Increase in expenses	<input type="checkbox"/> Business venture failed
<input type="checkbox"/> Loss of Income	<input type="checkbox"/> Divorce/separation	<input type="checkbox"/> Increase in loan payment
<input type="checkbox"/> Other: _____		
Further Explanation:		
<p>I / We obtained a mortgage loan(s) secured by the above-described property.</p> <p>I / We have described my/our present financial condition and reason for default and have attached required documentation.</p> <p>I / We consent to the release of this financial worksheet and attachments to the mediator and the plaintiff or plaintiff's servicing company by way of the plaintiff's attorney.</p> <p>By signing below, I / we certify the information provided is true and correct to the best of my / our knowledge.</p>		
_____ Signature of Borrower	_____ SSN	_____ Date
_____ Signature of Co-Borrower	_____ SSN	_____ Date
Please attach the following:		
<ul style="list-style-type: none"> <li>✓ Last federal tax return filed</li> <li>✓ Proof of income (e.g. one or two current pay stubs)</li> <li>✓ Past two (2) bank statements</li> <li>✓ If self-employed, attach a copy of the past six month's profit and loss statement</li> </ul>		
<b>This is an attempt to collect a debt and any information obtained will be used for that purpose.</b>		

**Fannie hardship form 1021**  
**Home Affordable Modification Program Hardship Affidavit**

Borrower Name (first, middle, last): \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Co-Borrower Name (first, middle, last): \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Property Street Address: \_\_\_\_\_

Property City, State, Zip: \_\_\_\_\_

Servicer: \_\_\_\_\_

Loan Number: \_\_\_\_\_

In order to qualify for \_\_\_\_\_'s ("Servicer") offer to enter into an agreement to modify my loan, I/we am/are submitting this form to the Servicer and indicating by my/our checkmarks the one or more events that contribute to my/our difficulty making payments on my/our mortgage loan:

**My income has been reduced or lost. For example: unemployment, underemployment, reduced job hours, reduced pay, or a decline in self-employed business earnings.** I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_      Co-Borrower: Yes \_\_\_ No \_\_\_

**My household financial circumstances have changed. For example: death in family, serious or chronic illness, permanent or short-term disability, increased family responsibilities (adoption or birth of a child, taking care of elderly relatives or other family members).** I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_      Co-Borrower: Yes \_\_\_ No \_\_\_

**My expenses have increased. For example: monthly mortgage payment has increased or will increase, high medical and health-care costs, uninsured losses (such as those due to fires or natural disasters), unexpectedly high utility bills, increased real property taxes.** I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_      Co-Borrower: Yes \_\_\_ No \_\_\_

**My cash reserves are insufficient to maintain the payment on my mortgage load and cover basic living expenses at the same time. Cash reserves include assets such as cash, savings, money market funds, marketable stocks or bonds (excluding retirement accounts).** Cash reserves do not include assets that serve as an emergency fund (generally equal to three times my monthly debt payments). I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_ Co-Borrower: Yes \_\_\_ No \_\_\_

**My monthly debt payments are excessive, and I am overextended with my creditors. I may have used credit cards, home equity loans or other credit to make my monthly mortgage payments.** I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_ Co-Borrower: Yes \_\_\_ No \_\_\_

**There are other reasons I/we cannot make our mortgage payments.** I have provided details below under "Explanation."

**INFORMATION FOR GOVERNMENT MONITORING PURPOSES**

The following information is requested by the federal government in order to monitor compliance with federal statutes that prohibit discrimination in housing. You are not required to furnish this information, but are encouraged to do so. The law provides that a lender or servicer may not discriminate either on the basis of this information, or on whether you choose to furnish it. If you furnish the information, please provide both ethnicity and race. For race, you may check more than one designation. If you do not furnish ethnicity, race, or sex, the lender or servicer is required to note the information on the basis of visual observation or surname if you have made this request for a loan modification in person. If you do not wish to furnish the information, please check the box below.

**BORROWER:**

Ethnicity:

- Hispanic/Latino
- Not Hispanic/Latino

**CO-BORROWER:**

Ethnicity:

- Hispanic/Latino
- Not Hispanic/Latino

Race:

- American Indian/Alaska Native
- Asian
- Black/African American
- Native Hawaiian/Other Pacific Islander
- White

Race:

- American Indian/Alaska Native
- Asian
- Black/African American
- Native Hawaiian/Other Pacific Islander
- White

I do not wish to furnish this information

I do not wish to furnish this information

**TO BE COMPLETED BY INTERVIEWER**

Interviewer's Name (print or type):

Name/Address of Interviewer's Employer:

Face-to-face interview

Interviewer's Signature/Date \_\_\_\_\_ / \_\_\_\_\_

Address \_\_\_\_\_

Telephone (include area code)\_\_\_\_\_

Internet address\_\_\_\_\_

**BORROWER/CO-BORROWER ACKNOWLEDGEMENT**

1. Under penalty of perjury, I/we certify that all of the information in this affidavit is truthful and the event(s) identified above has/have contributed to my/our need to modify the terms of my/our mortgage loan.
2. I/we understand and acknowledge the Servicer may investigate the accuracy of my/our statements, may require me/us to provide supporting documentation, and that knowingly submitting false information may violate Federal law.
3. I/we understand the Servicer will pull a current credit report on all borrowers obligated on the Note.
4. I/we understand that if I/we have intentionally defaulted on my/our existing mortgage, engaged in fraud or misrepresented any fact(s) in connection with this Hardship Affidavit, or if I/we do not provide all of the required documentation, the Servicer may cancel the Agreement and may pursue foreclosure on my/our home.
5. I/we certify that my/our property is owner-occupied and I/we have not received a condemnation notice.
6. I/we certify that I/we am/are willing to commit to credit counseling if it is determined that my/our financial hardship is related to excessive debt.
7. I/we certify that I/we am/are willing to provide all requested documents and to respond to all Servicer communication in a timely manner. I/we understand that time is of the essence.
8. I/we understand that the Servicer will use this information to evaluate my/our eligibility for a loan modification or other workout, but the Servicer is not obligated to offer me/us assistance based solely on the representations in this affidavit.
9. I/we authorize and consent to Servicer disclosing to the U.S. Department of Treasury or other government agency, Fannie Mae and/or Freddie Mac any information provided by me/us or retained by Servicer in connection with the Home Affordable Modification Program.

Borrower Signature	Date	Co-Borrower Signature	Date
E-mail Address: _____		E-mail Address: _____	
Cell phone # _____		Cell phone # _____	
Home Phone # _____		Home Phone # _____	
Work Phone # _____		Work Phone # _____	
Social Security # _____ - _____ - _____		Social Security # _____ - _____ - _____	

**EXPLANATION:**

*(Provide any further explanation of the hardship making it difficult for you to pay on your mortgage.)*

# EXHIBIT 5B

## BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION (SHORT SALE)

In addition to the FANNIE MAE HARDSHIP FORM 1021 in Exhibit 5A above, the following information must be uploaded into the web-enabled IT platform on behalf of the borrower:

Signed purchase contract for the homestead residence

Listing agreement for sale of the homestead residence

Preliminary HUD-1

Written permission from the borrower authorizing the plaintiff

or any agent of the plaintiff to speak with the real estate

agent about the borrower's loan

Borrowers should be reminded that the sale MUST be an arm's length transaction and the property cannot be sold to anyone with close personal or business ties to the borrower.

# EXHIBIT 5C

BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION  
(DEED IN LIEU OF FORECLOSURE)

In addition to the FANNIE MAE HARDSHIP FORM 1021 in Exhibit 5A above, the following information must be uploaded into the web-enabled IT platform on behalf of the borrower:

Current title search for the homestead residence

# EXHIBIT 6

## BORROWER'S REQUEST FOR PLAINTIFF'S DISCLOSURE FOR MEDIATION

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**NOTICE OF BORROWER'S REQUEST FOR  
PLAINTIFF'S DISCLOSURE FOR MEDIATION**

\_\_\_\_\_, (*printed name*), as the borrower on the mortgage  
sued upon in this case, hereby requests the following information and disclosure  
from the plaintiff pursuant to Administrative Order [*number*] entered in the  
[*number*] Judicial Circuit (*mark the information and documents requested*):

\_\_\_ Documentary evidence the plaintiff is the owner and holder in due  
course of the note and mortgage sued upon.

\_\_\_ A history showing the application of all payments by the borrower  
during the life of the loan.

\_\_\_ A statement of the plaintiff's position on the present net present value  
of the mortgage loan.

\_\_\_ The most current appraisal of the property available to the plaintiff.

Signed on \_\_\_\_\_, 20\_\_\_.

---

(*Signature*)

[Certificate of Service on the parties]

# EXHIBIT 7

## PLAINTIFF'S NOTICE OF ATTENDING MEDIATION THROUGH THE USE OF COMMUNICATION EQUIPMENT

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**NOTICE THAT PLAINTIFF'S REPRESENTATIVE WILL APPEAR  
THROUGH THE USE OF COMMUNICATION EQUIPMENT AND  
DESIGNATION OF AUTHORITY TO SIGN SETTLEMENT  
AGREEMENT**

Plaintiff gives notice of exercising the option to allow plaintiff's representative designated in Form A filed in this case to attend mediation through the use of communication equipment, and designates *[name of person]* as the person who will be physically present at mediation with full authority on behalf of plaintiff to sign any settlement agreement reached at mediation.

On the date of the mediation, plaintiff's representative can be reached by calling the following telephone number: [telephone number, including area code and extension].

Signed on \_\_\_\_\_, 20\_\_\_\_.

*[Name of Plaintiff]*

\_\_\_\_\_  
*(Signature)*

\_\_\_\_\_  
*(Printed Name)*

[Certificate of Service by Plaintiff's Counsel]

# EXHIBIT 8

## PLAINTIFF'S CERTIFICATION REGARDING ATTENDANCE AT MEDIATION THROUGH THE USE OF COMMUNICATION EQUIPMENT

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**CERTIFICATION REGARDING ATTENDANCE AT MEDIATION  
THROUGH THE USE OF COMMUNICATION EQUIPMENT**

[Name], who was designated as Plaintiff's Representative in Form A filed herein, under penalty of perjury, states to the court that [he][she] (*mark as appropriate*)

- attended mediation through the use of communication equipment, and was on the communication equipment at all times during the entire mediation.
- attended mediation, through the use of communication equipment but was not on the communication equipment at all times during the mediation.

Signed on \_\_\_\_\_, 20\_\_\_\_.

---

(Signature)

---

(Printed Name)

[Certificate of Service by Plaintiff's Counsel]

# EXHIBIT 9

## MEDIATION REPORT

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**MEDIATION REPORT**  
(RMFM Program)

Pursuant to the Court's Order, a Mediation Conference was conducted by  
*[name of mediator]*, Certified Circuit Civil Mediator, on *[date]*.

1. The following were present:
  - a) The Plaintiff's Representative, *[name]*, and Plaintiff's attorney, *[name]*.
  - b) The Defendant[s], *[name(s)]*, and his/her/their attorney[s], *[name(s)]*.
2. The result of the Mediation Conference is as follows *[Mediator selects only one]*:

\_\_\_\_\_ A signed **SETTLEMENT AGREEMENT** was reached during this Conference.

\_\_\_\_\_ The parties have reached a total **IMPASSE**.

\_\_\_\_\_ The parties have agreed to **ADJOURN** the mediation to *[date]*.

\_\_\_\_\_ Mediation has been **TERMINATED**.

As required by Administrative Order *[number]* a copy of the most recently filed Form A is attached.

[Certificate of Service]

# EXHIBIT 10

## CERTIFICATION REGARDING SETTLEMENT AUTHORITY (RESIDENCE NOT HOMESTEAD)

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**PLAINTIFF'S CERTIFICATION SETTLEMENT AUTHORITY**  
(Residence Is Not Homestead)

In compliance with Administrative Order *[number]*, the undersigned attorney certifies that following person or entity has full authority to negotiate a settlement of this case with the borrower without further consultation:

*(All of the following information must be provided)*

Name:

Mailing Address:

Telephone Number (including extension):

Fax Number:

Email Address:

Loan/File Number:

***Notice to Defendants: Because of privacy laws and rules, the plaintiff will only be able to negotiate a modification of the loan with the named borrower on the underlying debt.***

I certify a copy of this certification was served on defendants with the summons.

Date:

[Signature, Address, Phone Number of Plaintiff's Counsel]

# EXHIBIT 11

## ORDERS FOR REFERRALS, COMPLIANCE, AND ENFORCEMENT

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER TO SHOW CAUSE**

(Plaintiff's Failure to Comply With Administrative Order [number])

It appearing to the court that Plaintiff has failed to comply with the requirements of Administrative Order [number] in regards to the following (*as marked*):

**Form A**

\_\_\_ Plaintiff failed to file Form A.

\_\_\_ Plaintiff failed to electronically submit Form A to the Program Manager using the approved web-based information platform.

**Payment of RMFM Program Fees**

\_\_\_ Plaintiff failed to pay the portion of the RMFM Program fees payable at the time suit is filed.

\_\_\_ Plaintiff failed to pay the portion of the RMFM Program fees payable within 10 days after the notice conference is filed.

**Electronic Transmittal of Case Number and Borrower Contact Information**

\_\_\_ Plaintiff failed to electronically submit the case number and contact information to the borrower to the Program Manager using the approved web-based information platform.

**Failure to File and Serve Certification Regarding Settlement Authority**

\_\_\_ Plaintiff failed to file and serve the certification regarding the person or entity with full settlement authority where the residence is not homestead (Form Exhibit 9 attached to the Administrative Order).

**Attendance at Mediation**

\_\_\_ Plaintiff’s counsel failed to attend mediation.

\_\_\_ Plaintiff’s representative designated in the most recent Form A filed in the court file failed to attend mediation.

\_\_\_ Plaintiff’s agent with full authority to sign a settlement agreement failed to attend mediation.

\_\_\_ Plaintiff’s representative failed to attend by telephone at all times during the mediation session.

\_\_\_ After the mediation resulted in an impasse, plaintiff’s representative failed to file the certification regarding attendance at mediation by telephone at all times (Form Exhibit 7 attached to the Administrative Order).

IT IS ORDERED that Plaintiff shall appear before the court at the *[designation of courthouse/courtroom]* on *[date]* at *[time]* to show cause why sanctions for noncompliance the Administrative Order *[number]* should not be imposed. Plaintiff is cautioned that failure to appear at the show cause hearing may result in the case being dismissed and the imposition of other appropriate sanctions.

Signed on *[date]*

*[signature block for judge]*

[Certificate of Service]

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER AFTER SHOW CAUSE HEARING**  
(Plaintiff's Failure to Comply With Administrative Order [number])

The court having determined that Plaintiff has failed to comply with the requirements of Administrative Order [number], it is ORDERED and ADJUDGED (*as marked*):

**Form A**

\_\_\_ Within 10 days from the date of this order, Plaintiff shall file and electronically submit Form A to the Program Manager using the approved web-based information platform.

**Payment of RMFM Program Fees**

\_\_\_ Within 10 days from the date of this order, Plaintiff shall pay \$\_\_\_\_\_ of the RMFM Program fees to the Program Manager.

**Electronic Transmittal of Case Number and Borrower Contact Information**

\_\_\_ Within 10 days from the date of this order, Plaintiff shall electronically submit the case number and contact information to the borrower to the Program Manager using the approved web-based information platform.

**Failure to File and Serve Certification Regarding Settlement Authority**

\_\_\_ Within 10 days after the date of this order, Plaintiff shall file and serve the certification regarding the person or entity with full settlement authority where the residence is not homestead (Form Exhibit 9 attached to the Administrative Order).

**Attendance at Mediation**

\_\_\_ Plaintiff's counsel shall attend the next scheduled mediation in this case.

\_\_\_ \_\_\_\_\_ (Name), as plaintiff's representative designated in the most recent Form A filed in the court file, shall physically attend the next scheduled mediation in this case.

\_\_\_ \_\_\_\_\_ (Name), as plaintiff's agent with full authority to sign a settlement agreement shall attend the next scheduled mediation in this case.

**Dismissal**

\_\_\_ This case is dismissed without prejudice.

**Additional Sanctions**

\_\_\_ The court determines \_\_\_\_\_ is entitled to an award of attorney's fees and cost, the amount of which shall be determined at a subsequent hearing

\_\_\_\_\_  
\_\_\_\_\_

Signed on [date]

[signature block for judge]

[Certificate of Service]

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER REFERRING CASE TO RMFM PROGRAM**  
(Case Filed Prior to *[effective date of Administrative Order]*)

It appearing to the court that the residence which is the subject of this action to foreclose a mortgage is a “homestead residence” to which Administrative Order *[number]* applies and that Defendant \_\_\_\_\_ (Borrower) has requested that the case be referred to mediation, it is ORDERED:

The case is referred to the RMFM Program for mediation and the plaintiff and borrower shall comply with Administrative Order *[number]*. Within 10 days from the date of this order, the plaintiff shall pay that portion of the RMFM Program fees payable at the time suit is filed, file a properly filled out Form A in the manner required by the administrative order, and electronically transmit Form A to the Program Manager using the approved web-based information platform.

The plaintiff and borrower are to cooperate with the Program Manager and must attend any mediation scheduled by the Program Manager.

The plaintiff is advised and cautioned that the failure to comply in a timely manner with the requirements of this order will result in dismissal of the cause of action without further order of the court.

Signed on *[date]*

*[signature block for judge]*

[Certificate of Service]

# EXHIBIT 12

## MEDIATION TRAINING STANDARDS

## **Residential Mortgage Foreclosure Training Standards Introduction**

Achieving an informed and committed workforce of Residential Mortgage Foreclosure Mediators requires not only a grasp of the obvious mediation skills, but an extension of those skills into practical and substantive knowledge areas including, but not limited to, mortgage loan products, securities, loan servicers, court processes and resolution options. A training model which includes both a preliminary online modular dissemination of information followed by live classroom training will provide this knowledge. Participants' completion of online training modules prior to a one day live class will facilitate better discussion and greater comprehension. Post training access to online practice resources can improve, develop statewide practice and provide real time content updates. Development of this training model is not only feasible, but also can be developed in a timely way. We recommend that each training provider maintain a needs-based approach to training, reflect on and respond to the participants' needs, and clearly state a training rationale that will serve as a methodological and ethical touchstone. It is our hope that this outline for Residential Mortgage Foreclosure Mediation Training Objectives and Standards will lead to quality mortgage foreclosure mediation training and practice throughout the State of Florida.

### **1. Mortgage Foreclosure Mediation Training Goals**

At the conclusion of the training, the participants shall be able to:

- Recognize Basic Legal Concepts in Mortgage Foreclosure Mediation
- Identify Negotiation Dynamics in Mortgage Foreclosure Mediation
- Identify Mediation Process and Techniques in Mortgage Foreclosure Mediation
- Recognize Financial Issues in Mortgage Foreclosure Mediation
- Identify Communication Skills in Mortgage Foreclosure Mediation
- Recognize Ethical Issues in Mortgage Foreclosure Mediation

## 2. Learning Objectives

### (a) Basic Legal Concepts in Mortgage Foreclosure Mediation

- (1) Recognize basic legal concepts in mortgage foreclosures.
- (2) Explain the process of, and timelines in, mortgage foreclosure and in the mortgage foreclosure mediation process.
- (3) Identify the state rules, state and federal statutes, servicing guidelines, and local procedures and forms governing mortgage foreclosure mediation.
- (4) Identify the protections, constraints, and exceptions of the Florida Confidentiality and Privilege Act in the context of Mortgage Foreclosure Mediation.

### (b) Negotiation Dynamics in Mortgage Foreclosure Mediation

- (1) Recognize the issues of settlement authority as they relate to the stakeholders in Mortgage Foreclosure Mediation.
- (2) Recognize the impact of physical, telephonic, videoconference, on line or other electronic means of appearance at the mediation conference on the negotiation.
- (3) Recognize the role(s) of the following in the Mortgage Foreclosure Mediation process:
  - (i) lender
  - (ii) loan servicer
  - (iii) investor
  - (iv) mortgage broker
  - (v) mortgage pool
  - (vi) second mortgagee
  - (vii) condominium association
  - (viii) homeowners' association
  - (ix) lien holders (i.e., municipal, mechanics lien)
  - (x) MERS
  - (xi) appraiser

- (4) Recognize techniques for assessing risks and incentives in a mortgage foreclosure case.
- (5) Recognize concept of “good faith” and distinguish it from state court appearance requirements.
- (6) Recognize basic mortgage nomenclature and sources, types and structure of mortgages.
- (7) Identify options for resolution such as:
  - (i) modification of mortgage terms
  - (ii) partial loan forgiveness
  - (iii) placement of delinquent payments at the end of the loan term
  - (iv) short sale
  - (v) deed in lieu of foreclosure
  - (vi) waiver of deficiency judgment
  - (vii) stipulation to modify (i.e., if mortgagor makes X number of payments, then the loan will be modified)
  - (viii) principal set aside
  - (ix) repayment plan
  - (x) loan reinstatement
  - (xi) “right to rent” (i.e., the bank owns the property and rents it to the former borrower at the market rental rate)

(c) Mediation Process and Techniques in Mortgage Foreclosure Mediation

- (1) Identify procedural elements which should be addressed prior to the parties’ entry into the mediation room including telephonic and other electronic equipment.
- (2) Identify information which needs to be exchanged prior to mediation (i.e., Pooling and Servicing Agreement; life of loan history; mortgagee current financial disclosure; different loss mitigation, loan modification and other resolution options).
- (3) Identify issues which are appropriate for Mortgage Foreclosure Mediation and those that are not appropriate.

- (4) Identify individuals who are essential participants in Mortgage Foreclosure Mediation as well as those who are entitled to be present and those who are not required to participate but whose participation may be helpful in mediation.
- (5) Describe techniques for mediating when all parties are self-represented, some parties are self-represented, or all parties are presented by counsel.
- (6) Identify appropriate techniques for handling a situation where a representative appearing for a party does not have full authority to settle.
- (7) Discuss the dynamics of mediating when one or more parties, participants or representatives frequently participate in mediation.
- (8) Discuss how emotions affect Mortgage Foreclosure issues and a party's ability to effectively mediate.
- (9) Identify the role and procedures of the mediation manager

(d) Financial Issues in Mortgage Foreclosure Mediation

- (1) Understand the Net Present Value Model of the Making Home Affordable Program.
- (2) Understand debt-to-income ratios and guidelines and potentials for re-defaults.
- (3) Identify Fannie Mae, Freddie Mac, FHA, VA and other loan servicer and investor issues and options.

(e) Communication Skills in Mortgage Foreclosure Mediation

- (1) Identify appropriate questions to assist the parties see their own and the other party's issues.
- (2) Identify resources for foreign language interpreters and when and how to use them.

(f) Ethical Issues in Mortgage Foreclosure Mediation

- (1) Recognize power imbalances and when a mediator shall advise the parties of the right to seek independent legal counsel.
- (2) Understand that a mediator shall not offer a personal or professional opinion intended to coerce the parties, unduly influence the parties, decide the dispute, direct a resolution of any issue or indicate how the court in which the case has been filed will resolve the dispute.
- (3) Memorializing the parties' agreement.

**3. Training Parameters**

(a) Training Provider

1. Training may be provided by the mediation manager(s) OR by independent training providers.

(b) Funding

1. Fees would be paid by mediators to training provider(s) and may include entire training process

(c) Structure:

1. A series of self – study web based modules corresponding to the 6 categories of learning objectives outlined in these recommendations – each followed by an online quiz; completed at participant's own pace
2. Final online test for pass code entry to live class
3. Live classroom training
  - (a) Length of Training. An instructional hour is defined as 50 minutes.
  - (b) Span of Training. Live Mortgage Foreclosure mediation training shall be presented over a period of [1] day
4. Certificate of Completion of Advanced Course on Florida Residential Mortgage Foreclosure Mediation given to participant. Access to web based

modules terminates.

5. Optional Online Learning Forum - for continued learning provided by mediation manager(s) OR by independent training providers – additional monthly fee for access

#### **4. Recommended Course Content Requirements**

Required Training Materials. At a minimum, training providers shall provide each of their attendees with a training manual that includes:

- (a) an agenda annotated with the learning objectives to be covered in each section and the intended method of instruction;
- (b) sample mortgage foreclosure mediated settlement agreements;
- (c) sample Federal Government forms, i.e. HAMP Program Hardship Affidavit, HAMP Trial Period Plan, HAMP FAQs, IRS Form 4506-T, Foreclosure Mediation Financial Worksheet.
- (d) suggested readings including:
  - (i) Chapter 44, Florida Statutes – Mediation Alternatives to Judicial Action
  - (ii) Florida Rules for Certified and Court-Appointed Mediators
  - (iii) Rules 1.510 and 1.700 - 1.750, Florida Rules of Civil Procedure
  - (iv) Chapter 697, Florida Statutes – Instruments Deemed Mortgages and the Nature of a Mortgage
  - (v) Chapter 701, Florida Statutes – Assignment and Cancellation of Mortgages
  - (vi) Chapter 702, Florida Statutes – Foreclosure of Mortgages, Agreements for Deeds, and Statutory Liens
  - (vii) Chapter sections pertaining to Condominiums and Homeowner Associations
  - (viii) Section 55.10(1), F.S. (2004) pertaining to judgment liens
  - (ix) Federal Statutes [i.e. Bankruptcy; Truth in Lending Act, Hope for Homeowners Act of 2008, Fair Debt Collection

Practices Act, Service Members Civil Relief Act of 2003, and others to be identified and defined more specifically

- (x) Homeowner Affordability and Stability Plan, Home Affordable Modification Program [HAMP] and guidelines for servicers.
- (xi) Glossary of Terms
- (xii) List of local, state and federal resources for borrowers
- (xiii) Internet Links to useful on line resources
- (xiv) Current Supreme Court of Florida Administrative Order, In Re Task Force on Residential Mortgage Foreclosure Cases
- (xv) Judicial Circuit Local Administrative Order on Residential Mortgage Foreclosure Cases
- (xvi) Additional reading resources provided by the Mediation Manager

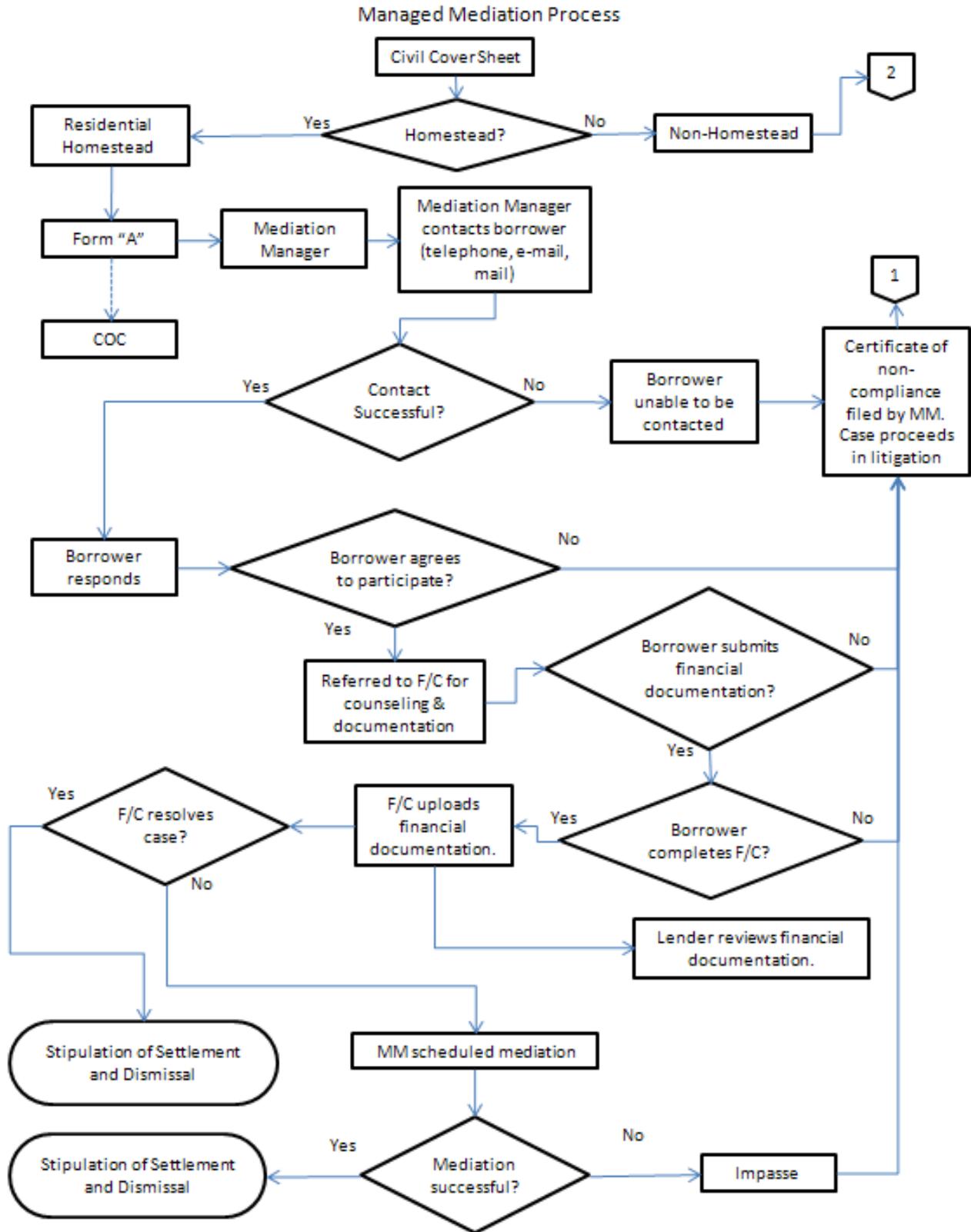
## **5. Training Methodology**

- (a) Pedagogy. Residential Mortgage Foreclosure mediation training programs shall include, but are not limited to, the following: lecture, group discussion and a mortgage foreclosure mediation demonstration.
  - (1) Use of subject matter specialists, i.e. lender, borrower, loan servicer, investor, plaintiff and defense counsel, mortgage foreclosure counselor, community resources.
  - (2) Subject matter specialists shall have a substantial part of his or her professional practice in the area about which the specialist is lecturing and shall have the ability to connect his or her area of expertise with the residential mortgage foreclosure mediation process.
- (b) Residential Mortgage Foreclosure Mediation Demonstration. All mortgage foreclosure mediation training programs shall present a residential mortgage foreclosure role play mediation demonstration either live [including video conferencing] or by video/DVD presentation.
- (c) Web Based Methodologies. Web based technologies may be used as an optional delivery method or as a post training forum for continued learning and discussion for mediators. An online version of the training may provide a repository for the rapidly changing residential mortgage foreclosure training information.

- (d) Assessment. Post training assessment by participants, using post training surveys combining a Likert scale with narrative response components, should inform content development and methodologies and provide quality assurance for training providers. The post training survey would give the participants the opportunity to evaluate the effectiveness of the trainer(s), the substantive content of the program, the practical value of the training, and to offer additional suggestions or comments.

# EXHIBIT 13

## RMFM PROGRAM FLOWCHART



August 12, 2009

## **2. Minority Model Administrative Order with Forms**

*Minority Draft: 8-12-09*

IN THE *[number]* JUDICIAL CIRCUIT OF FLORIDA

OFFICE OF THE CHIEF JUDGE

ADMINISTRATIVE ORDER NUMBER 2009 –*[#]*

**ADMINISTRATIVE ORDER FOR CASE MANAGEMENT OF RESIDENTIAL FORECLOSURE CASES AND MANDATORY REFERRAL OF MORTGAGE FORECLOSURE CASES INVOLVING HOMESTEAD RESIDENCES TO MEDIATION**

Whereas, pursuant to Article V, Section 2(d) of the Florida Constitution and Section 43.26, Florida Statutes, the chief judge of each judicial circuit is charged with the authority and power to do everything necessary to promote the prompt and efficient administration of justice, and Rule 2.215(b)(3), Fla. R. Jud. Admin., mandates the chief judge to “develop an administrative plan for the efficient and proper administration of all courts within the circuit;” and

Whereas, Rule 2.545 of the Rules of Judicial Administration requires that the trial courts “...take charge of all cases at an early stage in the litigation and...control the progress of the case thereafter until the case is determined...”, which includes “...identifying cases subject to alternative dispute resolution processes;” and

Whereas, Chapter 44, Florida Statutes, and Rules 1.700-1.750, Florida Rules of Civil Procedure, provide a framework for court-ordered mediation of civil actions, except those matters expressly excluded by Rule 1.710(b), which does not exclude residential mortgage foreclosure actions; and

Whereas, residential mortgage foreclosure case filings have increased substantially in the *[number]* Judicial Circuit, and state and county budget constraints have limited the ability of the courts in the *[number]* Judicial Circuit to manage these cases in a timely manner; and

Whereas, high residential mortgage foreclosure rates are damaging the economies of the count*[y]**[ies]* in the *[number]* Judicial Circuit; and

Whereas, our supreme court has determined that mandatory mediation of homestead residential mortgage foreclosure actions prior to the matter being set for final hearing will facilitate the laudable goals of communication, facilitation, problem-solving between the parties with the emphasis on self-determination, the parties' needs and interests, procedural flexibility, full disclosure, fairness, and confidentiality. Referring these cases to mediation will also facilitate and provide a more efficient use of limited judicial and clerk resources in a court system that is already overburdened; and

Whereas, the *[name of Program Manager]* is an independent, nonpartisan, nonprofit organization which has demonstrable ability to assist the courts with managing the large number of residential mortgage foreclosure actions that recently have been filed in the *[number]* Judicial Circuit.

**NOW, THEREFORE, IT IS ORDERED:**

**Definitions**

As used in this Administrative Order, the following terms mean:

“RMFM Program” (Residential Mortgage Foreclosure Mediation Program) shall mean the mediation program managed by *[name of Program Manager]* to implement and carry out the intent of this Administrative Order.

“The Program Manager” shall mean *[name of Program Manager]*.

“Plaintiff” shall mean the individual or entity filing to obtain a mortgage foreclosure on residential property.

“Plaintiff’s representative” shall mean the person who will appear at mediation who has full authority to settle without further consultation and resolve the foreclosure suit.

“Borrower” shall mean an individual named as a party in the foreclosure action who is a primary obligor on the promissory note which is secured by the mortgage being foreclosed.

“Homestead residence” shall mean a residential property for which a homestead real estate tax exemption was granted according to the certified rolls of

the last assessment by the county property appraiser prior to the filing of the suit to foreclose the mortgage.

“Form A” shall refer to the certifications required herein in the format of Exhibit 1 attached.

“Plaintiff’s Disclosure For Mediation” means those documents requested by the borrower pursuant to paragraph 7 below.

“Borrower’s Financial Disclosure For Mediation” means those documents described in Exhibit 5 attached.

“Foreclosure counselor” shall mean a counselor trained in advising persons of options available when facing a mortgage foreclosure, who has no criminal history of committing a felony or a crime of dishonesty, and who is certified by US Department of Housing and Urban Development (HUD) or National Foreclosure Mitigation Counseling Program (NFMC) as an agency experienced in mortgage delinquency and default resolution counseling.

“Communication equipment” means a conference telephone or other electronic device that permits all those appearing or participating to hear and speak to each other, provided that all conversation of the participants is audible to all persons present.

## **Scope**

**12. Residential Mortgage Foreclosures (Origination Subject to TILA).** This Administrative Order shall apply to all residential mortgage foreclosure actions in the [number] Judicial Circuit in which the origination of the note and mortgage sued upon was subject to the provisions of the federal Truth In Lending Act, Regulation Z. However, compliance with this Administrative Order varies depending on whether the property secured by the mortgage is a homestead residence.

Upon the effective date of this Administrative Order, all newly filed mortgage foreclosure actions filed against a homestead residence shall be referred to the RMFM Program unless the plaintiff and borrower agree in writing otherwise or unless pre-suit mediation was conducted in accordance to paragraph 23. The parties to the foreclosure action shall comply with the conditions and requirements imposed by this Administrative Order. In

actions to foreclose a mortgage on a homestead residence, the plaintiff and borrower shall attend at least one mediation session, unless the plaintiff and borrower agree in writing not to participate in the RMFM Program or the Program Manager files a notice of borrower nonparticipation.

Upon the effective date of this Administrative Order, all newly filed residential mortgage foreclosure actions involving property which is not a homestead residence shall comply with the requirements of filing a Form A as required by paragraph 5 below and the requirements of paragraph 18 below (plaintiff's certification as to settlement authority).

At the discretion of the presiding judge, compliance with this administrative order may also be required for homestead residential mortgage foreclosure actions filed prior to the effective date of this Administrative Order; and to residences which are not homestead residences; and any other residential foreclosure action the trial judge deems appropriate. A party requesting that the case be sent to mediation with the RMFM Program at the discretion of the presiding judge shall make the request in format of Exhibit 3 attached.

**13. *Referral to Mediation.*** This Administrative Order constitutes a formal referral to mediation pursuant to the Florida Rules of Civil Procedure in actions involving a mortgage foreclosure of a homestead residence. The plaintiff and borrower are deemed to have stipulated to mediation by a mediator assigned by the Program Manager unless pursuant to rule 1.720(f), Fla. R. Civ. P., the plaintiff and borrower file a written stipulation choosing not to participate in the RMFM Program. Referral to the RMFM Program is for administration and management of the mediation process and assignment of a Florida Supreme Court certified circuit civil mediator who has been trained in mediating residential mortgage foreclosure actions and who has agreed to be on the panel of available certified circuit civil mediators. Mediators used in the RMFM Program shall be trained in accordance with the standards stated in Exhibit 12 attached. Mediation through the RMFM Program shall be conducted in accordance with Florida Rules of Civil Procedure and Florida Rules For Certified and Court-Appointed Mediators.

**14. *Compliance Prior to Judgment.*** The parties must comply with this Administrative Order and the mediation process must be completed before the plaintiff applies for default judgment, a summary judgment hearing or a final hearing in an action to foreclose a mortgage on a homestead residence unless a notice of nonparticipation is filed by the Program Manager.

15. ***Delivery of Notice of RMFM Program With Summons.*** After the effective date of this Administrative Order, in all actions to foreclose a mortgage on residential property, the Clerk of Court shall attach to the summons to be served on each defendant a notice regarding managed mediation for homestead residences in the format of Exhibit 2 attached.

## **Procedure**

16. ***Responsibilities of Plaintiff's Counsel; Form A.*** When suit is filed, counsel for the plaintiff must file a completed Form A with the Clerk of Court. If the property is a homestead residence, all certifications in Form A must be filled out completely. Within one business day after Form A is filed with the Clerk of Court, counsel for plaintiff shall also electronically transmit a copy of Form A to the Program Manager along with the case number of the action and contact information for all of the parties. The contact information must include at a minimum the last known mailing address and phone number for each party.

In Form A plaintiff's counsel must affirmatively certify whether the origination of the note and mortgage sued upon was subject to the provisions of the federal Truth In Lending Act, Regulation Z. In Form A plaintiff's counsel must also affirmatively certify whether the property is a homestead residence. Plaintiff's counsel is not permitted to respond to the certification with "unknown," "unsure," "not applicable," or similar nonresponsive statements.

If the property is a homestead residence, and if the case is not exempted from participation in the RMFM Program because of pre-suit mediation conducted in accordance with paragraph 23 below, plaintiff's counsel shall further certify in Form A the identity of the plaintiff's representative who will appear at mediation. Plaintiff's counsel may designate more than one plaintiff's representative. At least one of the plaintiff's representatives designated in Form A must attend any mediation session scheduled pursuant to this Administrative Order. Form A may be amended to change the designated plaintiff's representative and the amended Form A must be filed with the court no later than five days prior to the mediation session. All amended Form A's must be electronically transmitted to the Program Manager on the web-enabled information platform described in paragraph 8 no later than one business day after being filed with the Clerk of Court.

17. ***Responsibilities of Borrower.*** Upon the Program Manager receiving a copy of Form A, the Program Manager shall begin efforts to contact the borrower to explain the RMFM Program to the borrower and the requirements that the borrower must comply with to obtain a mediation. The Program Manager shall also ascertain whether the borrower wants to participate in the RMFM Program.

The borrower must do the following prior to mediation being scheduled: meet with an approved mortgage foreclosure counselor, pay the borrower's portion of the RMFM Program fees (unless determined indigent by the Clerk of Court) and provide to the Program Manager the information required by the Borrower's Financial Disclosure For Mediation. The Borrower's Financial Disclosure For Mediation will depend on what option the borrower wants to pursue in trying to settle the action.

It shall be the responsibility of the Program Manager to upload the Borrower's Financial Disclosure for Mediation to the web-enabled information platform described in paragraph 8, however, the Program Manager is not responsible or liable for the accuracy of the information uploaded.

18. ***Plaintiff's Disclosure for Mediation.*** Within the time limit stated below, prior to attending mediation, the borrower may request any of the following information and documents from the plaintiff:

Documentary evidence the plaintiff is the owner and holder in due course of the note and mortgage sued upon.

A history showing the application of all payments by the borrower during the life of the loan.

A statement of the plaintiff's position on the present net present value of the mortgage loan.

The most current appraisal of the property available to the plaintiff.

The borrower must deliver a written request for such information to the Program Manager in the format of Exhibit 6 attached no later than 25 days

prior to the mediation session. The Program Manager shall promptly electronically transmit the request for information to plaintiff's counsel.

Plaintiff's counsel is responsible for assuring that the Plaintiff's Disclosure For Mediation is electronically transmitted to the web-enabled information platform described in paragraph 8 below no later than 3 business days before the mediation session. The Program Manager shall deliver a copy of Plaintiff's Disclosure For Mediation to the borrower no later than the beginning of the mediation session.

**19. Information to Be Provided on Web-Enabled Information Platform.** All information to be provided to the Program Manager to advance the mediation process, such as Form A, Borrower's Financial Disclosure For Mediation, Plaintiff's Disclosure For Mediation, as well as the case number of the action and contact information for the parties shall be submitted in a web-enabled information platform with XML data elements.

**20. Nonparticipation by Borrower.** If the borrower does not want participate in the RMFM Program, or if the borrower fails or refuses to cooperate with the Program Manager, or if the Program Manager is unable to contact the borrower, the Program Manager shall file a notice of nonparticipation in the format of Exhibit 4 attached. The notice of nonparticipation shall be filed no later than 120 days after the initial copy of Form A is filed with the court. A copy on the notice of nonparticipation shall be served on the parties by the Program Manager.

**21. Referral to Foreclosure Counseling.** The Program Manager shall be responsible for referring the borrower to a foreclosure counselor prior to scheduling mediation. The borrower's failure to participate in foreclosure counseling shall be cause for terminating the case from the RMFM Program.

**22. Referrals for Legal Representation.** In actions referred to the RMFM Program, the Program Manager shall advise any borrower who is not represented by an attorney, that he or she has a right to consult with an attorney at any time during the mediation process and the right to bring an attorney to the mediation session. The Program Manager shall also advise the borrower that he or she may apply for a volunteer *pro bono* attorney in programs run by lawyer referral, legal services and legal aid programs as may exist within the circuit. If the borrower applies to one of those agencies and is coupled with a legal services attorney or a volunteer *pro bono*

attorney, the attorney shall file a notice of appearance with the Clerk of the Court and provide a copy to the attorney for the plaintiff and the Program Manager. The appearance may be limited to representation only to assist the borrower with mediation.

12. ***Scheduling Mediation.*** The plaintiff's representative, plaintiff's counsel, and the borrower are all required to timely comply with the time limitations imposed by this Administrative Order and attend a mediation session as scheduled by the Program Manager. No earlier than 60 days and no later than 120 days after suit is filed, the Program Manager shall schedule a mediation session. The mediation session shall be scheduled for a date and time convenient to the plaintiff's representative, the borrower and counsel for the plaintiff and the borrower, using a mediator from the panel of Florida Supreme Court certified circuit civil mediators who have been specially trained to mediate residential mortgage foreclosure disputes. Mediation sessions will be held at suitable location(s) within the circuit obtained by the Program Manager for mediation. Mediation shall be completed within the time requirements established by Rule 1.710(a), Florida Rules of Civil Procedure.

Mediation shall not be scheduled until the borrower has had an opportunity to meet with an approved foreclosure counselor. Mediation shall not be scheduled earlier than 30 days after the Borrower's Financial Disclosure For Mediation has been uploaded to the web-enabled information platform described in paragraph 8.

Once the date, time and place of the mediation session have been scheduled by the Program Manager, the Program Manager shall promptly file with the Clerk of Court and serve on all parties a notice of the mediation session.

14. ***Attendance at Mediation.*** The following persons are required to be physically present at the mediation session: a plaintiff's representative designated in the most recently filed Form A; plaintiff's counsel; and the borrower. Provided, however, that the plaintiff's representative may appear at mediation through the use of communication equipment, if plaintiff files and serves at least 5 days prior to the mediation a notice in the format of Exhibit 7 attached advising that the plaintiff's representative will be attending through the use of communication equipment and designating the person who has full authority to sign any settlement agreement reached.

Plaintiff's counsel may be designated as the person with full authority to sign the settlement agreement.

The authorization by this Administrative Order for the plaintiff's representative to appear through the use of communication equipment is pursuant to Florida Rule of Civil Procedure 1.720(b) (court order may alter physical appearance requirement) and in recognition of the emergency situation created by the massive number of residential foreclosure cases being filed in this circuit and the impracticality of requiring physical attendance of a plaintiff's representative at every mediation. Additional reasons for authorizing appearance through the use of communication equipment for mortgage foreclosure mediation include a number of protective factors that do not exist in other civil cases, namely the administration of the program by a program manager, pre-mediation counseling for the borrower, and required disclosure of information prior to mediation. The implementation of this Administrative Order shall not create any expectation that appearance through the use of communication equipment will be authorized in other civil cases.

If the plaintiff's representative attends mediation through the use of communication equipment, the person authorized by the plaintiff to sign a settlement agreement must be physically present at mediation. If the plaintiff's representative attends mediation through the use of communication equipment, the plaintiff's representative must remain on the communication equipment at all times during the entire mediation session. If the plaintiff's representative attends through the use of communication equipment, and if the mediation results in an impasse, within 5 days after the mediation session, the plaintiff's representative shall file in the court file a certification in the format of Exhibit 8 attached as to whether the plaintiff's representative attended mediation. If the mediation results in an impasse after the appearance of the plaintiff's representative through the use of communication equipment, the failure to timely file the certification regarding attendance through the use of communication equipment shall be grounds to impose sanctions against the plaintiff, including requiring the physical appearance of the plaintiff's representative at a second mediation, taxation of the costs of a second mediation to the plaintiff, or dismissal of the action.

Junior lienholders may appear at mediation by a representative with full settlement authority. If a junior lienholder is a governmental entity

comprised of an elected body, such junior lienholder may appear at mediation by a representative who has authority to recommend settlement to the governing body. Counsel for any junior lienholder may also attend the mediation.

The participants physically attending mediation may consult on the telephone during the mediation with other persons as long as such consultation does not violate the provisions of Sections 44.401-406, Florida Statutes.

14. ***Failure to Appear at Mediation.*** If either the plaintiff's representative designated in the most recently filed Form A or the borrower fails to appear at a properly noticed mediation and the mediation does not occur, or when a mediation results in an impasse, the report of the mediator shall notify the presiding judge of who appeared at mediation without making further comment as to the reasons for an impasse. If the borrower fails to appear, or if the mediation results in an impasse with all required parties present, and if the borrower has been lawfully served with a copy of the complaint, and if the time for filing a responsive pleading has passed, the matter may proceed to a final hearing, summary judgment, or default final judgment in accordance with the rules of civil procedure without any further requirement to attend mediation. If plaintiff's counsel or the plaintiff's representative fails to appear, the court may dismiss the action without prejudice, order plaintiff's counsel or the plaintiff's representative's to appear at mediation, or impose such other sanctions as the court deems appropriate including, but not limited to, attorney's fees and costs if the borrower is represented by an attorney. If the borrower fails to appear, the court may impose such other sanctions as the court deems appropriate, including, but not limited to, attorney's fees and costs.

15. ***Written Settlement Agreement; Mediation Report.*** If a partial or final agreement is reached, it shall be reduced to writing and signed by the parties and their counsel, if any. Pursuant to Rule 1.730(b), if a partial or full settlement agreement is reached, the mediator shall report the existence of the signed or transcribed agreement to the court without comment within 10 days after completion of the mediation. If the parties do not reach an agreement as to any matter as a result of mediation, the mediator shall report the lack of an agreement to the court without comment or recommendation. In the case of an impasse, the report shall advise the court who attended the mediation, and a copy of Form A or any amended Form A shall be attached

to the report for the court to determine if at least one of the plaintiff's representative named in Form A appeared for mediation. The mediator's report to the court shall be in the format of Exhibit 9 attached.

16. ***Mediation Communications.*** All mediation communications occurring as a result of this administrative order, including information provided to the Program Manager that is not filed with the court, shall be confidential and inadmissible in any subsequent legal proceeding pursuant to Chapter 44, Florida Statutes, the Florida Rules of Civil Procedure, and the Florida Rules for Certified and Court-Appointed Mediators, unless otherwise provided for by law or by order of a court of competent jurisdiction.
17. ***Failure to Comply With Administrative Order.*** In all residential foreclosure actions, if a notice for trial, motion for default final judgment or motion for summary judgment is filed with the Clerk of Court, no action will be taken by the court to set a final hearing or enter a summary or default final judgment until the requirements of this Administrative Order have been met. In cases involving a homestead residence, the presiding judge shall require that copies of either 1) the most recently filed Form A and the report of the mediator, or 2) the most recently filed Form A and the notice of borrower's nonparticipation be sent to the presiding judge by the plaintiff or plaintiff's counsel prior to setting a final hearing or delivered with the packet requesting a summary or default final judgment.

The failure of a party to fully comply with the provisions of this Administrative Order may result in the imposition of any sanctions available to the court, including dismissal of the cause of action without further notice.

18. ***Mediation Not Required If Residence Is Not Homestead.*** If the plaintiff certifies in Form A that the property is NOT a homestead residence when suit is filed, plaintiff's counsel must file and serve with the complaint a certification identifying the agent of plaintiff who has full authority to settle the case without further consultation. The certification shall be in the form of Exhibit 10 attached.

If the plaintiff certifies in Form A that the property is NOT a homestead residence, the matter may proceed to a final hearing, summary judgment, or default final judgment in accordance with the rules of civil procedure

without any further requirement to attend mediation, unless otherwise ordered by the presiding judge.

### **RMFM Program Fees**

19. ***RMFM Program Fees.*** The fee structure for the RMFM Program is based on the assumption that a successful mediation can be accomplished with one mediation session. Accordingly, pursuant to Rule 1.720(g), Fla. R. Civ. P., the reasonable program fees for the managed mediation is a total of \$[total amount]. Unless otherwise ordered by the presiding judge, the program fees shall be paid as follows:

\$[1/2 total amount\*]      paid by plaintiff at the time suit is filed;  
\$[1/2 total amount\*\*]      paid by borrower prior to mediation being scheduled and no later than 60 days after suit is filed.

*[1/2 total amount\* should cover most of the administrative fees of the RMFM Program, including outreach to the borrower, and the foreclosure counseling fees]*

*[1/2 total amount\*\*should cover the mediation fee component of the RMFM Program fees and the remainder of the administrative fees]*

Provided, however, if the borrower is certified as indigent by the Clerk of Court, the borrower shall not be required to pay any fee for participating in the RMRF Program, in which case the plaintiff shall pay 75% of the program fees as follows:

\$[1/2 total amount]      paid by plaintiff at the time suit is filed;  
\$[balance of 75% of total amount]      paid by plaintiff within 10 days after notice of the mediation conference is filed.

If the borrower is indigent, plaintiff's responsibility to pay 75% total amount of the RMFM Program fees requires the Program Manager to adjust and reallocate the reduced program fees between the administrative fees, foreclosure counseling fees, and the mediation fees.

If more than one mediation session is needed, the total program fee stated above will also cover a second mediation session. However, if an additional mediation session is needed after the second session, the plaintiff shall be

responsible for the payment of the program fees for such additional mediation sessions, unless the parties agree otherwise. The program fees for the third and each subsequent mediation sessions shall be \$[amount] per session.

All program fees shall be paid directly to the Program Manager. If the case is not resolved through the mediation process, the presiding judge may tax the program fees as a cost or apply it as a set off in the final judgment of foreclosure.

If the borrower cannot be located, chooses not to participate in the RMFM Program, or if the borrower does not make any contact with the foreclosure counselor, the plaintiff shall be entitled to a refund of the portion of the Program fees attributable to foreclosure counseling. If mediation is scheduled and the borrower announces an intention not to participate further in the RMFM Program prior to the mediation session, or if the case settles and the Program Manager has notice of the settlement at least 5 days prior to the mediation session, the borrower shall be entitled to a refund of the Program fees allocated for the mediation session. If notice of settlement is not received by the Program Manager at least 5 days prior to the scheduled mediation session, the borrower shall not be entitled to any refund of mediation fees.

The total fees includes the mediator's fees and costs; the cost for the borrower to attend a foreclosure counseling session with an approved mortgage foreclosure counselor; and, the cost to the Program Manager for administration of the managed mediation program, which includes but is not limited to, providing neutral meeting and caucus space, scheduling, telephone lines and instruments, infrastructure to support the web-enabled information platform, and other related expenses incurred in managing the foreclosure mediation program.

### **Program Manager to Monitor Compliance and Satisfaction**

20. ***Monitoring Compliance Concerning Certain Provisions of This Administrative Order, Satisfaction With RMFM Program, and Program Operation.*** The Program Manager shall be responsible for monitoring whether Form A has been filed in all residential foreclosure actions which commence after the effective date of this Administrative Order, and whether the RMFM Program fees have been paid if the residence is a homestead

residence. The Program Manager shall send compliance reports to the Chief Judge or his or her designee in the format and with the frequency required by the Chief Judge.

If the Program Manager has sufficient staff and resources, the Program Manager may assist with enforcing compliance with this Administrative Order. The forms to be used enforce compliance with this Administrative Order are attached as Exhibit 11.

The Program Manager shall also provide the Chief Judge with periodic reports as to whether plaintiffs and borrowers are satisfied with the RMFM Program.

The Program Manager shall also provide the Chief Judge with reports with statistical information about the status of cases in the RMFM Program and RMFM Program finances in the format and with the frequency required by the Chief Judge.

21. ***Designation of Plaintiff Liaisons With RMFM Program.*** Any plaintiff who has filed 5 or more foreclosure actions in the [number] Judicial Circuit while this Administrative Order is in effect shall appoint two RMFM Program liaisons, one of whom shall be a lawyer and the other a representative of the entity servicing the plaintiff's mortgages, if any, and if none, a representative of the plaintiff. Plaintiff's counsel shall provide written notice of the name, phone number (including extension), email and mailing address of both liaisons to the Chief Judge and the Program Manager within 30 days after the effective date of this Administrative Order, and on the first Monday of each February thereafter while this Administrative Order is in effect.

The liaisons shall be informed of the requirements of this Administrative Order and shall be capable of answering questions concerning the administrative status of pending cases and the party's internal procedures relating to the processing of foreclosure cases, and be readily accessible to discuss administrative and logistical issues affecting the progress of the plaintiff's cases through the RMFM Program. Plaintiff's counsel shall promptly inform the Chief Judge and Program Manager of any changes in designation of the liaisons and the contact information of the liaisons. The liaisons shall act as the court's point of contact in the event the plaintiff fails to comply with this Administrative Order on multiple occasions and there is

a need to communicate with the plaintiff concerning administrative matters of mutual interest.

### **List of Participating Mediators and Rotation of Mediators**

22. *List of Participating Mediators and Rotation of Mediators.* The Program Manager shall post on its website the list of Florida Supreme Court certified mediators it will use to implement the RMFM Program and will state in writing the criteria, subject to approval by the Chief Judge, it will use in selecting mediators. The Program Manager shall also state in writing the procedure, subject to the approval by the Chief Judge, it will use to rotate the appointment of mediators. The RMFM Program shall encourage the use mediators who have been trained to mediate mortgage foreclosure cases, reflecting the diversity of the community in which it operates. Assignment of mediators shall be on a rotation basis that fairly spreads work throughout the pool of mediators working in the RMFM Program, unless the parties mutually agree on a specific mediator, or the case requires a particular skill on the part of the mediator.

### **Pre-Suit Mediation Encouraged**

23. *Pre-Suit Mediation.* Mortgage lenders, whether private individuals, commercial institutions, or mortgage servicing companies, are encouraged to use any form of alternative dispute resolution, including mediation, *before* filing a mortgage foreclosure lawsuit with the Clerk of the Court. Lenders are encouraged to enter into the mediation process with their borrowers *prior* to filing foreclosure actions in the [number] Judicial Circuit to reduce the costs to the parties for maintaining the litigation and to reduce to the greatest extent possible the stress on the limited resources of the courts caused by the large numbers of such actions being filed across the state and, in particular, in the [number] Judicial Circuit.

If the parties participated in pre-suit mediation using the RMFM Program, and if the pre-suit mediation procedures substantially complied with the requirements of this Administrative Order, including provisions authorizing the exchange of information and foreclosure counseling, the plaintiff shall so certify in Form A, in which case the plaintiff and borrower shall not be required to participate in mediation again unless order to do so by the presiding judge. A borrower may file a motion contesting whether pre-suit mediation occurred in substantial compliance with the RMFM Program.

Nothing in this paragraph precludes the presiding judge from sending the case to mediation after suit is filed, even if pre-suit mediation resulted in an impasse or there was a breach of the pre-suit mediation agreement.

This Administrative Order shall be recorded by the Clerk of the Court in each county of the *[number]* Judicial Circuit, and takes effect on *[effective date]*, and will remain in full force and effect unless and until otherwise ordered.

**ORDERED** on \_\_\_\_\_, 20[\_\_\_].

---

*[NAME OF CHIEF JUDGE]*, Chief Judge  
*[number]* Judicial Circuit, State of Florida

## **RMFM PROGRAM TIMELINES**

### **TIMELINE FROM DATE SUIT FILED:**

#### **Suit is filed**

Form A filed with Complaint  
Plaintiff's portion of RMFM Program fees paid  
Notice of RMFM Program attached to Summons

#### **2 business day after suit is filed**

Form A electronically transmitted to Program Manager by Plaintiff's counsel

#### **60-121 days after suit is filed**

Borrower meets with foreclosure counselor  
Borrower pays his/her portion of the RMFM Program fees, unless indigent, no later than 60 days after suit is filed  
Borrower's Financial Disclosure For Mediation is transmitted to IT platform  
Mediation session is scheduled  
Borrower requests Plaintiff's Disclosure for Mediation, if desired

#### **121 days after suit is filed**

Notice of Nonparticipation filed by Program Manager, if applicable

### **TIMELINE WITH MEDIATION SESSION AS POINT OF REFERENCE**

#### **Prior to mediation being scheduled**

Plaintiff pays Plaintiff's portion of RMFM Program fees  
Borrower must contact Program Manager  
Borrower must meet with foreclosure counselor  
Borrower pays his/her portion of the RMFM Program fees, unless indigent, no later than 60 days after suit is filed  
Borrower must complete and submit Borrower's Financial Disclosure For Mediation packet to Program Manager

#### **31 days prior to mediation session**

Program Manager electronically transmits Borrower's Financial Disclosure For Mediation to the IT platform

#### **26 days prior to mediation session**

Borrower makes written request for Plaintiff's Disclosure For Mediation if desired

#### **Approximately 20 days prior to mediation session (10 days after notice of mediation conference is filed)**

Plaintiff pays balance of 75% of RMFM Program fees if borrower is indigent

#### **5 days prior to mediation session**

Any amended Form A designation of the plaintiff's representative must be filed with the Clerk

#### **3 business days prior to mediation session**

Plaintiff's counsel transmits Plaintiff's Financial Disclosure For Mediation to the IT platform

#### **1 day prior to mediation session**

Any amended Form A designation of the plaintiff's representative must be uploaded to the IT platform

#### **11 days after mediation session**

Program Manager/Mediator files mediator's report with the Clerk and serves copies on the parties.

## **INDEX OF EXHIBITS**

- 13.FORM A
- 14.NOTICE OF RMFM PROGRAM TO BE SERVED WITH SUMMONS
- 15.BORROWER'S REQUEST TO PARTICIPATE IN RMFM PROGRAM
- 16.NOTICE OF BORROWER'S NONPARTICIPATION
- 17.BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION
- 18.BORROWER'S REQUEST FOR PLAINTIFF'S DISCLOSURE FOR MEDIATION
- 19.PLAINTIFF'S NOTICE OF ATTENDING MEDIATION BY TELEPHONE
- 20.PLAINTIFF'S CERTIFICATION REGARDING ATTENDING MEDIATION BY TELEPHONE
- 21.MEDIATOR'S REPORT
22. CERTIFICATION REGARDING SETTLEMENT AUTHORITY (Residence Not Homestead)
- 23.ORDERS FOR REFERRALS, COMPLIANCE, AND ENFORCEMENT
- 24.MEDIATION TRAINING STANDARDS

# EXHIBIT 1

FORM A

Please complete online at [http://www.\\*\\*\\*](http://www.***) and file original with the Clerk of Court  
IN THE CIRCUIT COURT IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

[Name of Plaintiff]  
Plaintiff,

Case No.:

vs.

[Names of Defendant(s)]

Defendant(s)

### **Form "A"**

(Certifications Pursuant to [number] Judicial Circuit Administrative Order 200[\_\_\_])

#### **Certificate of Plaintiff's Counsel Regarding Origination of Note and Mortgage**

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies the origination of the note and mortgage sued upon in this action \_\_\_ WAS or \_\_\_ WAS NOT subject to the provisions of the federal Truth In Lending Act, Regulation Z.

#### **Certificate of Plaintiff's Counsel Regarding Status of Residential Property**

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies the property which is the subject matter of this lawsuit \_\_\_ IS or \_\_\_ IS NOT a homestead residence. A "homestead residence" means a residential property for which a homestead real estate tax exemption was granted according to the certified rolls of the last assessment by the county property appraiser prior to the filing of the suit to foreclose the mortgage.

*If the residential property is a homestead residence, complete both of the following:*

#### **Certificate of Plaintiff's Counsel Regarding Pre-Suit Mediation**

The following certification \_\_\_ does \_\_\_ does not apply to this case:

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies that prior to filing suit, a plaintiff's representative with full settlement authority attended and participated in mediation with the borrower, conducted by [Name of Program Manager], and the mediation resulted in an impasse or a pre-suit settlement agreement was reached but the settlement agreement has been breached. The undersigned further certifies that prior to mediation, the borrower received services from a HUD or NFMC approved foreclosure counselor, Borrower's Financial Disclosure For Mediation was provided, and Plaintiff's Disclosure For Mediation was provided.

**Certificate of Plaintiff's Counsel Regarding Plaintiff's Representative at Mediation**

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies the following is a list of the persons, one of whom will represent the plaintiff in mediation with full authority to modify the existing loan and mortgage and to settle the foreclosure case, and with authority to sign a settlement agreement on behalf of the plaintiff (*list name, address, phone number, facsimile number, and email address*):

Plaintiff's counsel understands the mediator or the RMFM Program Manager may report to the court who appears at mediation and if at least one of plaintiff's representatives named above does not appear at mediation, sanctions may be imposed by the court for failure to appear.

As required by the Administrative Order, Plaintiff's counsel will transmit electronically to the RMFM Program Manager the case number of this action, the contact information regarding the parties, and a copy of this Form A, using the approved web-enabled information platform.

Date:

\_\_\_\_\_  
*(Signature of Plaintiff's Counsel)*

[Printed name, address, phone number and  
Fla. Bar No.]

## EXHIBIT 2

NOTICE OF RMFM PROGRAM TO BE SERVED WITH SUMMONS

**A NOTICE FROM THE COURT REGARDING LAWSUITS TO FORECLOSE  
MORTGAGES ON HOMES**

If you are being sued to foreclose the mortgage on your primary home and your home has a homestead exemption and if you are the person who borrowed the money for the mortgage, you have a right to go to “mediation.” At “mediation,” you will meet with a Florida Supreme Court certified mediator appointed by the court and also a representative of the company asking to foreclose your mortgage to see if you and the company suing you can work out an agreement to stop the foreclosure. **The mediator will not be allowed to give you legal advice or to give you an opinion about the lawsuit.** The mediator’s job is to remain neutral and not take sides, but to give both sides a chance to talk to each other to see if an agreement can be reached to stop the foreclosure. If you and the company suing you come to an agreement, a settlement agreement will be written up and signed by you and the company suing you. With some limited exceptions, what each side says at the mediation is confidential and the judge will not know what was said at mediation.

You will have to pay \$[amount] to participate in this mediation program, unless you are certified as indigent by the Clerk of Court. The company asking to foreclose your mortgage will have to pay \$[amount]. To participate in mediation, **as soon as practical**, you must contact [name of the Program Manager] by calling [phone number] between 9:00 a.m. and 5:00 p.m., Monday through Friday.

To participate in mediation, you must also provide financial information to the mediator and meet with an approved foreclosure counselor prior to mediation. You will not be charged any additional amount for meeting with a foreclosure counselor. You may also request certain information from the company suing you before going to mediation.

[Name of the Program Manager] will explain more about the mediation program to you when you call.

If you have attended mediation arranged by [name of the Program Manager] prior to being served with this lawsuit, and if mediation did not result in a settlement, you may file a motion asking the court to send the case to mediation again if your financial circumstances have changed after the first mediation.

**AS STATED IN THE SUMMONS SERVED ON YOU, YOU OR YOUR LAWYER MUST FILE WITH THE COURT A WRITTEN RESPONSE TO THE COMPLAINT TO FORECLOSE THE MORTGAGE WITHIN 20 DAYS AFTER YOU WERE SERVED. YOU OR YOUR LAWYER MUST ALSO SEND A COPY OF YOUR WRITTEN RESPONSE TO THE PLAINTIFF’S ATTORNEY. YOU MUST TIMELY FILE A WRITTEN RESPONSE TO THE COMPLAINT EVEN IF YOU DECIDE TO PARTICIPATE WITH MEDIATION.**

[Signature of Chief Judge]

CHIEF JUDGE, *[number]* Judicial Circuit

# EXHIBIT 3

## BORROWER'S REQUEST TO PARTICIPATE IN RMFM PROGRAM

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**BORROWER'S REQUEST TO PARTICIPATE IN RMFM PROGRAM**

\_\_\_\_\_, (*printed name*), as the borrower on the mortgage sued upon in this case, hereby requests that this case be referred by the court to mediation using the RMFM Program. The undersigned states, under penalty of perjury, that he or she is currently living on the property as a primary residence and the property has a homestead tax exemption.

Signed on \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
(*Signature*)

\_\_\_\_\_  
(*Printed Name*)

[Certificate of Service on the parties]

# EXHIBIT 4

## NOTICE OF BORROWER'S NONPARTICIPATION

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**NOTICE OF BORROWER NONPARTICIPATION  
WITH RMFM PROGRAM**

*[Name of Program Manager]* hereby gives notice to the court that \_\_\_\_\_,  
(Borrower) will not be participating in the RMFM Program because:

- Borrower has advised that [he/she] does not wish to participate in mediation for this case;
- Borrower has failed or refuses to meet with a foreclosure counselor;
- Borrower has failed or refuses to comply with the Borrower's Financial Disclosure For Mediation;
- Borrower has failed or refuses to pay his or her portion of the RMFM Program fees and is not indigent;
- the RMFM Program has been unable to contact Borrower.

Signed on \_\_\_\_\_, 20\_\_.

*[Name of Program Manager]*

BY: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed name)

[Certificate of Service on the parties]

# EXHIBIT 5

## BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION

EXHIBIT 5A: LOAN MODIFICATION

EXHIBIT 5B: SHORT SALE

EXHIBIT 5C: DEED IN LIEU OF FORECLOSURE

# EXHIBIT 5A

## BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION (LOAN MODIFICATION)

## FORECLOSURE MEDIATION FINANCIAL WORKSHEET

Case No.:

v.

\_\_\_\_\_  
Plaintiff's Name

\_\_\_\_\_  
First Defendant's Name

### PERSONAL INFORMATION

Borrower's Name		Co-Borrower's Name	
Social Security Number	Date of Birth (mm/dd/yyyy)	Social Security Number	Date of Birth (mm/dd/yyyy)
<input type="checkbox"/> Married	<input type="checkbox"/> Civil Union/ Domestic Partner	<input type="checkbox"/> Married	<input type="checkbox"/> Civil Union/ Domestic Partner
<input type="checkbox"/> Separated	<input type="checkbox"/> Unmarried (single, divorced, widowed)	<input type="checkbox"/> Separated	<input type="checkbox"/> Unmarried (single, divorced, widowed)
Dependents (Not listed by Co-Borrower)		Dependents (Not listed by Borrower)	
Present Address (Street, City, State, Zip)		Present Address (Street, City, State, Zip)	

### EMPLOYMENT INFORMATION

Employer	<input type="checkbox"/> Self Employed	Employer	<input type="checkbox"/> Self Employed
Position/Title	Date of Employment	Position/Title	Date of Employment
Second Employer		Second Employer	
Position/Title	Date of Employment	Position/Title	Date of Employment

	Borrower	Co-Borrower	Total
Gross Salary/Wages			
Net Salary/Wages			
Unemployment Income			
Child Support/Alimony			
Disability Income			
Rental Income			
Other Income			
<b>Total</b> (do not include Gross income)			

### EXPENSE AND LIABILITIES

	Monthly Payments	Balance Due
First Mortgage		
Second Mortgage		
Other Liens/Rents		
Homeowners' Association Dues		
Hazard Insurance		
Real Estate Taxes		
Child Care		
Health Insurance		
Medical Charges		
Credit Card/Installment Loan		
Credit Card/Installment Loan		
Credit Card/Installment Loan		
Automobile Loan 1		
Automobile Loan 2		
Auto/Gasoline/Insurance		
Food/Spending Money		
Water/Sewer/Utilities		
Phone/Cell Phone		
Other		

<b>Total</b>		
<b>ASSETS</b>		
		<b>Estimated Value</b>
Personal Residence		
Real Property		
Personal Property		
Automobile 1		
Automobile 2		
Checking Accounts		
Saving Accounts		
IRA/401K/Keogh Accounts		
Stock/Bonds/CDs		
Cash Value of Life Insurance		
Other		
<b>Total</b>		
Reason for Delinquency/Inability to Satisfy Mortgage Obligation:		
<input type="checkbox"/> Reduction in income	<input type="checkbox"/> Medical issues	<input type="checkbox"/> Death of family member
<input type="checkbox"/> Poor budget management skills	<input type="checkbox"/> Increase in expenses	<input type="checkbox"/> Business venture failed
<input type="checkbox"/> Loss of Income	<input type="checkbox"/> Divorce/separation	<input type="checkbox"/> Increase in loan payment
<input type="checkbox"/> Other: _____		
Further Explanation:		
<p>I / We obtained a mortgage loan(s) secured by the above-described property.</p> <p>I / We have described my/our present financial condition and reason for default and have attached required documentation.</p> <p>I / We consent to the release of this financial worksheet and attachments to the mediator and the plaintiff or plaintiff's servicing company by way of the plaintiff's attorney.</p> <p>By signing below, I / we certify the information provided is true and correct to the best of my / our knowledge.</p>		
_____ Signature of Borrower	_____ SSN	_____ Date
_____ Signature of Co-Borrower	_____ SSN	_____ Date
Please attach the following:		
<ul style="list-style-type: none"> <li>✓ Last federal tax return filed</li> <li>✓ Proof of income (e.g. one or two current pay stubs)</li> <li>✓ Past two (2) bank statements</li> <li>✓ If self-employed, attach a copy of the past six month's profit and loss statement</li> </ul>		
<b>This is an attempt to collect a debt and any information obtained will be used for that purpose.</b>		

**Fannie hardship form 1021**  
**Home Affordable Modification Program Hardship Affidavit**

Borrower Name (first, middle, last): \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Co-Borrower Name (first, middle, last): \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Property Street Address: \_\_\_\_\_

Property City, State, Zip: \_\_\_\_\_

Servicer: \_\_\_\_\_

Loan Number: \_\_\_\_\_

In order to qualify for \_\_\_\_\_'s ("Servicer") offer to enter into an agreement to modify my loan, I/we am/are submitting this form to the Servicer and indicating by my/our checkmarks the one or more events that contribute to my/our difficulty making payments on my/our mortgage loan:

**My income has been reduced or lost. For example: unemployment, underemployment, reduced job hours, reduced pay, or a decline in self-employed business earnings.** I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_      Co-Borrower: Yes \_\_\_ No \_\_\_

**My household financial circumstances have changed. For example: death in family, serious or chronic illness, permanent or short-term disability, increased family responsibilities (adoption or birth of a child, taking care of elderly relatives or other family members).** I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_      Co-Borrower: Yes \_\_\_ No \_\_\_

**My expenses have increased. For example: monthly mortgage payment has increased or will increase, high medical and health-care costs, uninsured losses (such as those due to fires or natural disasters), unexpectedly high utility bills, increased real property taxes.** I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_      Co-Borrower: Yes \_\_\_ No \_\_\_

**My cash reserves are insufficient to maintain the payment on my mortgage load and cover basic living expenses at the same time. Cash reserves include assets such as cash, savings, money market funds, marketable stocks or bonds (excluding retirement accounts).** Cash reserves do not include assets that serve as an emergency fund (generally equal to three times my monthly debt payments). I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_ Co-Borrower: Yes \_\_\_ No \_\_\_

**My monthly debt payments are excessive, and I am overextended with my creditors. I may have used credit cards, home equity loans or other credit to make my monthly mortgage payments.** I have provided details below under "Explanation."

Borrower: Yes \_\_\_ No \_\_\_ Co-Borrower: Yes \_\_\_ No \_\_\_

**There are other reasons I/we cannot make our mortgage payments.** I have provided details below under "Explanation."

**INFORMATION FOR GOVERNMENT MONITORING PURPOSES**

The following information is requested by the federal government in order to monitor compliance with federal statutes that prohibit discrimination in housing. You are not required to furnish this information, but are encouraged to do so. The law provides that a lender or servicer may not discriminate either on the basis of this information, or on whether you choose to furnish it. If you furnish the information, please provide both ethnicity and race. For race, you may check more than one designation. If you do not furnish ethnicity, race, or sex, the lender or servicer is required to note the information on the basis of visual observation or surname if you have made this request for a loan modification in person. If you do not wish to furnish the information, please check the box below.

**BORROWER:**

Ethnicity:

- Hispanic/Latino
- Not Hispanic/Latino

**CO-BORROWER:**

Ethnicity:

- Hispanic/Latino
- Not Hispanic/Latino

Race:

- American Indian/Alaska Native
- Asian
- Black/African American
- Native Hawaiian/Other Pacific Islander
- White

Race:

- American Indian/Alaska Native
- Asian
- Black/African American
- Native Hawaiian/Other Pacific Islander
- White

I do not wish to furnish this information

I do not wish to furnish this information

**TO BE COMPLETED BY INTERVIEWER**

Interviewer's Name (print or type):

Name/Address of Interviewer's Employer:

Face-to-face interview

Interviewer's Signature/Date \_\_\_\_\_ / \_\_\_\_\_

Address \_\_\_\_\_

Telephone (include area code)\_\_\_\_\_

Internet address\_\_\_\_\_

## BORROWER/CO-BORROWER ACKNOWLEDGEMENT

10. Under penalty of perjury, I/we certify that all of the information in this affidavit is truthful and the event(s) identified above has/have contributed to my/our need to modify the terms of my/our mortgage loan.
11. I/we understand and acknowledge the Servicer may investigate the accuracy of my/our statements, may require me/us to provide supporting documentation, and that knowingly submitting false information may violate Federal law.
12. I/we understand the Servicer will pull a current credit report on all borrowers obligated on the Note.
13. I/we understand that if I/we have intentionally defaulted on my/our existing mortgage, engaged in fraud or misrepresented any fact(s) in connection with this Hardship Affidavit, or if I/we do not provide all of the required documentation, the Servicer may cancel the Agreement and may pursue foreclosure on my/our home.
14. I/we certify that my/our property is owner-occupied and I/we have not received a condemnation notice.
15. I/we certify that I/we am/are willing to commit to credit counseling if it is determined that my/our financial hardship is related to excessive debt.
16. I/we certify that I/we am/are willing to provide all requested documents and to respond to all Servicer communication in a timely manner. I/we understand that time is of the essence.
17. I/we understand that the Servicer will use this information to evaluate my/our eligibility for a loan modification or other workout, but the Servicer is not obligated to offer me/us assistance based solely on the representations in this affidavit.
18. I/we authorize and consent to Servicer disclosing to the U.S. Department of Treasury or other government agency, Fannie Mae and/or Freddie Mac any information provided by me/us or retained by Servicer in connection with the Home Affordable Modification Program.

_____	_____	_____	_____
Borrower Signature	Date	Co-Borrower Signature	Date
E-mail Address: _____		E-mail Address: _____	
Cell phone # _____		Cell phone # _____	
Home Phone # _____		Home Phone # _____	
Work Phone # _____		Work Phone # _____	
Social Security # _____ - _____ - _____		Social Security # _____ - _____ - _____	

**EXPLANATION:**

*(Provide any further explanation of the hardship making it difficult for you to pay on your mortgage.)*

# EXHIBIT 5B

## BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION (SHORT SALE)

In addition to the FANNIE MAE HARDSHIP FORM 1021 in Exhibit 5A above, the following information must be uploaded into the web-enabled IT platform on behalf of the borrower:

Signed purchase contract for the homestead residence

Listing agreement for sale of the homestead residence

Preliminary HUD-1

Written permission from the borrower authorizing the plaintiff

or any agent of the plaintiff to speak with the real estate

agent about the borrower's loan

Borrowers should be reminded that the sale MUST be an arm's length transaction and the property cannot be sold to anyone with close personal or business ties to the borrower.

# EXHIBIT 5C

BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION  
(DEED IN LIEU OF FORECLOSURE)

In addition to the FANNIE MAE HARDSHIP FORM 1021 in Exhibit 5A above, the following information must be uploaded into the web-enabled IT platform on behalf of the borrower:

Current title search for the homestead residence

# EXHIBIT 6

BORROWER'S REQUEST FOR  
PLAINTIFF'S DISCLOSURE FOR MEDIATION

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**NOTICE OF BORROWER'S REQUEST FOR  
PLAINTIFF'S DISCLOSURE FOR MEDIATION**

\_\_\_\_\_, (*printed name*), as the borrower on the mortgage  
sued upon in this case, hereby requests the following information and disclosure  
from the plaintiff pursuant to Administrative Order [*number*] entered in the  
[*number*] Judicial Circuit (*mark the information and documents requested*):

\_\_\_ Documentary evidence the plaintiff is the owner and holder in due  
course of the note and mortgage sued upon.

\_\_\_ A history showing the application of all payments by the borrower  
during the life of the loan.

\_\_\_ A statement of the plaintiff's position on the present net present value  
of the mortgage loan.

\_\_\_ The most current appraisal of the property available to the plaintiff.

Signed on \_\_\_\_\_, 20\_\_\_.

---

(*Signature*)

[Certificate of Service on the parties]

# EXHIBIT 7

## PLAINTIFF'S NOTICE OF ATTENDING MEDIATION THROUGH THE USE OF COMMUNICATION EQUIPMENT

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**NOTICE THAT PLAINTIFF'S REPRESENTATIVE WILL APPEAR  
THROUGH THE USE OF COMMUNICATION EQUIPMENT AND  
DESIGNATION OF AUTHORITY TO SIGN SETTLEMENT  
AGREEMENT**

Plaintiff gives notice of exercising the option to allow plaintiff's representative designated in Form A filed in this case to attend mediation through the use of communication equipment, and designates *[name of person]* as the person who will be physically present at mediation with full authority on behalf of plaintiff to sign any settlement agreement reached at mediation.

On the date of the mediation, plaintiff's representative can be reached by calling the following telephone number: [telephone number, including area code and extension].

Signed on \_\_\_\_\_, 20\_\_\_\_.

*[Name of Plaintiff]*

\_\_\_\_\_  
*(Signature)*

\_\_\_\_\_  
*(Printed Name)*

[Certificate of Service by Plaintiff's Counsel]

# EXHIBIT 8

## PLAINTIFF'S CERTIFICATION REGARDING ATTENDANCE AT MEDIATION THROUGH THE USE OF COMMUNICATION EQUIPMENT

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**CERTIFICATION REGARDING TELEPHONE ATTENDANCE  
THROUGH THE USE OF COMMUNICATION EQUIPMENT**

[Name], who was designated as Plaintiff's Representative in Form A filed herein, under penalty of perjury, states to the court that [he][she] (*mark as appropriate*)

- attended mediation through the use of communication equipment, and was on the communication equipment at all times during the entire mediation.
- attended mediation through the use of communication equipment, but was not on the communication equipment at all times during the mediation.

Signed on \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed Name)

[Certificate of Service by Plaintiff's Counsel]

**EXHIBIT 9**  
**MEDIATION REPORT**

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**MEDIATION REPORT**  
(RMFM Program)

Pursuant to the Court's Order, a Mediation Conference was conducted by  
*[name of mediator]*, Certified Circuit Civil Mediator, on *[date]*.

1. The following were present:
  - a) The Plaintiff's Representative, *[name]*, and Plaintiff's attorney, *[name]*.
  - b) The Defendant[s], *[name(s)]*, and his/her/their attorney[s], *[name(s)]*.
2. The result of the Mediation Conference is as follows *[Mediator selects only one]*:

\_\_\_\_\_ A signed **SETTLEMENT AGREEMENT** was reached during this Conference.

\_\_\_\_\_ The parties have reached a total **IMPASSE**.

\_\_\_\_\_ The parties have agreed to **ADJOURN** the mediation to *[date]*.

\_\_\_\_\_ Mediation has been **TERMINATED**.

As required by Administrative Order *[number]* a copy of the most recently filed Form A is attached.

[Certificate of Service]

# EXHIBIT 10

## CERTIFICATION REGARDING SETTLEMENT AUTHORITY (RESIDENCE NOT HOMESTEAD)

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**PLAINTIFF'S CERTIFICATION SETTLEMENT AUTHORITY**  
(Residence Is Not Homestead)

In compliance with Administrative Order *[number]*, the undersigned attorney certifies that following person or entity has full authority to negotiate a settlement of this case with the borrower without further consultation:

*(All of the following information must be provided)*

Name:

Mailing Address:

Telephone Number (including extension):

Fax Number:

Email Address:

Loan/File Number:

***Notice to Defendants: Because of privacy laws and rules, the plaintiff will only be able to negotiate a modification of the loan with the named borrower on the underlying debt.***

I certify a copy of this certification was served on defendants with the summons.

Date:

[Signature, Address, Phone Number of Plaintiff's Counsel]

# EXHIBIT 11

## ORDERS FOR REFERRALS, COMPLIANCE, AND ENFORCEMENT

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER TO SHOW CAUSE**

(Plaintiff's Failure to Comply With Administrative Order [*number*])

It appearing to the court that Plaintiff has failed to comply with the requirements of Administrative Order [*number*] in regards to the following (*as marked*):

**Form A**

\_\_\_ Plaintiff failed to file Form A.

\_\_\_ Plaintiff failed to electronically submit Form A to the Program Manager using the approved web-based information platform.

**Payment of RMFM Program Fees**

\_\_\_ Plaintiff failed to pay the portion of the RMFM Program fees payable at the time suit is filed.

\_\_\_ Plaintiff failed to pay the portion of the RMFM Program fees payable within 10 days after the notice conference is filed.

**Electronic Transmittal of Case Number and Borrower Contact Information**

\_\_\_ Plaintiff failed to electronically submit the case number and contact information to the borrower to the Program Manager using the approved web-based information platform.

### **Failure to File and Serve Certification Regarding Settlement Authority**

\_\_\_ Plaintiff failed to file and serve the certification regarding the person or entity with full settlement authority where the residence is not homestead (Form Exhibit 9 attached to the Administrative Order).

### **Attendance at Mediation**

\_\_\_ Plaintiff's counsel failed to attend mediation.

\_\_\_ Plaintiff's representative designated in the most recent Form A filed in the court file failed to attend mediation.

\_\_\_ Plaintiff's agent with full authority to sign a settlement agreement failed to attend mediation.

\_\_\_ Plaintiff's representative failed to attend by telephone at all times during the mediation session.

\_\_\_ After the mediation resulted in an impasse, plaintiff's representative failed to file the certification regarding attendance at mediation by telephone at all times (Form Exhibit 7 attached to the Administrative Order).

IT IS ORDERED that Plaintiff shall appear before the court at the *[designation of courthouse/courtroom]* on *[date]* at *[time]* to show cause why sanctions for noncompliance the Administrative Order *[number]* should not be imposed. Plaintiff is cautioned that failure to appear at the show cause hearing may result in the case being dismissed and the imposition of other appropriate sanctions.

Signed on *[date]*

*[signature block for judge]*

[Certificate of Service]

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER AFTER SHOW CAUSE HEARING**  
(Plaintiff's Failure to Comply With Administrative Order [*number*])

The court having determined that Plaintiff has failed to comply with the requirements of Administrative Order [*number*], it is ORDERED and ADJUDGED (*as marked*):

**Form A**

\_\_\_ Within 10 days from the date of this order, Plaintiff shall file and electronically submit Form A to the Program Manager using the approved web-based information platform.

**Payment of RMFM Program Fees**

\_\_\_ Within 10 days from the date of this order, Plaintiff shall pay \$\_\_\_\_\_ of the RMFM Program fees to the Program Manager.

**Electronic Transmittal of Case Number and Borrower Contact Information**

\_\_\_ Within 10 days from the date of this order, Plaintiff shall electronically submit the case number and contact information to the borrower to the Program Manager using the approved web-based information platform.

**Failure to File and Serve Certification Regarding Settlement Authority**

\_\_\_ Within 10 days after the date of this order, Plaintiff shall file and serve the certification regarding the person or entity with full settlement authority where the residence is not homestead (Form Exhibit 9 attached to the Administrative Order).

**Attendance at Mediation**

\_\_\_ Plaintiff's counsel shall attend the next scheduled mediation in this case.

\_\_\_ \_\_\_\_\_ (Name), as plaintiff's representative designated in the most recent Form A filed in the court file, shall physically attend the next scheduled mediation in this case.

\_\_\_ \_\_\_\_\_ (Name), as plaintiff's agent with full authority to sign a settlement agreement shall attend the next scheduled mediation in this case.

**Dismissal**

\_\_\_ This case is dismissed without prejudice.

**Additional Sanctions**

\_\_\_ The court determines \_\_\_\_\_ is entitled to an award of attorney's fees and cost, the amount of which shall be determined at a subsequent hearing

\_\_\_\_\_  
\_\_\_\_\_

Signed on [date]

[signature block for judge]

[Certificate of Service]

IN THE CIRCUIT COURT OF THE \_\_\_\_\_ JUDICIAL CIRCUIT  
IN AND FOR \_\_\_\_\_ COUNTY, FLORIDA

Case No(s).:

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER REFERRING CASE TO RMFM PROGRAM**  
(Case Filed Prior to *[effective date of Administrative Order]*)

It appearing to the court that the residence which is the subject of this action to foreclose a mortgage is a “homestead residence” to which Administrative Order *[number]* applies and that Defendant \_\_\_\_\_ (Borrower) has requested that the case be referred to mediation, it is ORDERED:

The case is referred to the RMFM Program for mediation and the plaintiff and borrower shall comply with Administrative Order *[number]*. Within 10 days from the date of this order, the plaintiff shall pay that portion of the RMFM Program fees payable at the time suit is filed, file a properly filled out Form A in the manner required by the administrative order, and electronically transmit Form A to the Program Manager using the approved web-based information platform.

The plaintiff and borrower are to cooperate with the Program Manager and must attend any mediation scheduled by the Program Manager.

The plaintiff is advised and cautioned that the failure to comply in a timely manner with the requirements of this order will result in dismissal of the cause of action without further order of the court.

Signed on *[date]*

*[signature block for judge]*

[Certificate of Service]

# EXHIBIT 12

## MEDIATION TRAINING STANDARDS

## **Residential Mortgage Foreclosure Training Standards Introduction**

Achieving an informed and committed workforce of Residential Mortgage Foreclosure Mediators requires not only a grasp of the obvious mediation skills, but an extension of those skills into practical and substantive knowledge areas including, but not limited to, mortgage loan products, securities, loan servicers, court processes and resolution options. A training model which includes both a preliminary online modular dissemination of information followed by live classroom training will provide this knowledge. Participants' completion of online training modules prior to a one day live class will facilitate better discussion and greater comprehension. Post training access to online practice resources can improve, develop statewide practice and provide real time content updates. Development of this training model is not only feasible, but also can be developed in a timely way. We recommend that each training provider maintain a needs-based approach to training, reflect on and respond to the participants' needs, and clearly state a training rationale that will serve as a methodological and ethical touchstone. It is our hope that this outline for Residential Mortgage Foreclosure Mediation Training Objectives and Standards will lead to quality mortgage foreclosure mediation training and practice throughout the State of Florida.

### **1. Mortgage Foreclosure Mediation Training Goals**

At the conclusion of the training, the participants shall be able to:

- Recognize Basic Legal Concepts in Mortgage Foreclosure Mediation
- Identify Negotiation Dynamics in Mortgage Foreclosure Mediation
- Identify Mediation Process and Techniques in Mortgage Foreclosure Mediation
- Recognize Financial Issues in Mortgage Foreclosure Mediation
- Identify Communication Skills in Mortgage Foreclosure Mediation
- Recognize Ethical Issues in Mortgage Foreclosure Mediation

## 2. Learning Objectives

### (a) Basic Legal Concepts in Mortgage Foreclosure Mediation

- (1) Recognize basic legal concepts in mortgage foreclosures.
- (2) Explain the process of, and timelines in, mortgage foreclosure and in the mortgage foreclosure mediation process.
- (3) Identify the state rules, state and federal statutes, servicing guidelines, and local procedures and forms governing mortgage foreclosure mediation.
- (4) Identify the protections, constraints, and exceptions of the Florida Confidentiality and Privilege Act in the context of Mortgage Foreclosure Mediation.

### (b) Negotiation Dynamics in Mortgage Foreclosure Mediation

- (1) Recognize the issues of settlement authority as they relate to the stakeholders in Mortgage Foreclosure Mediation.
- (2) Recognize the impact of physical, telephonic, videoconference, on line or other electronic means of appearance at the mediation conference on the negotiation.
- (3) Recognize the role(s) of the following in the Mortgage Foreclosure Mediation process:
  - (i) lender
  - (ii) loan servicer
  - (iii) investor
  - (iv) mortgage broker
  - (v) mortgage pool
  - (vi) second mortgagee
  - (vii) condominium association
  - (viii) homeowners' association
  - (ix) lien holders (i.e., municipal, mechanics lien)
  - (x) MERS
  - (xi) appraiser

- (4) Recognize techniques for assessing risks and incentives in a mortgage foreclosure case.
- (5) Recognize concept of “good faith” and distinguish it from state court appearance requirements.
- (6) Recognize basic mortgage nomenclature and sources, types and structure of mortgages.
- (7) Identify options for resolution such as:
  - (i) modification of mortgage terms
  - (ii) partial loan forgiveness
  - (iii) placement of delinquent payments at the end of the loan term
  - (iv) short sale
  - (v) deed in lieu of foreclosure
  - (vi) waiver of deficiency judgment
  - (vii) stipulation to modify (i.e., if mortgagor makes X number of payments, then the loan will be modified)
  - (viii) principal set aside
  - (ix) repayment plan
  - (x) loan reinstatement
  - (xi) “right to rent” (i.e., the bank owns the property and rents it to the former borrower at the market rental rate)

(c) Mediation Process and Techniques in Mortgage Foreclosure Mediation

- (1) Identify procedural elements which should be addressed prior to the parties’ entry into the mediation room including telephonic and other electronic equipment.
- (2) Identify information which needs to be exchanged prior to mediation (i.e., Pooling and Servicing Agreement; life of loan history; mortgagee current financial disclosure; different loss mitigation, loan modification and other resolution options).
- (3) Identify issues which are appropriate for Mortgage Foreclosure Mediation and those that are not appropriate.

- (4) Identify individuals who are essential participants in Mortgage Foreclosure Mediation as well as those who are entitled to be present and those who are not required to participate but whose participation may be helpful in mediation.
- (5) Describe techniques for mediating when all parties are self-represented, some parties are self-represented, or all parties are presented by counsel.
- (6) Identify appropriate techniques for handling a situation where a representative appearing for a party does not have full authority to settle.
- (7) Discuss the dynamics of mediating when one or more parties, participants or representatives frequently participate in mediation.
- (8) Discuss how emotions affect Mortgage Foreclosure issues and a party's ability to effectively mediate.
- (9) Identify the role and procedures of the mediation manager

(d) Financial Issues in Mortgage Foreclosure Mediation

- (1) Understand the Net Present Value Model of the Making Home Affordable Program.
- (2) Understand debt-to-income ratios and guidelines and potentials for re-defaults.
- (3) Identify Fannie Mae, Freddie Mac, FHA, VA and other loan servicer and investor issues and options.

(e) Communication Skills in Mortgage Foreclosure Mediation

- (1) Identify appropriate questions to assist the parties see their own and the other party's issues.
- (2) Identify resources for foreign language interpreters and when and how to use them.

(f) Ethical Issues in Mortgage Foreclosure Mediation

- (1) Recognize power imbalances and when a mediator shall advise the parties of the right to seek independent legal counsel.
- (2) Understand that a mediator shall not offer a personal or professional opinion intended to coerce the parties, unduly influence the parties, decide the dispute, direct a resolution of any issue or indicate how the court in which the case has been filed will resolve the dispute.
- (3) Memorializing the parties' agreement.

**3. Training Parameters**

(a) Training Provider

2. Training may be provided by the mediation manager(s) OR by independent training providers.

(b) Funding

2. Fees would be paid by mediators to training provider(s) and may include entire training process

(c) Structure:

1. A series of self – study web based modules corresponding to the 6 categories of learning objectives outlined in these recommendations – each followed by an online quiz; completed at participant's own pace
2. Final online test for pass code entry to live class
3. Live classroom training
  - (a) Length of Training. An instructional hour is defined as 50 minutes.
  - (b) Span of Training. Live Mortgage Foreclosure mediation training shall be presented over a period of [1] day
4. Certificate of Completion of Advanced Course on Florida Residential Mortgage Foreclosure Mediation given to participant. Access to web based

modules terminates.

5. Optional Online Learning Forum - for continued learning provided by mediation manager(s) OR by independent training providers – additional monthly fee for access

#### **4. Recommended Course Content Requirements**

Required Training Materials. At a minimum, training providers shall provide each of their attendees with a training manual that includes:

- (e) an agenda annotated with the learning objectives to be covered in each section and the intended method of instruction;
- (f) sample mortgage foreclosure mediated settlement agreements;
- (g) sample Federal Government forms, i.e. HAMP Program Hardship Affidavit, HAMP Trial Period Plan, HAMP FAQs, IRS Form 4506-T, Foreclosure Mediation Financial Worksheet.
- (h) suggested readings including:
  - (vi) Chapter 44, Florida Statutes – Mediation Alternatives to Judicial Action
  - (vii) Florida Rules for Certified and Court-Appointed Mediators
  - (viii) Rules 1.510 and 1.700 - 1.750, Florida Rules of Civil Procedure
  - (ix) Chapter 697, Florida Statutes – Instruments Deemed Mortgages and the Nature of a Mortgage
  - (x) Chapter 701, Florida Statutes – Assignment and Cancellation of Mortgages
  - (vi) Chapter 702, Florida Statutes – Foreclosure of Mortgages, Agreements for Deeds, and Statutory Liens
  - (vii) Chapter sections pertaining to Condominiums and Homeowner Associations
  - (viii) Section 55.10(1), F.S. (2004) pertaining to judgment liens
  - (ix) Federal Statutes [i.e. Bankruptcy; Truth in Lending Act, Hope for Homeowners Act of 2008, Fair Debt Collection Practices Act, Service Members Civil Relief Act of 2003,

and others to be identified and defined more specifically

- (x) Homeowner Affordability and Stability Plan, Home Affordable Modification Program [HAMP] and guidelines for servicers.
- (xi) Glossary of Terms
- (xii) List of local, state and federal resources for borrowers
- (xiii) Internet Links to useful on line resources
- (xiv) Current Supreme Court of Florida Administrative Order, In Re Task Force on Residential Mortgage Foreclosure Cases
- (xv) Judicial Circuit Local Administrative Order on Residential Mortgage Foreclosure Cases
- (xvi) Additional reading resources provided by the Mediation Manager

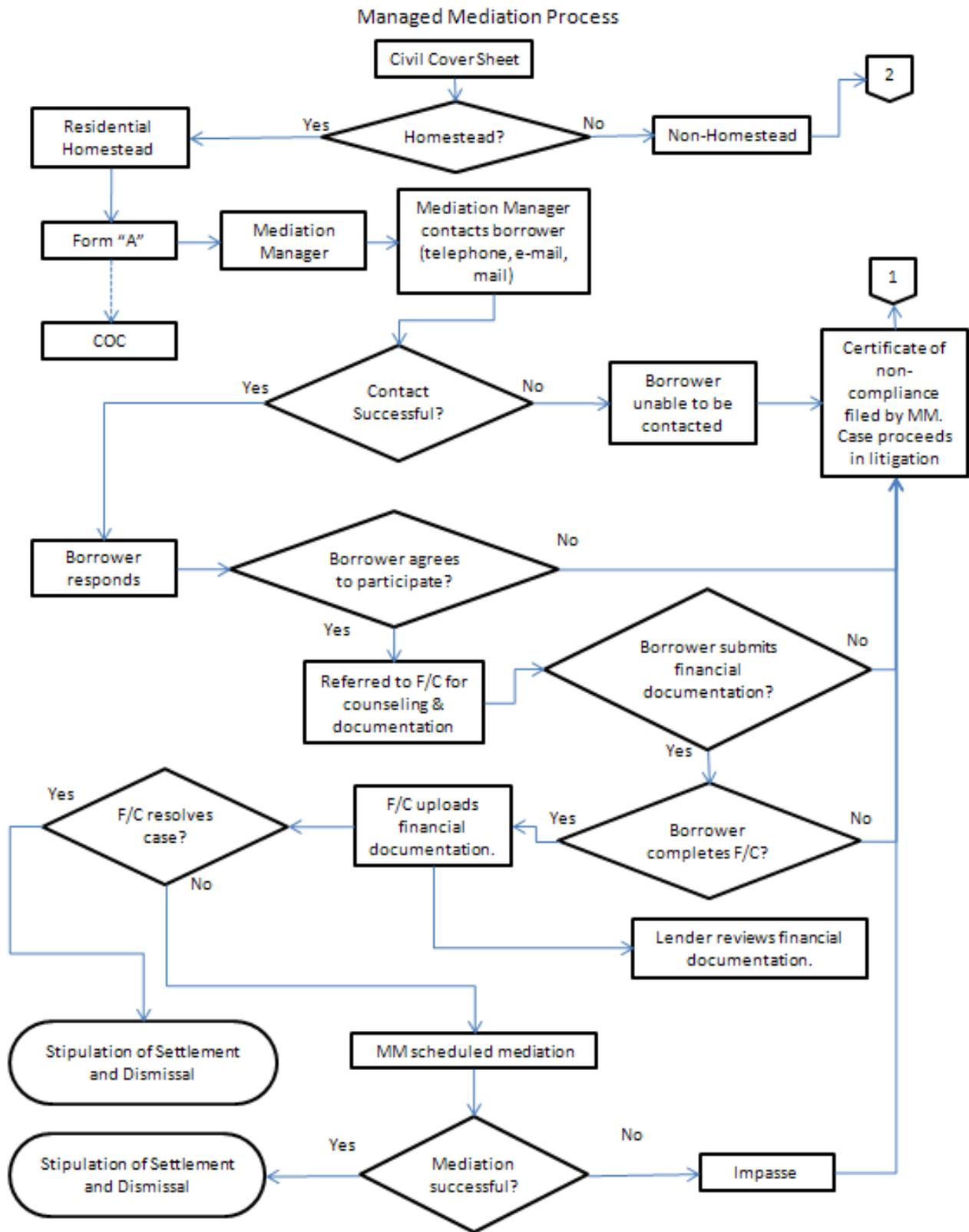
## **5. Training Methodology**

- (a) Pedagogy. Residential Mortgage Foreclosure mediation training programs shall include, but are not limited to, the following: lecture, group discussion and a mortgage foreclosure mediation demonstration.
  - (1) Use of subject matter specialists, i.e. lender, borrower, loan servicer, investor, plaintiff and defense counsel, mortgage foreclosure counselor, community resources.
  - (2) Subject matter specialists shall have a substantial part of his or her professional practice in the area about which the specialist is lecturing and shall have the ability to connect his or her area of expertise with the residential mortgage foreclosure mediation process.
- (b) Residential Mortgage Foreclosure Mediation Demonstration. All mortgage foreclosure mediation training programs shall present a residential mortgage foreclosure role play mediation demonstration either live [including video conferencing] or by video/DVD presentation.
- (c) Web Based Methodologies. Web based technologies may be used as an optional delivery method or as a post training forum for continued learning and discussion for mediators. An online version of the training may provide a repository for the rapidly changing residential mortgage foreclosure training information.

- (d) Assessment. Post training assessment by participants, using post training surveys combining a Likert scale with narrative response components, should inform content development and methodologies and provide quality assurance for training providers. The post training survey would give the participants the opportunity to evaluate the effectiveness of the trainer(s), the substantive content of the program, the practical value of the training, and to offer additional suggestions or comments.

# EXHIBIT 13

## RMFM PROGRAM FLOWCHART



August 12, 2009