

EXHIBIT F-3

Executing Foreclosure Documents New Hire: Systems and Resources (Part 2 of 2)



Student Guide

Home Lending
Learning & Performance Solutions

CHASE 

PQ

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How To Use This Guide

This training manual is yours to keep and personalize for your own unique learning needs. The manual contains instructions, exercises, examples, definitions, and job aids you need in this class. In addition, your instructor may provide additional training materials throughout the class.

In addition to the content included in this manual, you are encouraged to take notes. Feel free to take notes directly in this manual or highlight important content areas. By personalizing this manual to you and your specific needs, you have your own personalized training and reference manual to use after you complete this class. This is helpful back on the job whenever you need to refresh your memory on what you have learned during this class.

Although there may be system examples included in this manual, the examples do not contain actual identifiable customer information. Names, addresses, account numbers, and personally identifiable information are randomly altered. Any similarity to actual people is purely unintentional.

How is this guide organized?

This guide consists of units of study, each of which is comprised of one or more content areas. Your facilitator guides you to the appropriate section, and provides you with the necessary materials in which to complete a particular task.

What do the graphics mean?

The following graphics call your attention to important information.



An exclamation point represents an **Important** piece of information that, if not observed, may impact the results.



A key represents an important learning point to remember that assists you in understanding the **Key Concepts** of the unit.



A light bulb represents a tip to help you with your learning. Try to remember these **Tips** and note them for future reference.



A book represents an **Activity** that you must complete as part of your training.



An arrow with the word **New** indicates that this is a new step performed by your work group.

Unit 1: Introduction to LPS Desktop**1**

Upon completion of the LPSD web-based coursework and this module, you will be able to:

- Demonstrate logging in and out of LPSD.
- Modify the QuickLaunch Toolbar.
- Modify the Desktop.
- Use the Online User Guide to research LPSD functions.

Overview

LPS Desktop is used by the Foreclosure department to communicate with attorneys and to track attorney activities and documents.

To log on to LPS Desktop:

- Access LPS Desktop through Internet Explorer at the following address:
<https://ipmc.bplpsdesktop.com> .




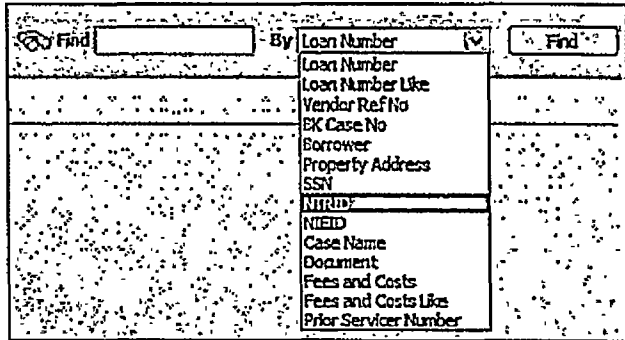
Tip: Set this as a favorite in Internet Explorer.

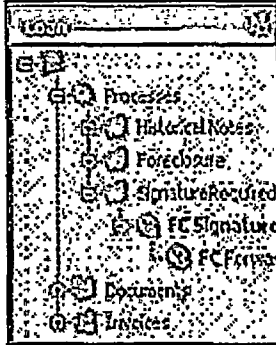
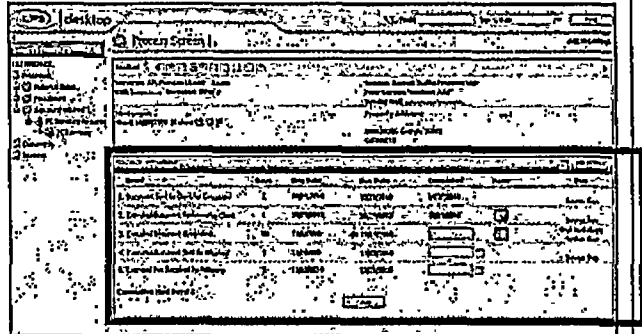

- Enter your **user name**, **password**, and the **company field** should be set based on the heritage client:
 - CHASEU for hChase (client 465) and hWaMu (client 156)
 - EMCU for hEMC (client 589)
- Click on the **Log-in** button.
- Enter the **loan number** in the find field and make sure Loan Number is selected in the dropdown list box.
- Click **Find**.


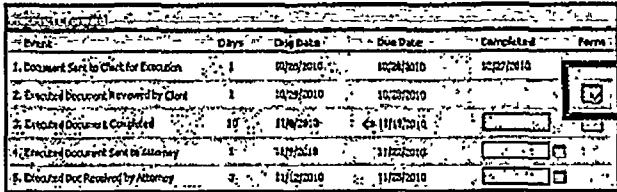
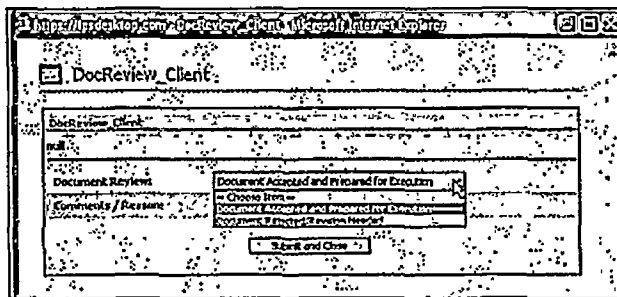
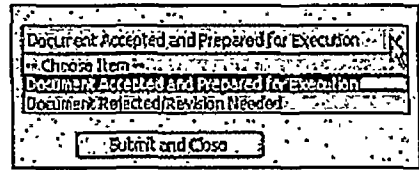
Completing the Execution in LPSD

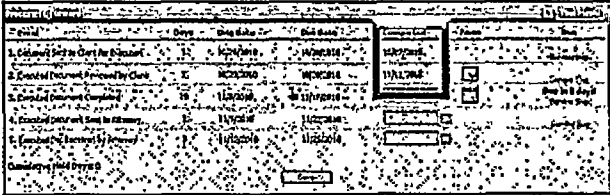


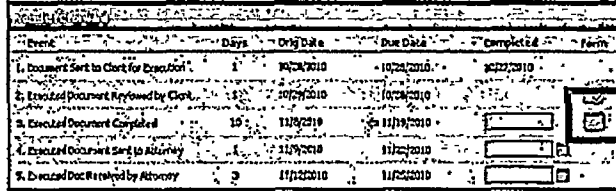
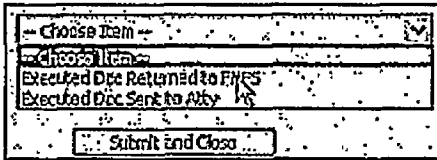
Once all of the information has been verified on the documents, update LPSD with the executed status. Events in LPS Desktop signify completed stages during the execution process. A successful execution is represented by four events. Review the steps in the table for each event.

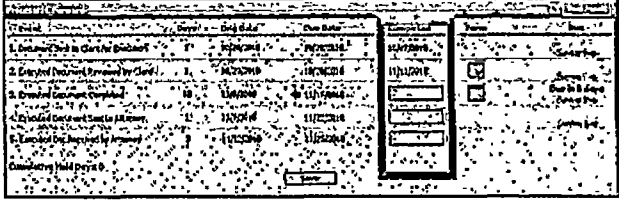
Closely follow all online procedures for executing documents.

	Go Here	Do This
1	LPS Desktop	<p>In the LPS Desktop menu, type the REF ID# from the attorney coversheet in the Find field.</p> <p>Note: You could also retrieve documents by Loan Number if the REF ID# is unavailable.</p>  <p>In the By field, click NTRID. Click [Find].</p>  <p>Result: The Process Screen appears.</p>

	Go Here	Do This
2	Process Screen/ Navigation panel	<p>From the Process screen, Navigation panel, click Signature Required. Click the file expansion, FC Signature, and then FC Review.</p>  <p>In the LPS Desktop workspace, the Process: FC Forward section displays the status of Events 1-5.</p>  <p> The Events are categorized as:</p> <ol style="list-style-type: none"> 1. Document Sent to Client for Execution 2. Executed Document Reviewed by Client 3. Executed Document Completed 4. Executed Document Sent to Attorney 5. Executed Doc Received by Attorney

	Go Here	Do This
3	Process: FC Forward section/ Event 2	<p>Important: Complete all procedures for preparing and executing the documents prior to approving the verification in LPS Desktop.</p> <p>In the Process: FC Forward section, for Event 2, Click the Forms icon  (Dynamic Data Forms).</p>  <p>Result: The DocReview_Client window displays.</p> 
4	DocReview_Client window	<p>In the Document Review field, select Document Accepted and Prepared for Execution.</p> <p>This certifies that you have verified all information.</p> <p>Click [Submit and Close] to return to the Process Screen.</p>  <p>Note: Because the document is being accepted for execution, a comment is NOT required.</p>

	Go Here	Do This
5	Process: FC Forward section/ Event 2	<p>In the Process: FC Forward section, review the Completed field for Event 2.</p>  <p>Verify the Completed field auto-populated with today's date.</p> <p>This can be done three ways:</p> <ol style="list-style-type: none"> 1. Manually enter 2. Double click 3. Select the date from the Calendar icon <p>Click the [Save] button.</p> 
6	Process: FC Forward section/ Event 3	<p>In the Process: FC Forward section, Event 3, click the Forms icon  (DDF).</p>  <p>Result:</p> <p>The ExecDocComp_Client window displays.</p>
7	ExecDocComp_Client window	<p>In the ExecDocComp_Client window, Document Returned to field, select Executed Doc Returned to FNFS.</p>  <p>Click [Submit and Close] to return to the Process Screen.</p> <p>This action submits the complaint back to LPS as approved.</p>

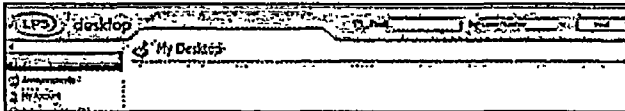
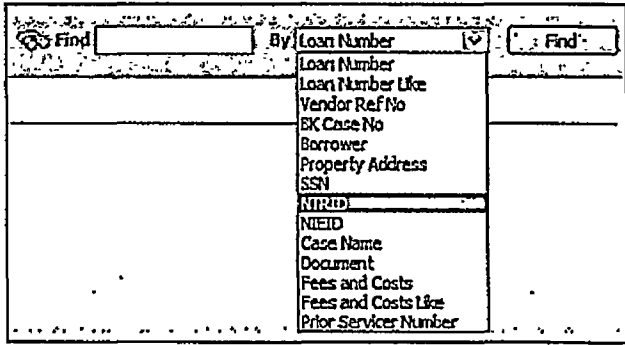
	Go Here	Do This
8	Process: FC Forward section/ Event 3	<p>In the Process: FC Forward section, review the Completed field for Event 3.</p>  <p>Verify the Completed field auto-populated with today's date.</p> <p>This can be done three ways:</p> <ol style="list-style-type: none"> 1. Manually enter 2. Double click 3. Select the date from the Calendar icon <p>Click the [Save] button. Note: LPS sends the verification to the attorney and completes Event 4 -Executed Documents Sent to Attorney. At the end of each day, and internal partner collects and sends all executed documents to LPS for return to individuals attorneys</p>
9	Department Notary	According to your department procedures, request notarization of the verification.
10	Sign in Name	<p>Sign the verification using the same signature listed for signing authority in the presence of the notary.</p> <p>Result: the notary notarizes the complaint.</p>
11	QC Tracking Spreadsheet	<p>Update the tracking spreadsheet to reflect verification given to QC team.</p> <p>Place the executed verification into the QC bin.</p> <p>Result: Management provides document list to QC management for reconciliation.</p>
12	Process: FC Forward section/ Event 4	LPS Desktop automatically completes Event 4
13	Process: FC Forward section/ Event 5	Event 5 is completed by the attorney as acknowledgment of receipt of the documents.

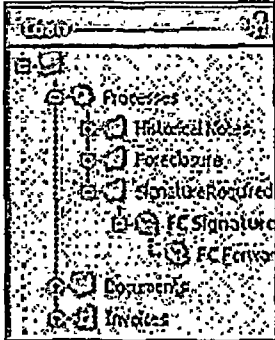
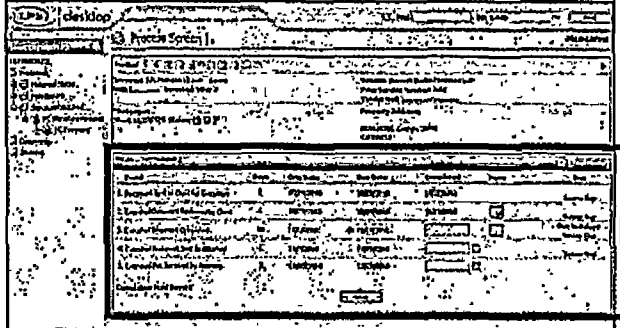

Rejecting the Execution in LPSD


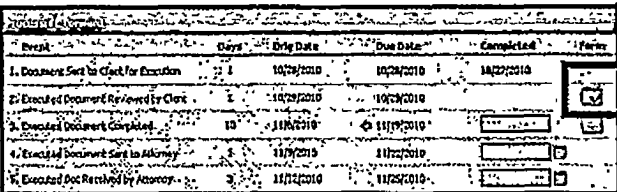
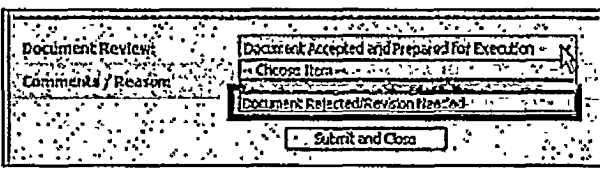


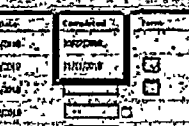
Important: If, at any point, during the preparation or execution process, you do not understand or cannot verify all of the required information, do not execute the document. Instead, you must escalate the affidavit to your supervisor and wait for further instructions.

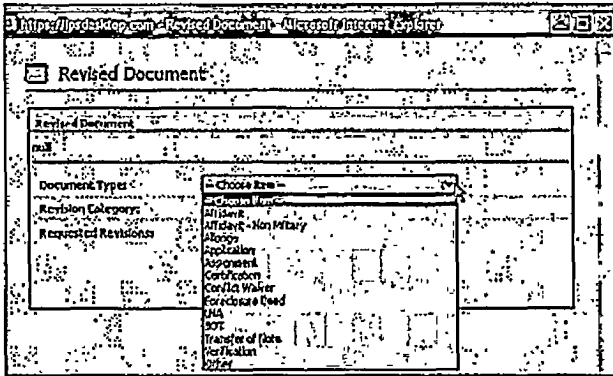
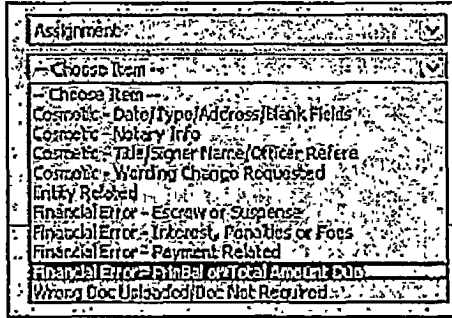
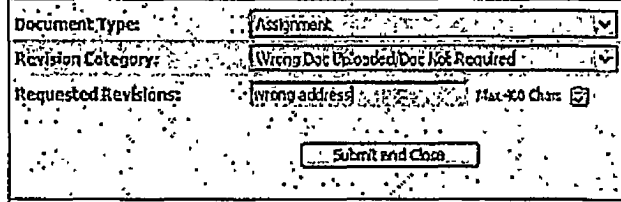
If your supervisor instructs you to reject an affidavit, closely follow all online procedures for executing documents.

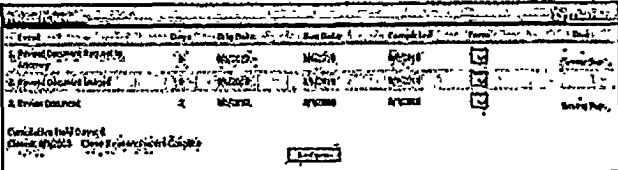
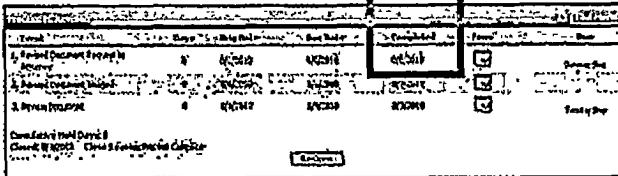
	Go Here	Do This
1	LPS Desktop	<p>In the LPS Desktop menu, type the REF ID# from the attorney coversheet in the Find field.</p> <p>Note: You could also retrieve documents by Loan Number if the REF ID# is unavailable.</p>  <p>In the By field, select NTRID, and click [Find].</p>  <p>Result: The Process screen appears.</p>

	Go Here	Do This
2	Process Screen/ Navigation panel	<p>From the Process screen, Navigation panel, click Signature Required. Click the file expansion, FC Signature, and then FC Review.</p>  <p>In the LPS Desktop workspace, the Process: FC Forward section displays the status of Events 1-5.</p>  <p> The Events are categorized as:</p> <ol style="list-style-type: none"> 1. Document Sent to Client for Execution 2. Executed Document Reviewed by Client. 3. Executed Document Completed <p>Note:</p> <p>Events 4 & 5 are "closed" automatically when a document is rejected and a new group of Events automatically activate in order to begin tracking the re-submission of the documents.</p>

	Go Here	Do This
3	Process: FC Forward section/ Event 2	<p>Important: Complete all procedures for preparing and executing the documents prior to approving in LPS Desktop.</p> <p>In the Process: FC Forward section, for Event 2, Click the Forms icon  (DDF).</p>  <p>Result: The DocReview_Client window displays.</p>
4	DocReview_Client window	<p>In the Document Review field, select Document Rejected/ Revision Needed.</p>  <p>In the Comments / Reason text field, type the reason for rejecting the document.</p> <p>Click [Submit and Close] to return to the Process Screen.</p>

Go Here	Do This
<p>5 Process: FC Forward section/ Event 2</p>	<p>In the Process: FC Forward section, review the Completed field for Event 2.</p>  <p>Verify the Completed field auto-populated with today's date.</p> <p>This can be done three ways:</p> <ol style="list-style-type: none"> 1. Manually enter 2. Double click 3. Select the date from the Calendar icon <p>Click the [Save] button.</p> <p>Result:</p> <p>The FC Revision tasks generate and Events 4 & 5 "close" systemically.</p>

	Go Here	Do This
6	Revised Document window	<p>In the Document Type field, select the document type being rejected.</p>  <p>In the Revision Category field, select the reason for revision.</p>  <p>In the Requested Revisions field, enter a note for the attorney, if needed.</p>  <p>Click [Submit and Close] to return to the Process Screen.</p>

	Go Here	Do This
7	Process Screen/ Navigation panel	<p>To request a corrected document from the attorney, from the Process screen, Navigation panel, click FC Revision.</p> 
8	Process: FC Revision section/ Event 1	<p>In the Process: FC Revision section, review the Completed field for Event 1.</p> <p>Result: The current date displays</p>  <p>Verify the Completed field auto-populated with today's date.</p> <p>This can be done three ways:</p> <ol style="list-style-type: none"> 1. Manually enter 2. Double click 3. Select the date from the Calendar icon <p>Click the [Save] button.</p> <p>Note: The attorney completes Event 2.</p> <p>Note: LPS completes Event 3.</p> <p>After the attorney edits the complaint:</p> <ul style="list-style-type: none"> ▪ the document is uploaded again for LPS review; ▪ a reference identification number is assigned; ▪ the document is printed and shipped to Chase for execution of the revised document. <p>Result: management provides document list to QC management for reconciliation.</p>

Note: Once the attorney corrects the issue identified, the document would be returned through LPSD and Events 1-5 are rese..

Unit 2: Quality Review Application (QRA)**2**

This unit allows you to:

- Describe how the Quality Review Application (QRA) is used in your daily workflow.
- Prepare the QC Worksheet to use with the Quality Review Application (QRA).
- Record the results of the QC Worksheet in QRA.

Note: Your facilitator will direct you how to complete this unit. Screens from the online training have been added to this guide for your reference.

A Day in the Life of the QC Analyst

Foreclosure Quality Control (QC) Analysts complete a quality review on every completed ADA execution. The quality review process consists of verifying the information on the physical ADA using a Foreclosure ADA Quality Control Worksheet (QC Worksheet) with information from the mortgage note and systems.

In addition to the QC Worksheet, QC Analysts use the Quality Review Application to record the results of the ADA quality review.



Review the daily workflow sample to see how the Quality Review Application (QRA) is used to complete daily QC tasks.

	Go Here	Do This
1	Your workstation	Locate the Amount Due Affidavits (ADAs): <ul style="list-style-type: none"> assigned to you by state and/or attorney firm and completed by Affiants
2	Desktop Procedures site	Follow procedures to print a blank copy of the Foreclosure Affidavit Quality Control Worksheet (QC Worksheet) for each ADA you will be verifying.
3	Each ADA assigned to you for verification	Document your verification of each line on the ADA by completing the QC Worksheet. <p>NOTE: After you have verified the caption verbiage on the ADA, set it aside. Complete your QC Worksheet independently of the ADA completed by the Affiant. It is important that we have two, independent views of the ADA that are compared to ensure accuracy.</p> <p>Complete each step of the online procedures for Executing the Amount Due Affidavit.</p>

	Go Here	Do This						
4	Each ADA assigned to you for verification	<p>Compare the ADA to your QC Worksheet to determine Pass/Fail status of each item.</p> <table border="1"><thead><tr><th>If</th><th>Then</th></tr></thead><tbody><tr><td>Information matches</td><td>Check Pass on the QC Worksheet..</td></tr><tr><td>Information does not match</td><td>Check Fail on the QC Worksheet.</td></tr></tbody></table>	If	Then	Information matches	Check Pass on the QC Worksheet..	Information does not match	Check Fail on the QC Worksheet.
If	Then							
Information matches	Check Pass on the QC Worksheet..							
Information does not match	Check Fail on the QC Worksheet.							
5	Quality Review Application (QRA)	<p>Use QRA to enter the above Pass/Fail results from the QC Worksheet.</p> <p>QRA provides a record for each line of the ADA completed by you and the Affiant.</p> <p>NOTE: The information in this guide (Units 2-5) and the iLinc session guide you through completing tasks in QRA.</p>						
6	Desktop Procedures	<p>Close the quality review process by following procedures to Determine and Route Pass/Fail (Step 6).</p>						

Review a sample of the QC Checklist on the next page.

Note: Upon conclusion of this unit, QC Analysts are required to take the iLinc session to complete this module.

Sample QC Checklist

Page 1 of 2

Pass/Fail N/A			Foreclosure Affidavit Quality Control Worksheet	
			Affidavit executed in blue ink.	
			Loan number (ADA Correct Show)	
			Defendant name match borrower name(s).	
			Principal Balance greater than \$0.00?	
			"C", "R", and "S" FCL Codes (FDR1/STAT)	
			Affiant State	
			Affiant County	
			Correct affiant name and signing authority.	
			Borrower Name (Note)	
			Origination Date on Note	
			Original Loan Amount on Note	
			Property Address (Note)	
			Name to foreclose in.	
			Verify Holder and Servicer of the Note	
			Good through date match?	

Page 2 of 2

Pass	Fail	N/A	
			Unpaid Principal balance on ADA
			Interest Rate
			Total Interest Due (MSP)
			Do the interest from dates match
			Do the interest through dates match
			Pre-Acceleration Loss Charges (MSP)

Pass	Fail	N/A	Escrow Figures
			Do the six years match up?
			Taxes (MSP)
			Hazard Insurance (MSP)
			Mortgage Insurance (MSP)
			Mortgage Insurance Credit (FL ONLY)
			Total Escrow

Pass	Fail	N/A	Corporate Advances
			BPO/Approval (MSP)
			Property Preservation (MSP)
			Previous Bankruptcy (MSP)
			Property Inspection (MSP)
			Misc Charges and Credits

			Suspense Funds (MSP)
			Total Amount Due on ADA

Pass	Fail	N/A	
			State specific docs attached to Affidavit
			Correct Signatures and Authorities (ADA)
			Notary Stamp Present (ADA)
			Q91 and (Y34 or Y74) codes present in MSP?
			Correct coding in MSP (FCDLX)
			Enter Results on QRA
			Enter Log Code on MSP (DOCCQ or DOCCQF)
			Validate Loan # on QRA

Foreclosure Affidavit Quality Control Worksheet V13 120810.xlsx

FOR QC USE ONLY

Amount Due Reconciliation	
Total Amount Due (Director Script)	
Recoverable Balance (MSP Total in DS)	
Modified Total (Modified Total in DS)	
Total Fees (PAY4)	
Payoff quote less recording fees	
Payoff less recording fees match	Pass Fail
Total Amount Due in D.S.2	

Tail Review Comments:

Name and SID of Analyst:

--

Reviewer Name and SID:

--

Reviewer Initials and Date:

--

Knowledge Check

1. As a Foreclosure QC Analyst, you will _____.
 - A. review the ADA completed by the Affiant and make your own decision about whether their answer is Pass/Fail
 - B. complete your own independent analysis of each line on the ADA using the training, job aid, and procedures you have been provided for ADA
 - C. compare the Affiant's ADA to your QC Worksheet
 - D. enter Pass/Fail results using QRA

2. ADAs for review are assigned to you _____.
 - A. alphabetically
 - B. by state and/or attorney firm
 - C. by QRA

3. Before you enter Pass/Fail results into QRA, you will _____.
 - A. complete your ADA verification for each line on the QC Worksheet
 - B. print copies of your QC Worksheet
 - C. contact the Affiant to make corrections
 - D. compare the Affiant's ADA to your QC Worksheet

4. When in doubt about a line on the QC Worksheet, an excellent resource is _____.
 - A. another QC Analyst
 - B. the Affiant
 - C. your online procedures
 - D. Foreclosure HelpLine



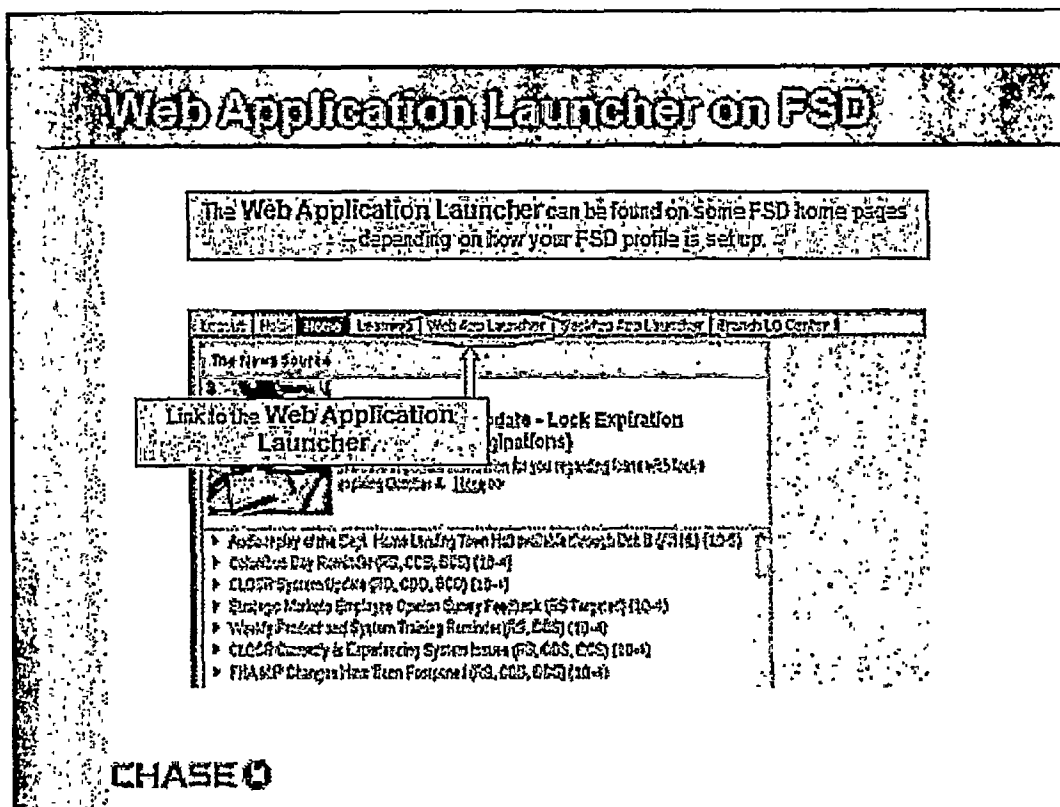
Return to the iLinc training session to review the correct answers to the Knowledge Check questions.

Logging in to QRA

The QRA tool can be accessed through two paths, though both paths lead to the Web Application Launcher. For some users, the Web Application Launcher appears as an option on the FSD Home page. If not, users can access QRA through the Chase Intranet.

Accessing QRA through FSD:

To log into QRA from the FSD Home page, click the **Web App Launcher** tab. The Web Application Launcher screen displays.

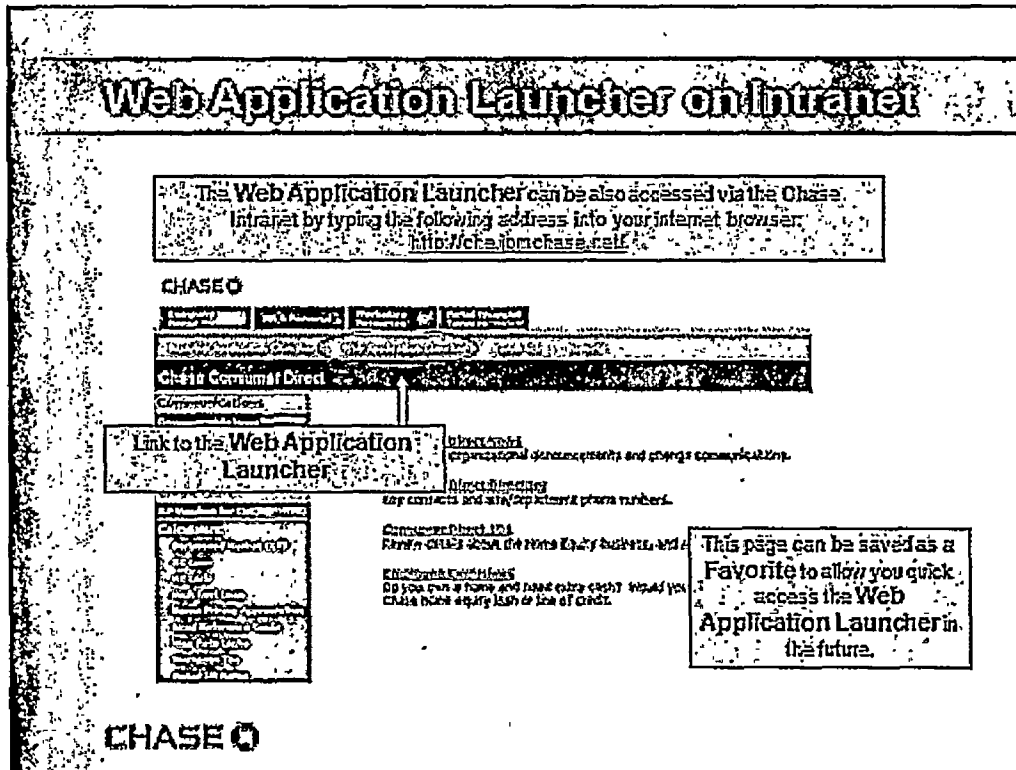


Accessing QRA through the Chase Intranet

If the Web Application Launcher does not display on your FSD Home page, open a new browser window and type the following address to access the Chase Intranet.

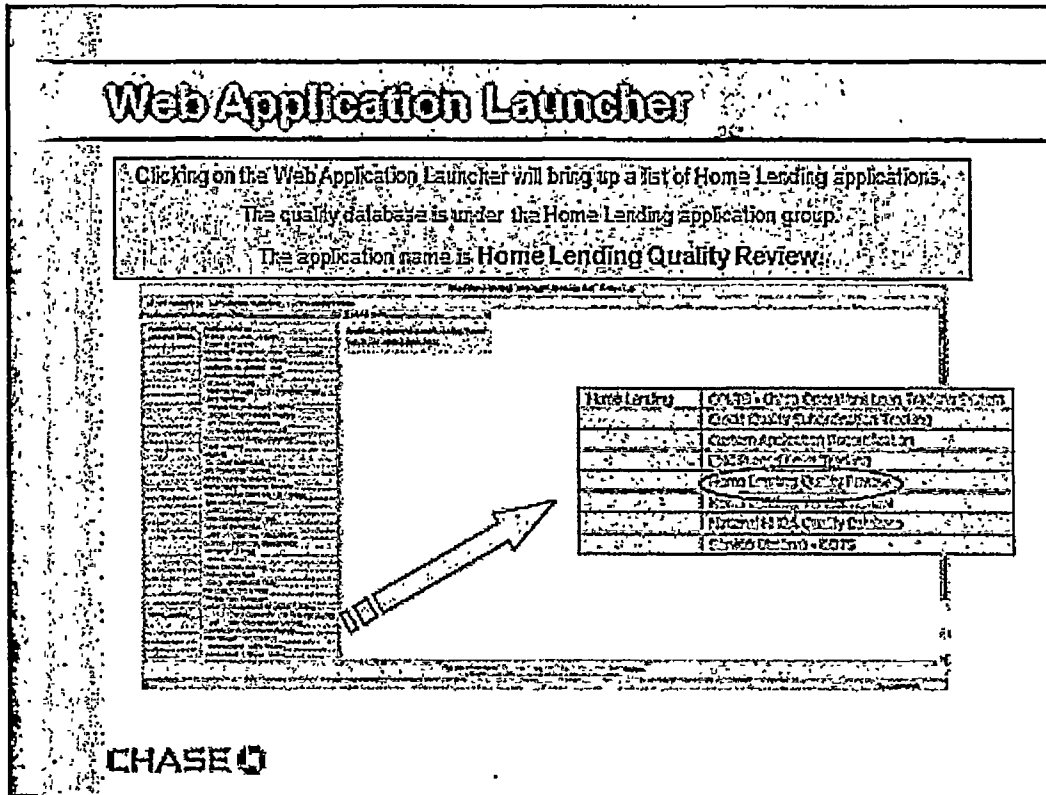
<http://che.ipmchase.net/>

In the Navigation bar, click the Web Application Launcher button. The Web Application Launcher screen displays.



Web Application Launcher

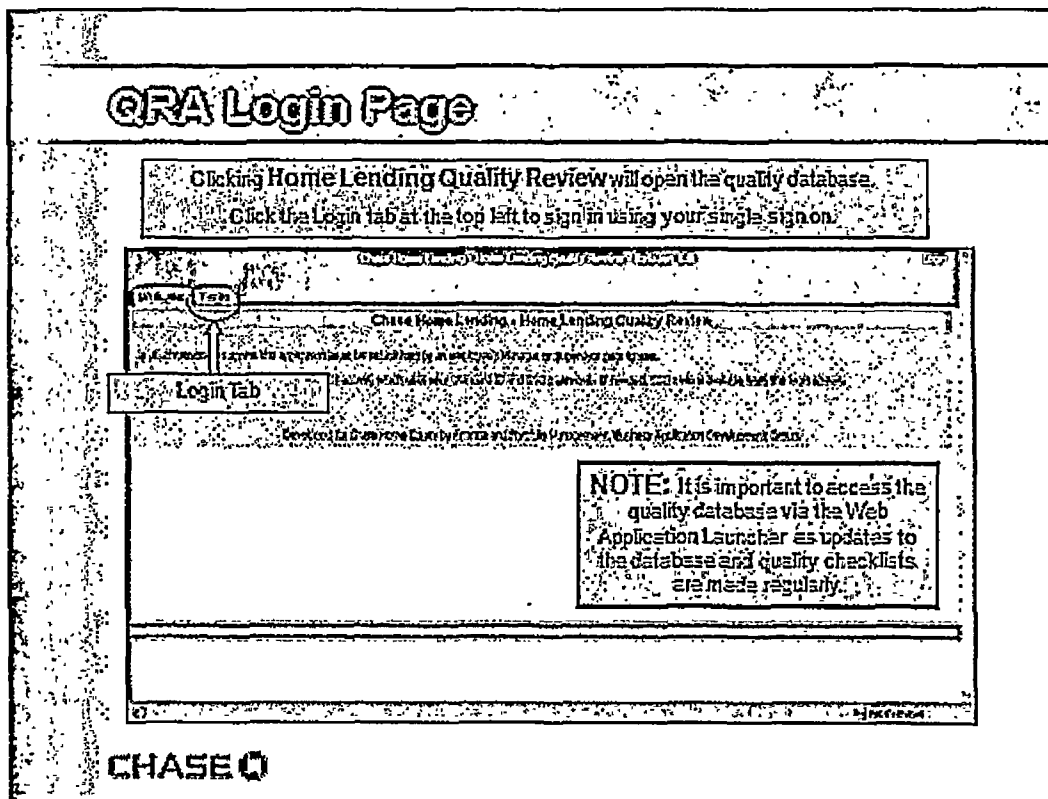
On the Web Application Launcher screen, in the Home Lending applications, click **Home Lending Quality Review**. The QRA Login screen displays.



You may need to scroll down the page to locate Home Lending applications.

QRA Login Screen

On the QRA Login screen, click the **Login** tab to sign in with your Single Sign on (SSO) user name and password.

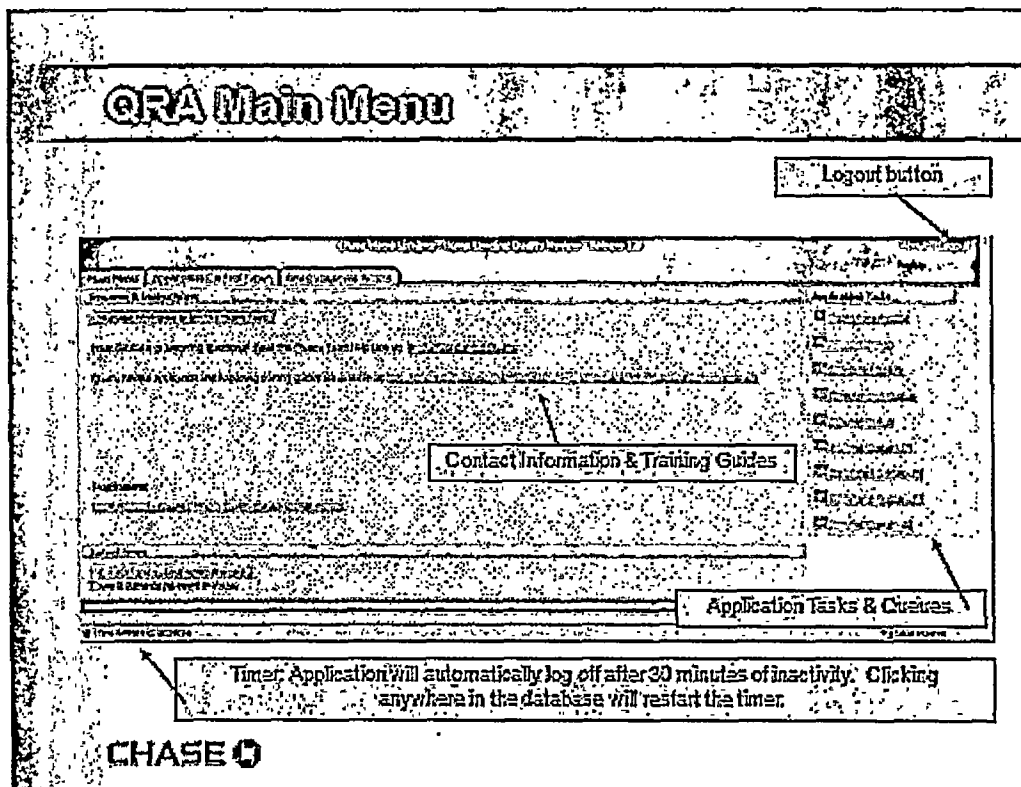


Do NOT bookmark this screen.

QRA Main Menu Screen

Features on the QRA Main Menu screen allow you to:

- log out of QRA
- access Contact Information and Training Guides
- select Application Tasks and Queues
- monitor Timer for inactivity



Knowledge Check

1. There are _____ ways to access QRA.
 - A. three
 - B. two
 - C. four

2. To open the QRA database, click the _____ application.
 - A. Launching Quality
 - B. QRA for You
 - C. The Quality Review Source
 - D. Home Lending Quality Review

3. QRA automatically logs-off the user after:
 - A. 30 minutes of inactivity
 - B. 15 minutes of inactivity
 - C. After each case

4. It is important to access QRA via the Web Application Launcher because _____.
 - A. it is much quicker
 - B. it provides more secure access
 - C. updates to the database and quality checklists are made regularly
 - D. access fees are less

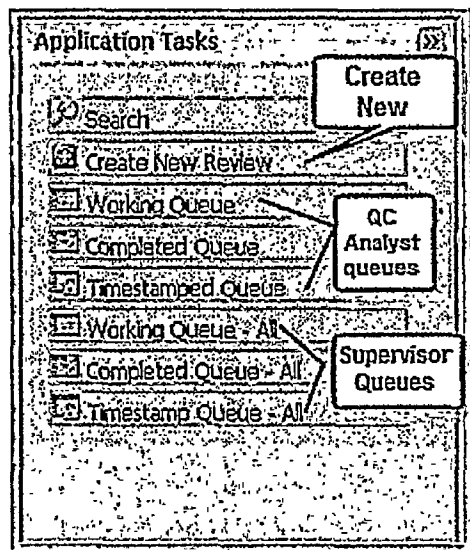


Return to the iLinc training session for correct answers to Knowledge Check questions.

Creating an Audit Review

Application Tasks Menu

The Application Task menu is located on the right side of the QRA Main Menu screen and displays Queues to process specific tasks.



The **Create New Review Queue** is used to create a new quality review (or audit).

The **QC Analyst Queues** hold audit records related to the person logged into the quality database.

The **Supervisor Queues** (at the bottom of the list — Queue names include **ALL**) holds all audit records for the specific line of business to which the user has access.

Example: Manager Mary only sees employees that report to her when viewing QC Analyst Queues.

If Manager Mary is covering for Manager Mike and needs to see reviews for his employees, she accesses Supervisor Queues.

See additional Queue descriptions on the next page.

Queue Descriptions

See the table below for a description of each queue.

Application Queues

Create New Review allows you to create a new audit record.

Working Queue holds audit records that are currently being worked on by the auditor.


Completed Queue holds records that have been reviewed by the auditor, pending employee & manager review. Disputes (if applicable) would be made to files while in the Completed Queue.

Timestamped Queue holds records that have been reviewed by the auditor, employee, and manager. All parties have reviewed and agree with the audit. No changes can be made to records that have been timestamped.



Disputes Queue holds files that have been disputed by a manager, pending second review by the auditor. Once a dispute is responded to, the dispute result is final and cannot be changed.

Application Tasks

- ☐ Create New Review
- ☐ Working Queue
- ☐ Completed Queue
- ☐ Disputes Queue
- ☐ Timestamped Queue
- ☐ Review Queue
- ☐ Review Queue
- ☐ Review Queue
- ☐ Review Queue
- ☐ Review Queue
- ☐ Review Queue

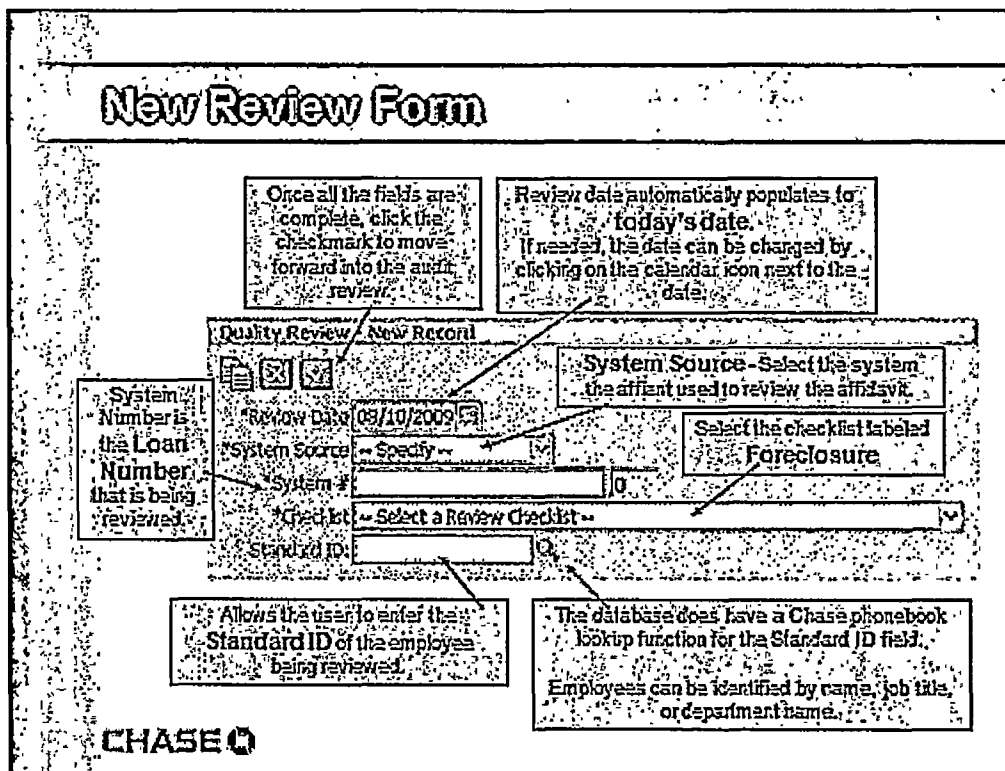
CHASE 

Queue	Description
Create New Review	allows you to create a new quality review
Working Queue	holds audit records currently being worked by the auditor
Completed Queue	holds records reviewed by the auditor (Foreclosure QC Analyst), pending employee (Affiant who completed the Amount Due Affidavit or ADA), and manager NOTE: Disputes (if applicable) are made to files while in the Completed Queue.

Queue	Description
<p data-bbox="227 266 487 302">Timestamped Queue</p> 	<p data-bbox="680 266 1339 366">holds records reviewed by the auditor , employee, and manager— All parties have reviewed the record and agree with the audit.</p> <p data-bbox="680 425 1308 493">No changes can be made to records that have been timestamped.</p>
<p data-bbox="227 563 426 600">Disputes Queue</p> 	<p data-bbox="680 563 1329 632">holds files that have been disputed by a manager and pending a second review by the auditor</p> <p data-bbox="680 685 1334 753">Once a dispute has been responded to by a manager, the dispute result is final and cannot be changed.</p>

Creating a New Quality Review

To create a new Quality Review in QRA, follow the steps in the table below.



New Review Form

Once all the fields are complete, click the checkmark to move forward into the audit review.

Review date automatically populates to today's date. If needed, the date can be changed by clicking on the calendar icon next to the date.


System Number is the Loan Number that is being reviewed.

System Source - Select the system the affiant used to review the affidavit.


Select the checklist labeled Foreclosure.

Allows the user to enter the Standard ID of the employee being reviewed.

The database does have a Chase phonebook lookup function for the Standard ID field. Employees can be identified by name, job title, or department name.

CHASE 

	Go Here	Do This
1	Application Task menu: Create New Review	Click the Create New Review link. The Quality Review — New Record window displays.
2	Review Date field	IF today is the review date, THEN make no changes. IF today is NOT the review date, THEN enter the actual review date using the calendar icon.
3	System Source field	In the System Source field, choose MSP.
4	System # field	In the System # field, Enter the loan number.
5	Checklist field	In the Checklist field, select the option Foreclosure – Foreclosure – Foreclosure – [Select the type of document you are executing].

	Go Here	Do This
6	Standard ID field	In the Standard ID field, enter the Standard ID of the Affiant.
7	Checkmark icon	Click the Checkmark icon  to move forward to the Audit Review screen.



For additional information, see online procedures:

**Completing a Foreclosure Affidavit QA Review for Re-Execution —
Complete a New Quality Review within QRA**



Quality Review Screen

The Quality Review Information screen contains several features used to process audits.

- **Function Icons**
- **General Audit Record Information section**
- **Audit Questions**

[illegible]

Function Icons

Function/Icon	Description
System Number Copy	used to copy the system number in the audit record to the clipboard Using this function, the user can copy the system number from the audit record and paste it into the appropriate system for further review.
Modification Wrench	used to modify information keyed in during the initial input screen such as the review date, system source, system number, quality checklist, or employee ID
Delete	only available to administrators — used to delete an audit record from the Quality Database. Supervisors and auditors do not have this feature.
Auditor Comment 	opens up the Auditor Comments box and allows the user to type comments Comments should always be professional in nature and should be limited to the specific issue at hand. Avoid including legal conclusions or statements as to potential liability or impact of the information being reviewed.
Additional Comments 	opens the Additional Comments box and allows the user to type comments NOTE: This is the only comment box within the Quality Database that does NOT feed to the online reports. All other comment boxes in the Quality Database will feed to one or more of the online quality reports. Comments should always be professional in nature and should be limited to the specific issue at hand. Avoid including legal conclusions or statements as to potential liability or impact of the information being reviewed.

Function Icon	Description
Management Hierarchy Override	used to manually override the management hierarchy of the employee being reviewed. The Chase phonebook may not be updated with recent management changes and a manual override may be necessary.
Printer	used to print a PDF version of the audit review Clicking the printer will give the user an option to print the review or save a PDF copy.

General Audit Record Information Section

Data entered in the Quality Review — New Review section automatically populates the General Audit Record Information section.

General Audit Record Information

Review Date	08/10/2009	Review Status	WORKING	Line of Business	RETAIL	System Source	PHOENIX - PHOENIX BOLT - PRE DOC DRAV - PRE DOC DRAV
System #	999999999	Completed By		Manager Hierarchy		Review Score	10 / 11 = 90.91%
Auditor Comments				Auditor and Additional Comments			
Additional Comments							
Auditor / Last Edited By							
Original Auditor		Last Auditor					

CHASE

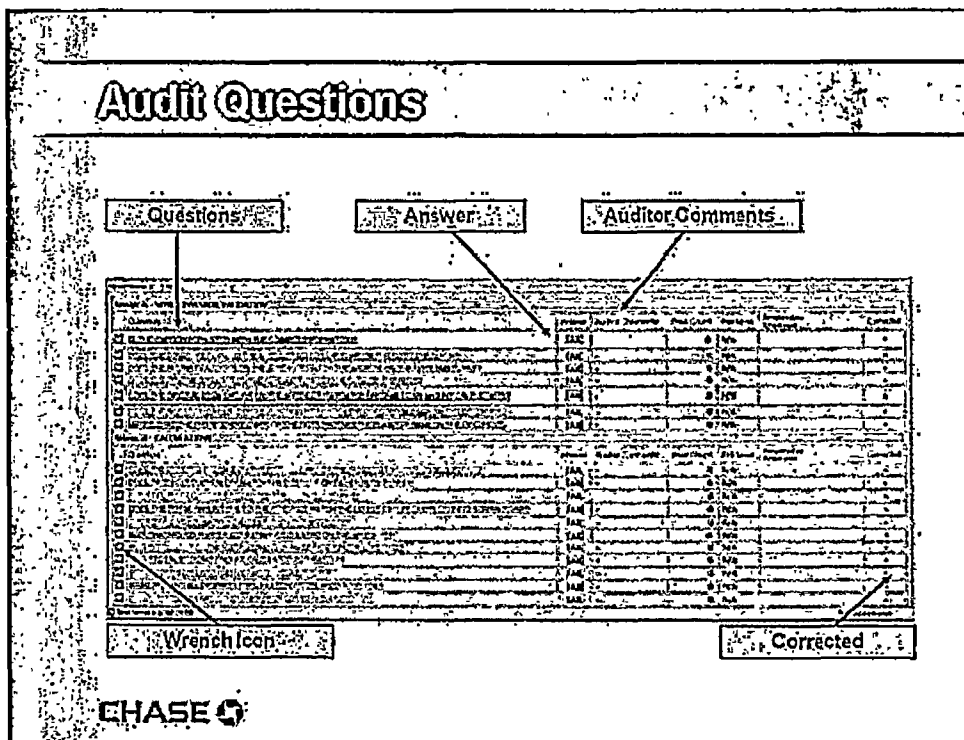
- Review all of the information in this section to ensure that the information is correct, including the **System #**, the **Affiant**, and the **Review Date**.
- The status of the review displays on the right of this section.

For the example shown on this slide, the status shows **Working**, indicating that the record is located in the Working Queue as long as it is in this status.

- **Review Score** field. This score updates as you change answers from Fail to Pass in the Questions section.

Audit Questions Section


The Audit Questions section lists each question from the QC Worksheet. See the table for a description of fields in this section.



Audit Questions

Questions Answer Auditor Comments

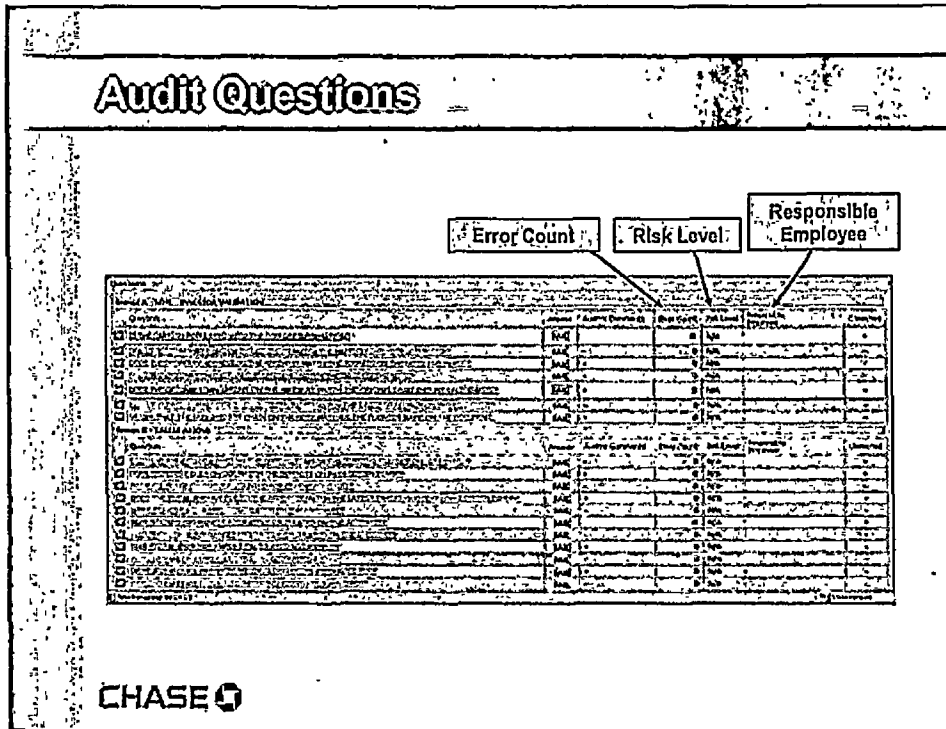
Wrench Icon Corrected

CHASE 

Screen Feature	Description
Questions	all questions from QC Worksheet
Answers	displays status of Fail by default Change the status for each passed question.
Auditor Comments	displays a preview of comments entered for failed questions
Wrench Icon	used to change the answer to questions and add comments
Corrected	displays a red X or a green check to indicate status of previously cited error

Three columns not currently used in the Audit Questions section include:

- Error Count
- Risk Level
- Responsible Employee



Screen Feature	Description
Error Count	displays the number of error descriptions used for each failed question— not currently used
Risk Level	displays the same level of risk for every question on the QC worksheet— not currently used
Responsible Employee	displays the name of the Affiant

Knowledge Check

1. The System # field in QRA is the _____.
 - A. application number assigned to the QRA database
 - B. loan number
 - C. unique code assigned to each Foreclosure QA Team

2. When opening a Quality Review – New Record, choose the following selection from the drop down Checklist box.
 - A. ADA Questions
 - B. Foreclosure
 - C. QC Questions
 - D. Questions for Quality

3. Once the New Record section is complete, in order to move forward into the audit review, click _____.
 - A. Checkmark Icon
 - B. Next
 - C. Forward
 - D. Page

4. The list of questions on the QRA screens are _____.
 - A. additional questions beyond those on the QC Worksheet
 - B. from the QC Worksheet
 - C. addressed by the supervisor of the Foreclosure QC Analyst



Return to the iLinc training session to review the correct answers to the Knowledge Check questions.

Updating Question Status

Once you have completed your QC worksheet and created a new review, update each question in the review.

See the steps below to complete question status updates.



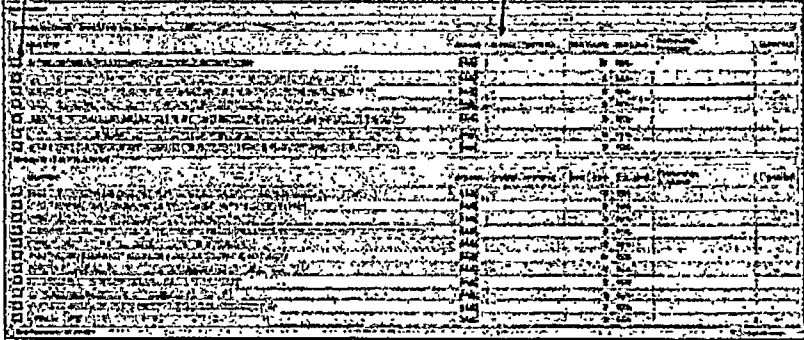
Important: If an affidavit passes quality review, leave it in **Working** status, so the second reviewer can review it.


If an affidavit fails quality review, change the status to **Done**. A new instance will be opened in QRA when the corrected affidavit is resubmitted.


Indicating Pass or Fail

The wrench icon allows the auditor to change the answers to Pass or Fail, and to add comments. Clicking the wrench will open a form for the auditor to complete.

No responses in the Auditor Comments field.

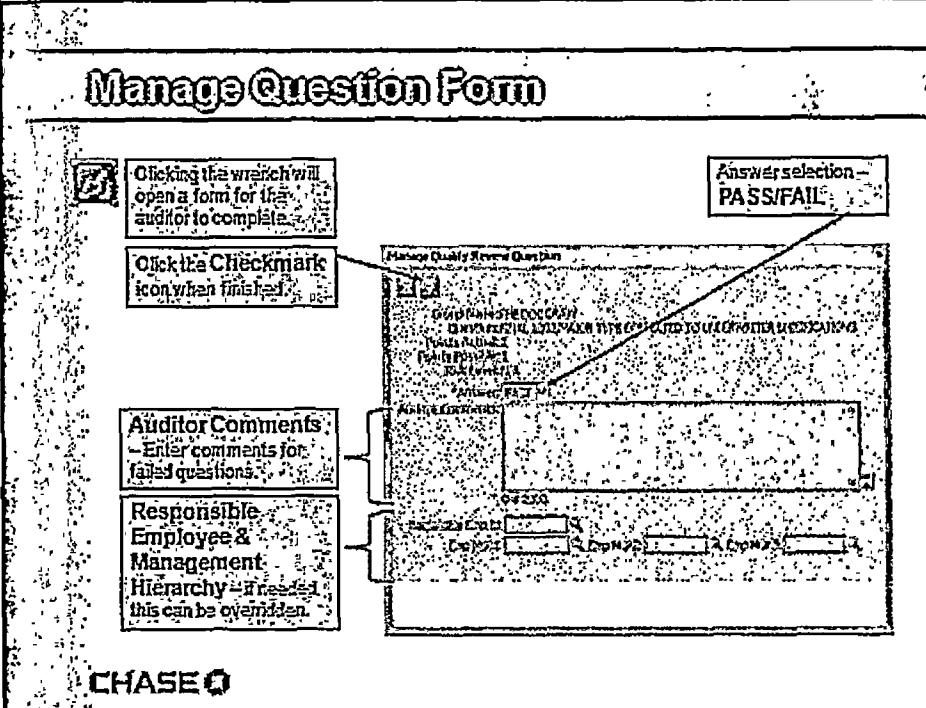


CHASE 

	Go Here	Do This
1	Questions section	<p>Click the wrench icon  next to the question to change the answers to PASS or FAIL. The Manage Question window displays.</p> <p>NOTE: The default value in the Answer column next to each question is FAIL. This requires you to change most answers from FAIL to PASS.</p> <p>You must add Comments for each question marked FAIL.</p>

Manage Question Form

Select the PASS or FAIL status for the question in the Manage Question Review Questions screen.



Manage Question Form


Clicking the wrench will open a form for the auditor to complete.

Click the Checkmark icon when finished.

Answer selection - PASS/FAIL.

Auditor Comments - Enter comments for failed questions.

Responsible Employee & Management Hierarchy - If needed this can be overridden.

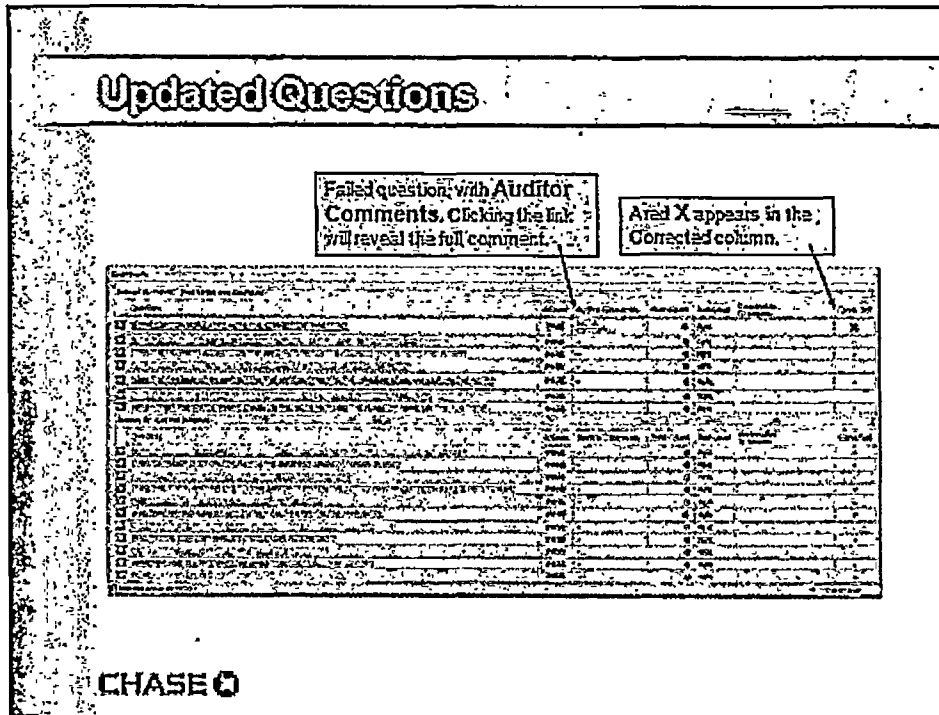
CHASE 

Go Here		Do This				
2	Answer field	<p>In the Answer field, click PASS or FAIL.</p> <p>If the answer from the QC Worksheet is:</p> <table><tr><td>Pass</td><td>Select Pass.</td></tr><tr><td>Fail</td><td>Select Fail.</td></tr></table> <p>NOTE: A comment is required for each answer that you FAIL.</p>	Pass	Select Pass .	Fail	Select Fail .
Pass	Select Pass .					
Fail	Select Fail .					
3	Auditor Comments text box	Type the reason for Fail into the Auditor Comments text box.				
4	Checkmark Icon	Click the Checkmark icon to complete. The Questions section updates with the new information.				

Updated Question Screen

To view the full comment, click the link in the Auditor Comment field. The full comment displays in a new window.

The red X remains in the Corrected column until the Affiant corrects the error and submits a new ADA.




Updated Questions

Failed question with Auditor Comments. Clicking the link will reveal the full comment.

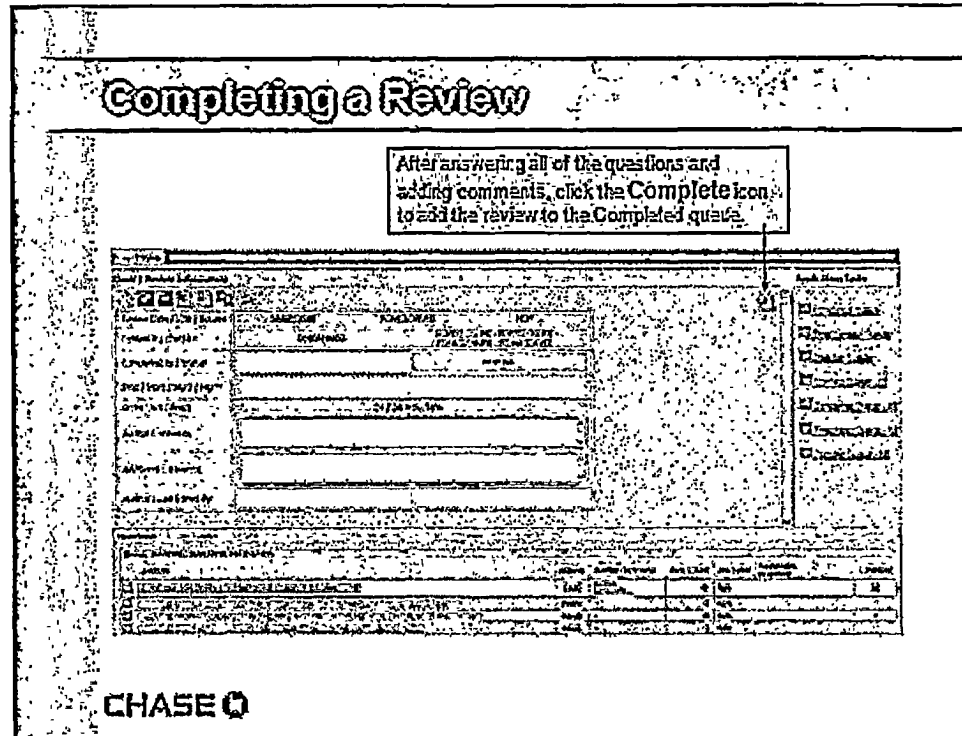
A red X appears in the Corrected column.

Question	Answer	Corrected	Auditor Comment
1. Did you review the documents for accuracy?	Yes		
2. Did you review the documents for completeness?	Yes		
3. Did you review the documents for consistency?	Yes		
4. Did you review the documents for clarity?	Yes		
5. Did you review the documents for legibility?	Yes		
6. Did you review the documents for accuracy?	Yes		
7. Did you review the documents for completeness?	Yes		
8. Did you review the documents for consistency?	Yes		
9. Did you review the documents for clarity?	Yes		
10. Did you review the documents for legibility?	Yes		
11. Did you review the documents for accuracy?	Yes		
12. Did you review the documents for completeness?	Yes		
13. Did you review the documents for consistency?	Yes		
14. Did you review the documents for clarity?	Yes		
15. Did you review the documents for legibility?	Yes		
16. Did you review the documents for accuracy?	Yes		
17. Did you review the documents for completeness?	Yes		
18. Did you review the documents for consistency?	Yes		
19. Did you review the documents for clarity?	Yes		
20. Did you review the documents for legibility?	Yes		

CHASE 

Completing a Review

After answering all of the questions and adding comments, click the **Complete** icon on the QRA Main Menu screen to add the review to the Completed queue.



IF	THEN
You have additional reviews to complete:	Return to the Main Menu. Click Create New Review to begin a new review.
All reviews assigned to you are completed:	Go to Step 6 of procedures (Determine and Route Pass / Fail) for instructions on where to place hardcopy ADAs and QC Worksheets.

Knowledge Check

1. Which of the following icons allow you to change answers to Pass or Fail?
 - A. minus sign
 - B. eraser
 - C. wrench

2. When you begin your review, in the Answer column next to each question is the default value of _____.
 - A. FAIL
 - B. Pending
 - C. PASS
 - D. Score

3. When you enter your comments for a Fail question, click the _____ icon.
 - A. checkmark
 - B. x
 - C. wrench
 - D. arrow

4. What do you do to add the review to the Completed Queue?
 - A. click the plus icon
 - B. page down
 - C. click the Complete icon
 - D. click End



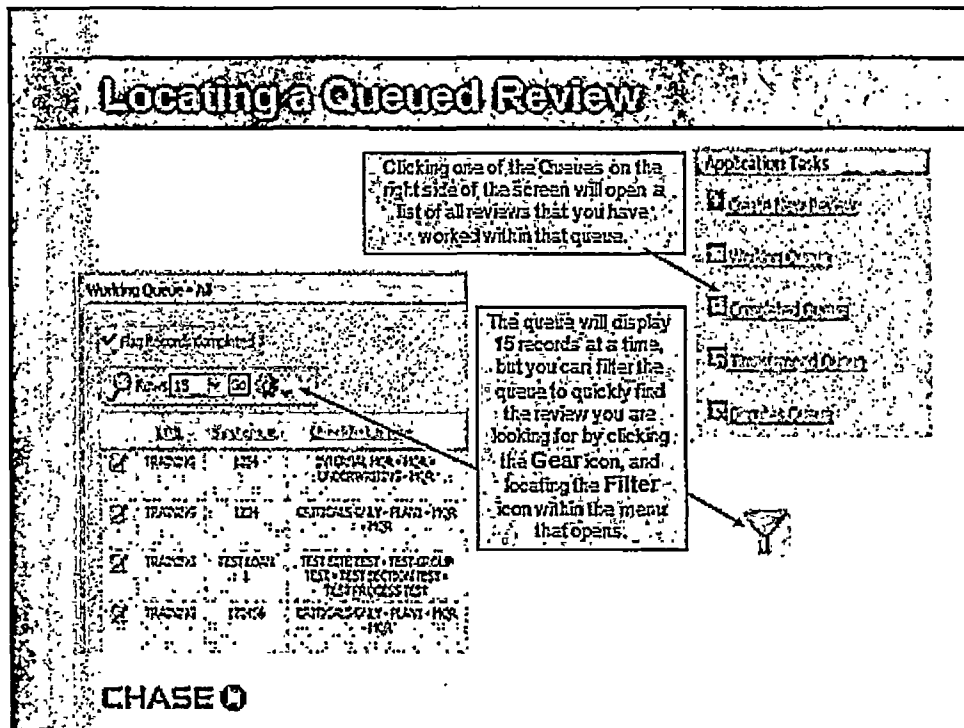
Return to your iLinc training session to review the correct answers to the Knowledge Check questions.

Accessing Reviews

To access a review that is in a queue, whether in the Working, Completed, Timestamped, or Dispute, click the desired queue from the Application Tasks menu.

All records in the queue associated with your name display. Click the Gear icon to filter the results to quickly locate the review you are looking for.

Follow the steps below to complete each step.



	Go Here	Do This
1	Application Tasks Queue	Click the desired queue to perform a search. All records in the queue associated with your name display.
2	Queue Display	Click the Gear icon. On the menu, click the Filter icon. The filter menu displays.
3	Filter menu	In the Filter menu, select the criteria by which to search: See the sample search on the next page.

Filter Menu Example:

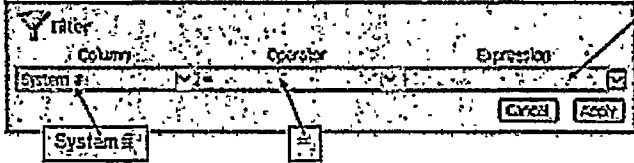
Review the example for filtering reviews on the Filter menu.


Locating a Queued Review

After clicking the Filter icon, the filter menu will appear and allow the user to search for audit records using a variety of criteria.

The example shown below covers how to locate an individual audit record by System Number. Other criteria combinations can be entered to obtain the information the user needs.

To search by system / loan number, enter the system / loan number into the Expression box, and click Apply.



CHASE 

	Go Here	Do This
1	Column Field	In the Column field, select System # .
2	Operator field	In the Operator field, select the <=> equal sign.
3	Expression field	In the Expression field, type the loan number. Click [Apply] .

Knowledge Check

1. A list showing all the reviews you have finished is called?
 - A. QC Listing
 - B. Finished Reviews
 - C. Completed Queue
 - D. CQ List

2. What feature allows you to search for audit records using a variety of criteria?
 - A. Magnifying glass
 - B. Question mark
 - C. Filter
 - D. Triple question mark

3. What queues may contain reviews assigned to you?
 - A. Disputes Queue
 - B. Working Queue
 - C. Timestamped Queue
 - D. Completed Queue

4. The Gear icon helps you _____.
 - A. obtain quick access by showing every third review
 - B. narrow your search as you access the queues
 - C. skip over reviews from previous months



Return to the iLinc training session to review the correct answers to the Knowledge Check questions.

Handling Resubmitted Affidavits

Affidavits that initially fail must be resubmitted to QC when they are corrected. If an affidavit does not pass, change the status to **Done**.

Create a second instance for the affidavit in QRA with the same loan number, but add "R01" after it.

Example: Affidavit for loan number **1234567890** fails and is resubmitted, then the QA analyst creates a new instance in QRA with the loan number "1234567890R01." This signifies that the loan has been resubmitted to QC.



Key: There is no limit to the number of resubmissions that can appear in QRA, so additional submissions would have **R02**, **R03**, etc. after the loan number.



Important: If an affidavit passes quality review, leave it in **Working** status, so the second reviewer can review it.

If an affidavit fails quality review, change the status to **Done**. A new instance will be opened in QRA when the corrected affidavit is resubmitted.

Unit 3: DocLine

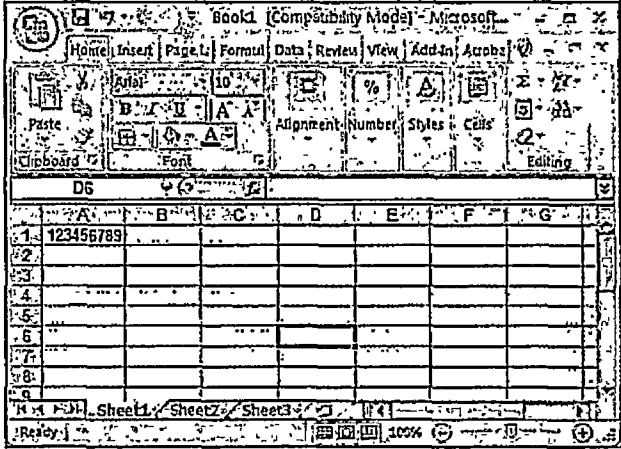

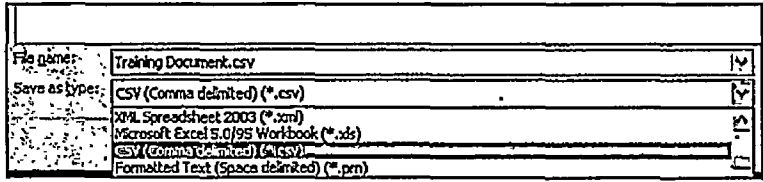
3

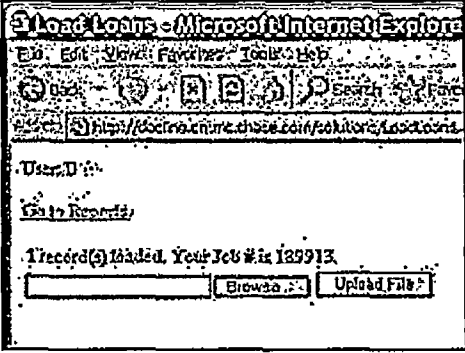
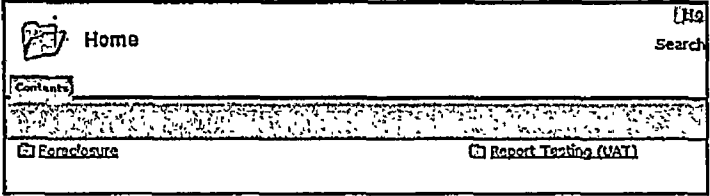
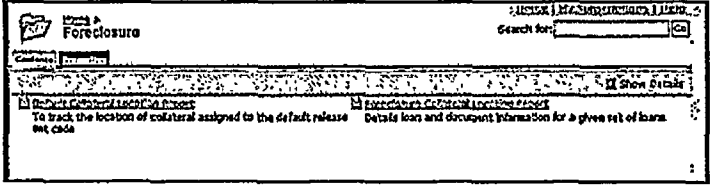
This unit allows you to:

- Upload an document file to DocLine.
- Determine the location of the collateral file using DocLine.

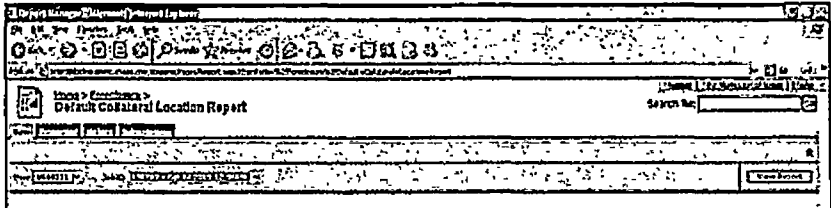
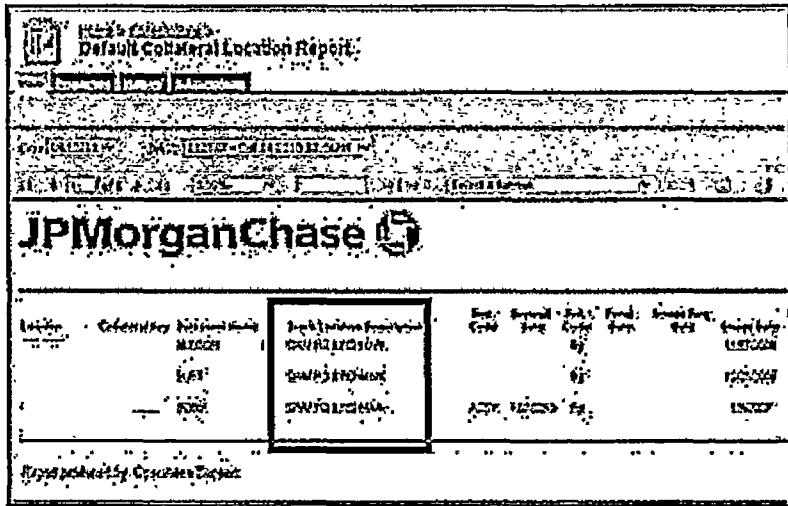

Accessing DocLine

To view an account in Docline, the loan number must be uploaded from an Excel (*.csv) spreadsheet.

Go Here	Do This
MS Excel	<p>Open MS Excel and type the loan number from the Lost Note request in column A.</p>  <p>Click .</p> <p>In the Save as type: field, select CSV (Comma Delimited) (*.csv) and click [Save].</p> 
Internet Explorer	<p>Open Internet Explorer and type the following web address: http://docline.cmmc.chase.com/solutions/LoadLoans.aspx</p>

Go Here	Do This
Docline Search screen	<p>Click [Browse]. Locate the saved .csv file and click [Upload File].</p>  <p>A confirmation message displays the job number for the uploaded file.</p> <p>Click the Go to Reports link.</p>
Docline Home page	<p>Click the Foreclosure link.</p>  <p>Click the Default Collateral Location Report link.</p> 

Determining the Location of the Collateral File

Go Here	Do This								
Default Collateral Location Report	<p>In the JobID field, select the uploaded job number and click [View Report].</p> 								
	<p>Review the Track Location Description column.</p>  <table border="1" data-bbox="508 1272 1344 1655"> <thead> <tr> <th>IF</th><th>THEN</th></tr> </thead> <tbody> <tr> <td>The Track Location Description displays One Vault:</td><td>the collateral file is in Monroe—open a RUD request.</td></tr> <tr> <td>The requesting attorney or different attorney is blank.</td><td>refer to the Attorney Plus Liason matrix to request for the appropriate Attorney Plus Liason contact the attorney</td></tr> <tr> <td>The Track Location Description field is blank:</td><td>notify Monroe Records that the file needs to be loaded.</td></tr> </tbody> </table> <p> If the Custodian field lists Freddie Mac, there is a 45 day SLA to get the Note.</p>	IF	THEN	The Track Location Description displays One Vault:	the collateral file is in Monroe—open a RUD request.	The requesting attorney or different attorney is blank.	refer to the Attorney Plus Liason matrix to request for the appropriate Attorney Plus Liason contact the attorney	The Track Location Description field is blank:	notify Monroe Records that the file needs to be loaded.
IF	THEN								
The Track Location Description displays One Vault:	the collateral file is in Monroe—open a RUD request.								
The requesting attorney or different attorney is blank.	refer to the Attorney Plus Liason matrix to request for the appropriate Attorney Plus Liason contact the attorney								
The Track Location Description field is blank:	notify Monroe Records that the file needs to be loaded.								

Knowledge Check

1. Access the account number provided by your facilitator. According to DocLine information, where is the collateral file?

2. Access the account number provided by your facilitator. According to DocLine information, where is the collateral file?

3. Access the account number provided by your facilitator. According to DocLine information, where is the collateral file?

4. Access the account number provided by your facilitator. According to DocLine information, where is the collateral file?

5. Access the account number provided by your facilitator. According to DocLine information, where is the collateral file?

Unit 4: iVault Job Aid

4

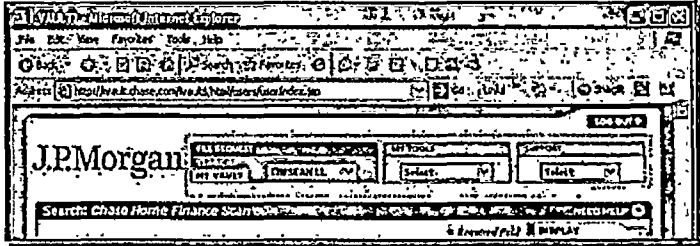
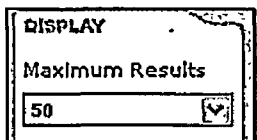

This unit allows you to:

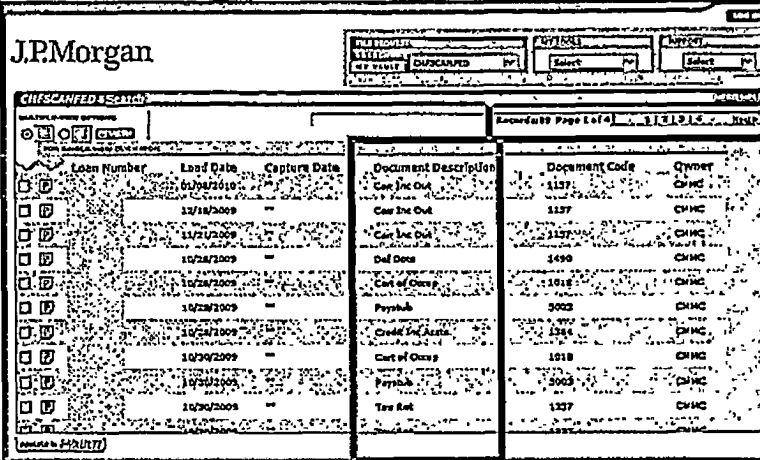

- Log into iVault.
- Navigate iVault in order to retrieve loan documents.

Accessing iVault






Step	Action
1	<p>Access iVault:</p> <ul style="list-style-type: none"> If you have the Financial Services Desktop, click the Signature Card/Document Retrieval link on the FSD home page to link to the new i-VAULT! search screen. If you do not have the FSD desktop but use the Single Sign on process, type the iVault URL in your browser address bar: <u>ivault.chase.com/protected/SiteMinderServlet</u>. If you do not have FSD or Single Sign On ID, log in directly through iVault via the <u>iVAULT.chase.com</u> url. Type your Standard ID and password. Save the iVAULT! main search page as a Favorite in your browser.
2	Type in your user name and password.

File Request

Go Here	Do This
1 File Request section	<p>In the File Request section/ Search field:</p> <ul style="list-style-type: none"> Select CHFSCANFED for hWaMu and hChase 
2 Display section	<p>In the Maximum Results field, select 400.</p> 
3 Loan Number field	<p>In the Loan Number field, type the loan number. Press <Enter>.</p> 

	Go Here	Do This
4	iVault search results	<p>From the search results, review the Document Description column to locate the Note. Review each screen as needed.</p>  <p>Double-click the Document icon  to view the imaged Note.</p>
5	Review image	Return to procedures and review documentation against the procedure.

Basic Navigational Functions

Step	Icon/Function	Action
1	 Print	Print documents
2	 Hand Tool	Drag document page around in view window
3	 Graphic Select Tool	<p>Click and draft to surround specific text; can copy to another application.</p> <p>Note: None of the text-related tools (including Note) are available since the document displays as a "graphic object" in the Adobe PDF format.</p>
4	 Zoom In/ Out	Zoom in and out quickly
5	 Save Copy To	Save a whole document to your c:/, a:/, d:/, or network drives

Search Documents

Step	Action
1	Select from the File Request drop down the appropriate folder for the desired loan Inquiry
2	Type the account number in the Account Number Equal To field
3	Click Begin Search or Press the Enter key.

Save Searches

Step	Action
1	Type the Account Number in the Equal To field
2	In the Actions section Save Search As field, type the name of your search.
3	Click the Save button

Recall Searches

Step	Action
1	In the MY TOOLS section, click the drop down arrow and select Saved Searches
2	In the Actions section Save Search As field, type the name of your search.
3	Click the Save button

Save Documents to My Library

Step	Action
1	In the ADD IMAGE TO MY LIBRARY Name field type a name for the folder
2	Click the drop-down menu and select New Project
3	Click the SAVE TO MY LIBRARY button
4	In the Script Prompt, type a name for the new project and click OK .

Recalling Documents from My Library


Step	Action
1	In MY TOOLS drop down menu and select MY LIBRARY
2	Click the name of the specified folder
3	Click the radio button to retrieve the document

Applying View Options

View Option	Action
Single View	<ol style="list-style-type: none"> 1. Select from the File Request drop down the appropriate folder for the desired loan inquiry 2. Type the account number in the Account Number Equal To field 3. Click Begin Search or Press the Enter key 4. The document opens, and you can skip pages using the Scroll bar on the left side of the page or the triangles at the bottom of the page
Multiple Horizontal View	<ol style="list-style-type: none"> 1. Select from the File Request drop down the appropriate folder for the desired loan inquiry 2. Type the account number in the Account Number Equal To field 3. Click Begin Search or Press the Enter key 4. Select multiple documents by clicking the blank boxes to the left of the yellow icons. 5. Click a Horizontal view radio button 6. Click VIEW button
Multiple Vertical View	<ol style="list-style-type: none"> 1. Select from the File Request drop down the appropriate folder for the desired loan inquiry 2. Type the account number in the Account Number Equal To field 3. Click Begin Search or Press the Enter key 4. Select multiple documents by clicking the blank boxes to the left of the yellow icons. 5. Click a Vertical view radio button 6. Click VIEW button

View Option	Action
Single View	<ol style="list-style-type: none"> 1. Select from the File Request drop down the appropriate folder for the desired loan inquiry 2. Type the account number in the Account Number Equal To field 3. Click Begin Search or Press the Enter key 4. The document opens, and you can skip pages using the Scroll bar on the left side of the page or the triangles at the bottom of the page
Multiple Horizontal View	<ol style="list-style-type: none"> 1. Select from the File Request drop down the appropriate folder for the desired loan inquiry 2. Type the account number in the Account Number Equal To field 3. Click Begin Search or Press the Enter key 4. Select multiple documents by clicking the blank boxes to the left of the yellow icons. 5. Click a Horizontal view radio button 6. Click VIEW button

Sign Off

Step	Action
1	<p>Click on the Log Out button in the top right-hand corner of the screen.</p> 

Knowledge Check

1. Access documents in iVault for the following heritage organization(s). (Check all that apply.)
 - ☐ hChase
 - ☐ hWaMu
 - ☐ hEMC
 - ☐ hBank of America
2. Enter the account number provided by your facilitator into iVault. Check each document that you were able to locate in iVault.
 - ☐ Note
 - ☐ Mortgage or Deed of Trust (indicate which one)
 - ☐ Assignment of Mortgage
 - ☐ Title Search
3. Enter the account number provided by your facilitator into iVault. Check each document that you were able to locate in iVault.
 - ☐ Note
 - ☐ Mortgage or Deed of Trust (indicate which one)
 - ☐ Assignment of Mortgage
 - ☐ Title Search
3. Using the same account number that you used for #3, compare the Note to the Mortgage or Deed of Trust. Does the borrower names and property address match?
 - a. Yes, both match
 - b. Borrower names match, but the property address does not.
 - c. Borrower names do not match, but the property address does.
 - d. No, both are different

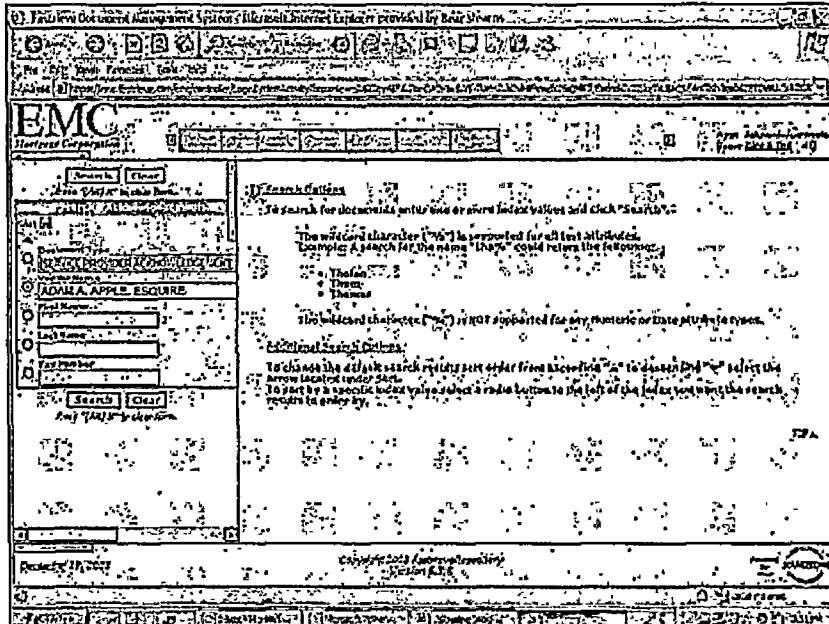
Unit 5: Fastrieve Job Aid

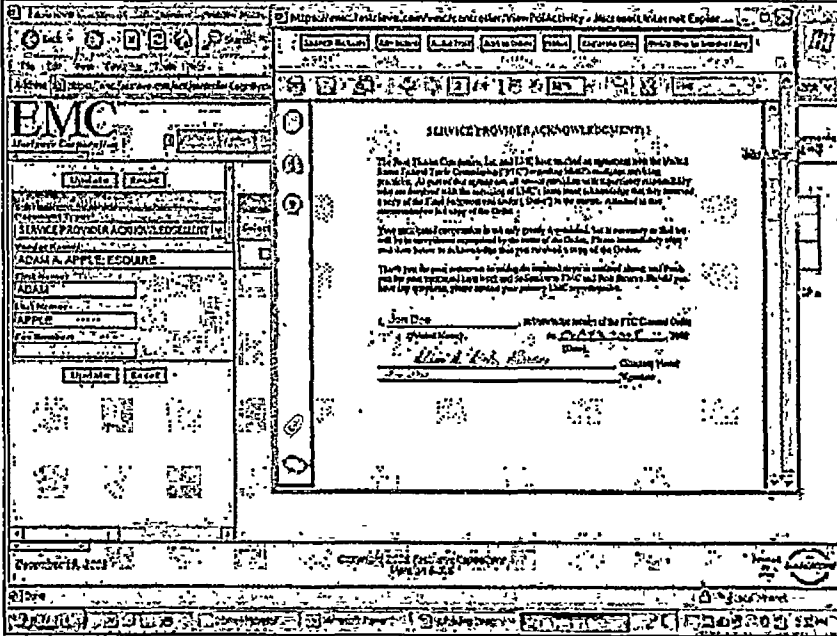
5

This unit allows you to:

- Log into Fastrieve.
- Navigate Fastrieve in order to retrieve loan documents.

Accessing Fasttrieve

Go Here	Do This
Internet Explorer	Launch Internet Explorer. To access Fasttrieve, enter the URL: https://pbemcrem.fi.bear.com;7443/FasttrieveInterface/index.jsp Enter your User ID and password.
Search functions	<p>By Loan Number: Click in the radio button next to the Loan Number field. In the Loan Number field, type the loan number listed on the attorney cover sheet for the affidavit into the Search field.</p> <p>Press [Enter].</p> 

Go Here	Do This
Viewing Thumbnail Documents	<p>After completing your search, a folder will appear next to the Loan Number field.</p> <p>Click on the + sign to expand the folder.</p> <p>All the documents for the loan searched appear.</p> <p>Click in the box located next to the document you would like to view.</p> <p>Click on the PDF button. Your document will be launched in a separate box in Adobe PDF format.</p> 
Viewing and Zooming Documents	<p>To zoom in/zoom out the whole document: On the toolbar, click on the Zoom Out button</p> <p>Click on the Zoom In button to zoom in. You can also click on the drop down box and select a percentage to zoom in/out.</p>

Knowledge Check

1. Enter the account number provided by your facilitator into Fastrieve. Check each document that you were able locate.

☐ Note

☐ Mortgage or Deed of Trust (indicate which one)

☐ Assignment of Mortgage

☐ Title Search

2. Enter the account number provided by your facilitator into Fastrieve. Check each document that you were able locate.

☐ Note

☐ Mortgage or Deed of Trust (indicate which one)

☐ Assignment of Mortgage

☐ Title Search

Unit 6: RECS

6

This unit allows you to:

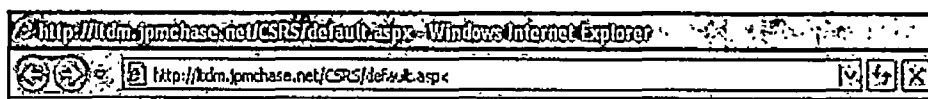
- Log into and out of RECS.
- Create a new Single Item Request.
- Navigate RECS to view previously submitted requests.

Introduction

The Records Request System (RECS) is an application that streamlines the request process for the Client Services department in Monroe, Louisiana. These applications acts like a funnel for document, collateral, credit, and image requests, as well as an autoroute tool to pull all applicable requests that were originally obtained through multiple channels. As a requester, you have the ability to enter a variety of types of requests, locate an existing request and manage those requests you created.

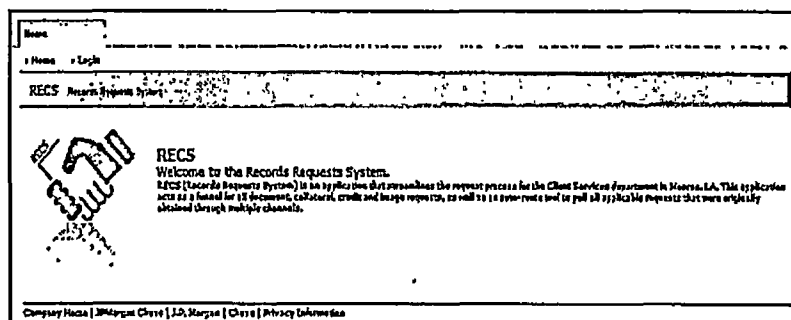
Locating RECS on the Intranet

1. Type this web address into the Intranet: <http://ldm.ipmchase.net/CSRS/>
2. Click the green Go button found on the end of the address bar.

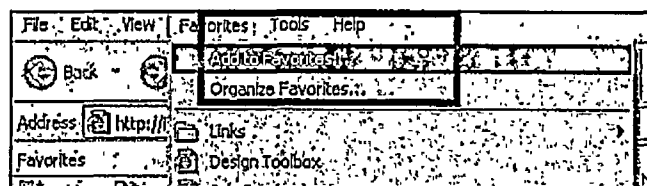


Saving RECS to Favorites

1. The following steps will only need to be done the first time you access RECS.
2. The screen shot below will appear when you have located RECS.

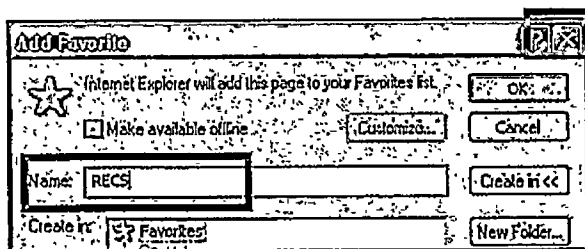


3. In the tool bar, locate the [Favorites] button.
4. Click the [Favorites] button and the following panel will open in the browser Window.
5. Click the [Add] button



6. Type RECS in the name field and select the [OK] button.

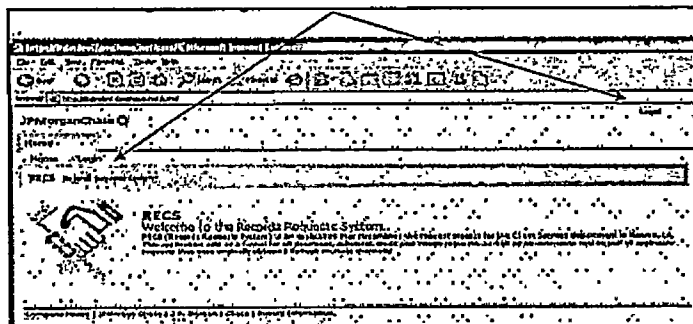
7. Close the Favorite panel by clicking the [X] button.



8. To locate RECS in the future, simply select the [Favorite] button on the tool bar to access your saved links.

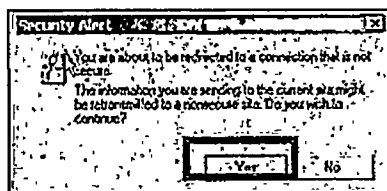
Signing onto RECS

1. Select the Login link to log into RECS.



2. The Single Sign On screen will appear. Enter your Standard Id and Single Sign On password.

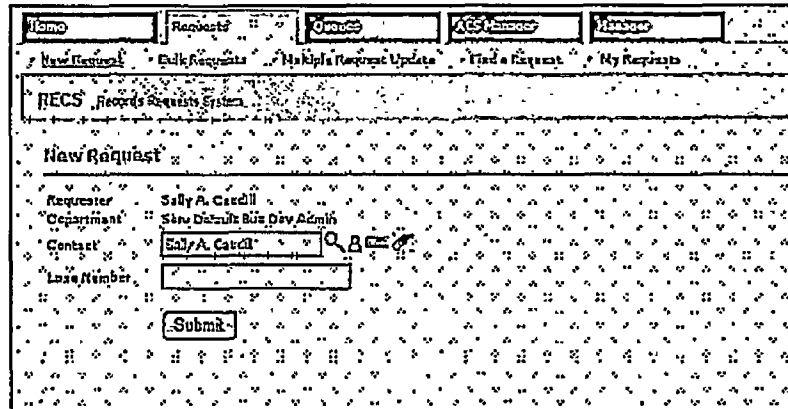
3. Click the [Login] Button. The below security alert may pop up. If so, click [Yes].



Result: The home page for the RECS application will appear.

Creating a New Request – Single Request

1. Click the Requests Tab and then click on [New Request] link.



Result: The Request screen will appear.

Navigation Links

	Go Here	Do This
1	New Request	Allows the user to enter a single new request
2	Bulk Requests	Allows the user to enter bulk requests
3	Find a Request	Locate a request previously created
4	My Requests	Review requests created by you

2. The Requestor, Department, and Contact fields will automatically populate with the information associated with your Single Sign On.

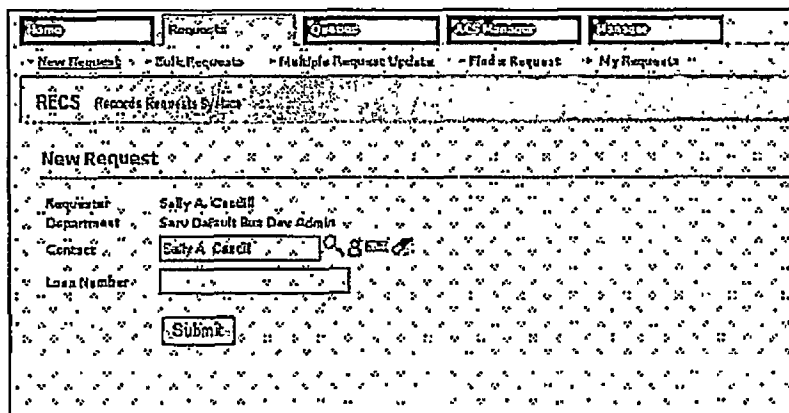
Contact Field Icons

	Go Here	Do This
1	Magnifying Glass	Allows for various search options for the Contact
2	Blue Man	Provides specific detail on the Contact
3	Envelope	Allows an email to be sent to the Contact
4	Erasure	Deletes the Contact name.

3. Key the loan number in the Loan Number field.
4. Click the [Submit] button.

NOTE: RECS will validate the loan number

- If the loan number is not found a message will appear.
- You may choose to continue or submit a different/corrected loan number.
- Reasons to continue can occur if the loan is purged or new.
- Continuation with an unidentifiable loan number results in the following screen:



5. Select Request Reason from one of the two available options: File or Document.
6. Select a Risk Type from one of the three available options.

Risk Types

	Go Here	Do this
1	Audit	Type of the request is for an Audit
2	No Risk	Type of the request is not for an Audit
3	Other	Other Type of request poses a risk, but there is no Audit.

JPMorgan Chase

Search

Home Requests Opened Add Request Cancel

New Request Bulk Requests Multiple Request Update Find a Request My Requests

RECS: Request Request System

New Request

Requester: Sally A. Caudill
 Department: Serv Delqut Bkg Dev Admin
 Contact: Sally A. Caudill
 Request Reason: -- Please Select a Request Reason --
 Risk Type: -- Please select a risk type --
 System: -- Please Select a System --
 Request Type: -- Please select a request type --
 Delivery Method: -- Please select a delivery method --
 Loan Number:
 Loan Status: -- Please Select a Loan Status --
 Borrower Name:
 Comments:
 Preview/Submit This Request Reset

7. Select system from the drop down menu.

NOTE: The system field is not required to submit a request entry.

8. Select request type.

Request Types

	Go Here	Do This
1	Document	Must select appropriate documents requested from the table that will appear
2	File	Must select Credit or Collateral

9. Select Delivery Method: Image, Ship, Other.

NOTE: If selecting Other, include the delivery information in the Comments Field.

10. Type the Loan number in the Loan number field.
11. Select the Loan Status.

Loan Status	--Please Select a Loan Status--
Borrower Name	--Please Select a Loan Status--
Comments	Paid
	Active

12. Type the Borrower's name in the Borrower's Name field.
13. Add any pertinent comments to the comments box.
14. Select the Preview/Submit This Request button to review the information entered for the request.

Preview/Submit This Request

15. The Preview screen will be displayed showing all the information entered for the request entry.

[Home](#)
[Requests](#)

[New Request](#)
[Bulk Requests](#)
[Find a Request](#)
[My Requests](#)

RECS Records Request System

Preview Requests A Total of 2 requests will be created upon submission.

Requester	Vicky Weaver
Department	Credit Support & Admin
Contact	Vicky F. Weaver
Risk Type	No Risk Applies
System	EMC MSP
Request Type	Document
File/Document Type	Abstract, Affidavit, Annual Equity Analysis Statement, Appraisal
Delivery Method	Image
Loan File	N/A
Comments	Please Image

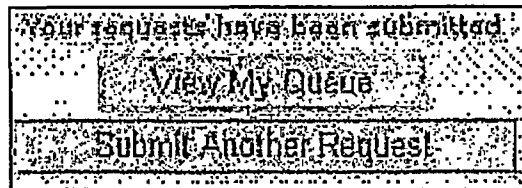
Submit This Request

Make Changes

A separate request will be created for each of the loans in your request, displayed below

Loan Number	Borrower Name
123456	Smith

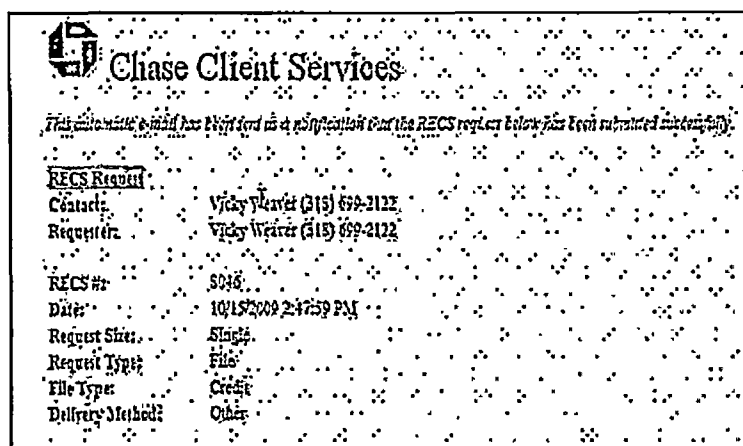
16. After reviewing the New Request Summary, if changes are need Select the Make Changes button and make corrections. If no changes are needed, select the Submit This Request button.
17. Once the request is submitted, a confirmation will appear on the screen.



NOTE: The RECS system will also automatically create and send a confirmation email to the creator of the request.

18. If additional requests need to be submitted, select the [Submit Another Request] button.
19. Once all requests are submitted, select View My Queue.

Example of Auto-confirmation Email



Unit 7: LISA and Signing Authority

7

This unit allows you to:

- Use LISA to determine Power of Attorney (POA)
- Use LISA to determine the plaintiff name

Accessing LISA

Generally, foreclosures are conducted in the name of the Note holder of record. Investor regulations specify who should be the Note holder of record for loan servicing purposes.

LISA is used to determine the correct name to foreclose in and whether or not Chase has signing authority for the Investor.

Follow these steps to verify POA and plaintiff name in LISA.

1. Access LISA using the following web address <http://lisaprod.ipmchase.net>
2. Once you enter the Investor Number from MSP, click the **[Search]** button.
3. Select Default drop down menu from the menu on the left hand side.
4. Select Foreclosure info on the left hand side menu.
5. Verify that the investor name in **Name to Foreclose in** field matches the plaintiff name on the ADA.

Determining the Name to Foreclose In

To determine whether the Plaintiff listed in the Caption section of the ADA is the name to foreclose in, affiants access the investor number on the SER1 screen in MSP and refer to LISA.



Key: If the Name to Foreclose In is a Chase entity, then they do not need a POA.

CHASE HOME FINANCE LLC,)
)
Plaintiff,)
)
VS.)



Use the accounts provided by your facilitator to determine the following information:

Loan #1

	Information
Investor Number?	
POA needed?	
FC Powers Granted?	

Loan #2

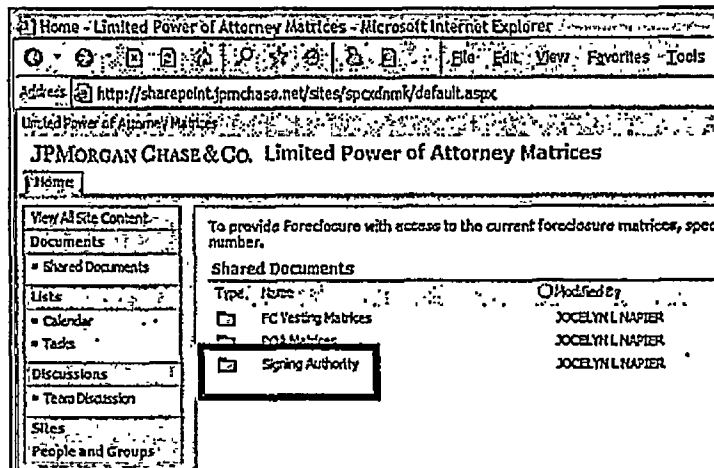
	Information
Investor Number?	
POA needed?	
FC Powers Granted?	

Loan #3

	Information
Investor Number?	
POA needed?	
FC Powers Granted?	

Verifying Signing Authority in SharePoint

Once the affiant completes affidavit, the document must be signed in the presence of a notary, using the same signature provided in the Signing Authority Matrix.



Your signature on the affidavit must match the way it is listed in the Signing Authority Matrix.

Note: The affidavit does not fail if the middle initial is absent in the affiant's signature.



Locate the Signing Authority Matrix. List the signing authorities you see.



Important: Do not leave any field blank in the signing area of an affidavit.

Unit 8: Online Letter Writer (OLLW)

8

This unit allows you to:

- Log into InfoSource OLLW.
- Locate a Breach Letter in InfoSource.

Overview

The InfoSource Online Letter Writer Tool (OLLW) generates letters based on information obtained through the OLLW screens in MSP.



What screens in MSP are considered OLLW screens?

Although you will not be generating letters using OLLW, you can search InfoSource letters for a copy of the Breach Letter sent to the customer.

Accessing InfoSource

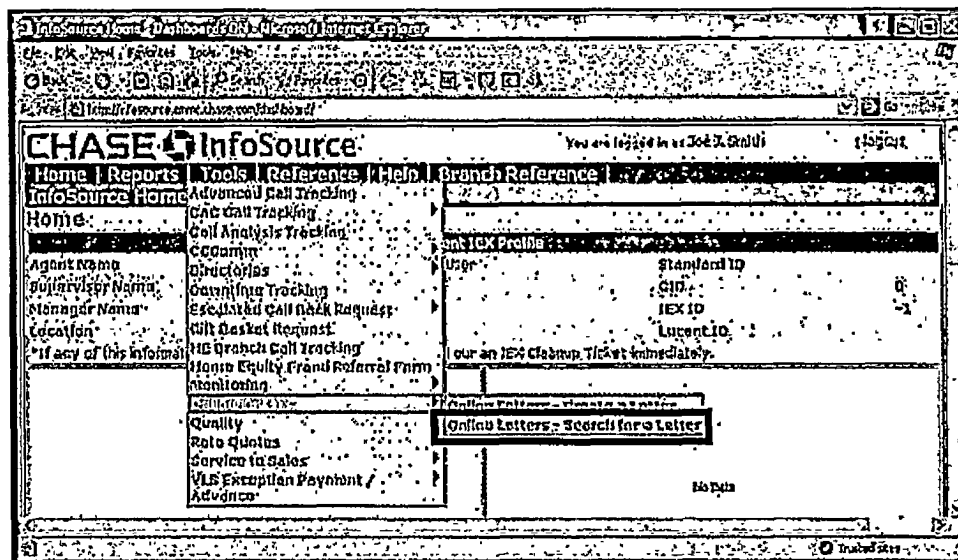
From your computer desktop, click the Internet Explorer icon.

Type the following URL in your web browser:

www.infosource.jpmchase.net.

Searching for a Letter

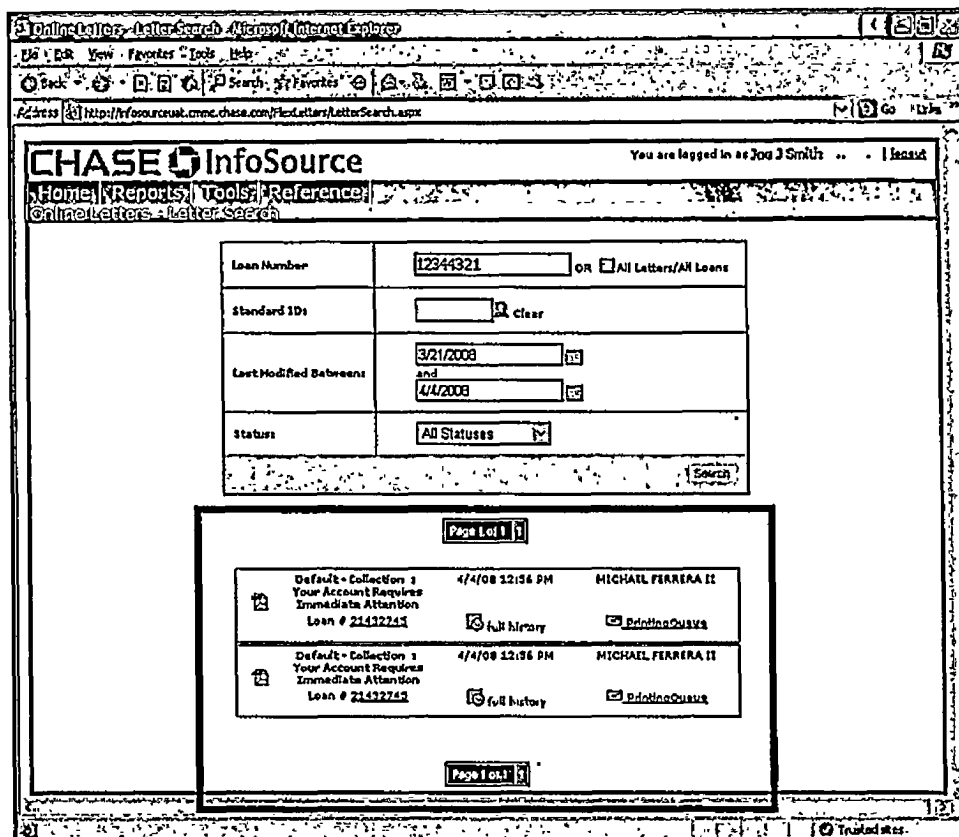
To search for a letter that was previously created, follow these steps.



Go Here		Do This
1	Tools menu	Select Online Letters, and select Online Letters – Search for a Letter.

You can search for letters using one or more of the criteria shown on this page.

Executing Foreclosure Documents Now Hire, Systems and Resources (Part 2 of 2) 79



Online Letter Search - Home | Reports | Tools | Reference | Online Letters - Letter Search

You are logged in as Joe J Smith .. | Logout

Loan Number: 12344321 OR ☐ All Letters/All Loans



Standard ID#: Clear

Last Modified Between: 3/21/2008 and 4/4/2008

Status: All Statuses

Search

Page 1 of 1

 Default - Collection 1 Your Account Requires Immediate Attention Loan # 21432241	4/4/08 12:56 PM	MICHAEL FERRERA II	<input checked="" type="checkbox"/> Full History	<input checked="" type="checkbox"/> Printing Queue
 Default - Collection 1 Your Account Requires Immediate Attention Loan # 21432241	4/4/08 12:56 PM	MICHAEL FERRERA II	<input checked="" type="checkbox"/> Full History	<input checked="" type="checkbox"/> Printing Queue

Page 1 of 1

If the search results comprise more than one page, the Page # of # indicator shows this.

	Go Here	Do This
7	Loan # link	This link is not used.
8	Full History link	Click here to list a history of events for this letter as shown on the next page.
9	Printing Queue link	Click here to check the printing status. This is shown on page Error! Bookmark not defined..

Online Letter Writer Search - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home

Address http://infosourcebank.com/chase.com/letters/LetterSearch.aspx

CHASE InfoSource You are logged in as Joe J Smith | Logout

Home Reports Tools Reference

Online Letters Letter Search

Loan Number	2344321	OR <input type="checkbox"/> All Letters/All Loans
Standard IDs	<input type="text"/> Clear	
Last Modified Between	3/21/2008	and 4/4/2008
Status	All Statuses	

Search

Page 1 of 1

Default - Collection 1 Your Account Requires Immediate Attention Loan # 21422743	4/4/08 12:56 PM	MICHAEL FERRERA II
<input type="checkbox"/> Full History <input type="checkbox"/> Printing Queue		
History		
Status	Changed By	Changed Date
PrintingQueue	MICHAEL FERRERA II	4/4/2008 12:56:52 PM
Default - Collection 1 Your Account Requires Immediate Attention Loan # 21422743	4/4/08 12:56 PM	MICHAEL FERRERA II
<input type="checkbox"/> Full History <input type="checkbox"/> Printing Queue		

Page 1 of 1

Trusted sites

The history list shows events for the selected letter.



List the date that the Breach Letter was generated in InfoSource for the following accounts:

1. Account #1

2. Account #2

3. Account #3

Unit 9: Venture

9

This unit allows you to:

- Access the Venture website.
- Locate and view Breach Letters.

Overview

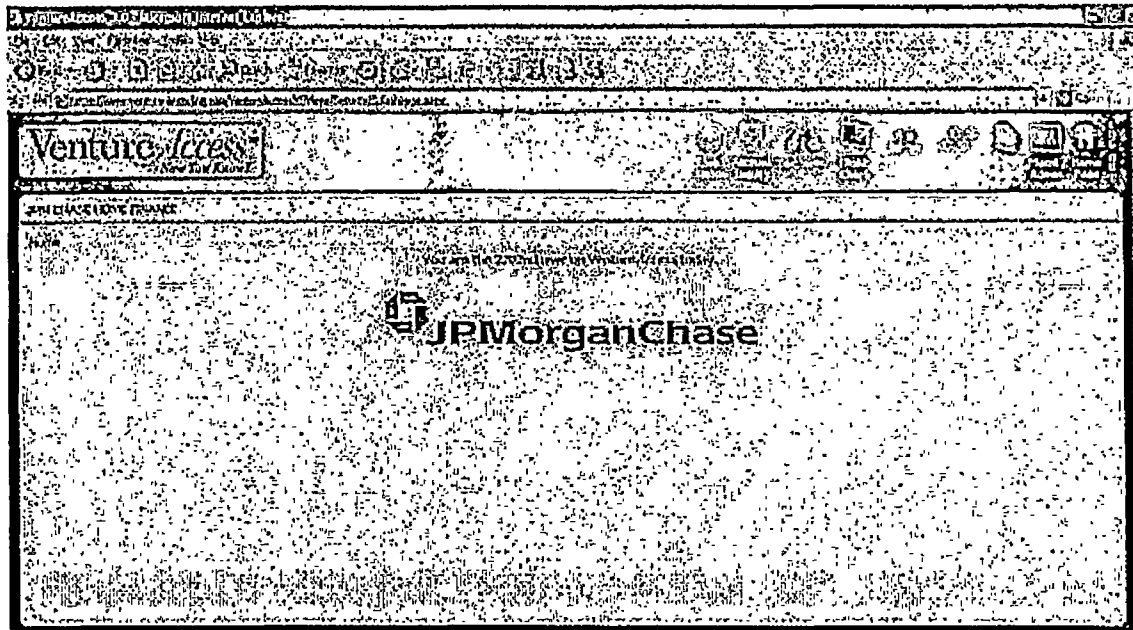
Venture provides easy access to many of the letters and mailings sent to customers. Use the Venture web-based system to view **Breach Letters**.

Access Venture at this web address;

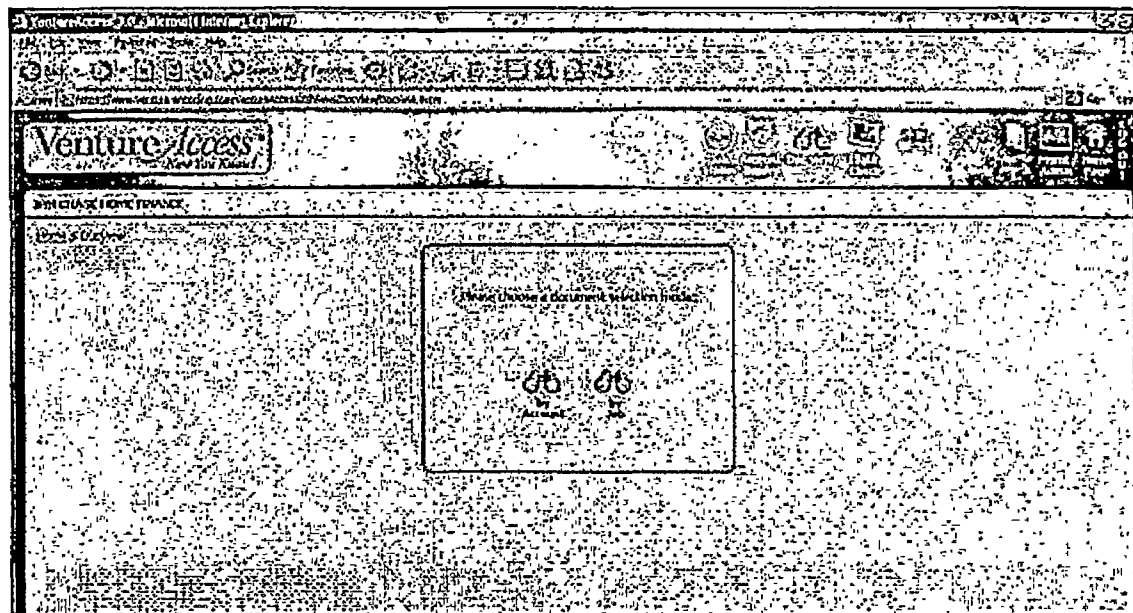
- ✱ <https://www.venture-encoding.com/VentureAccess30/Views/Shared/Index.aspx>.

Locating and Viewing Letters in Venture

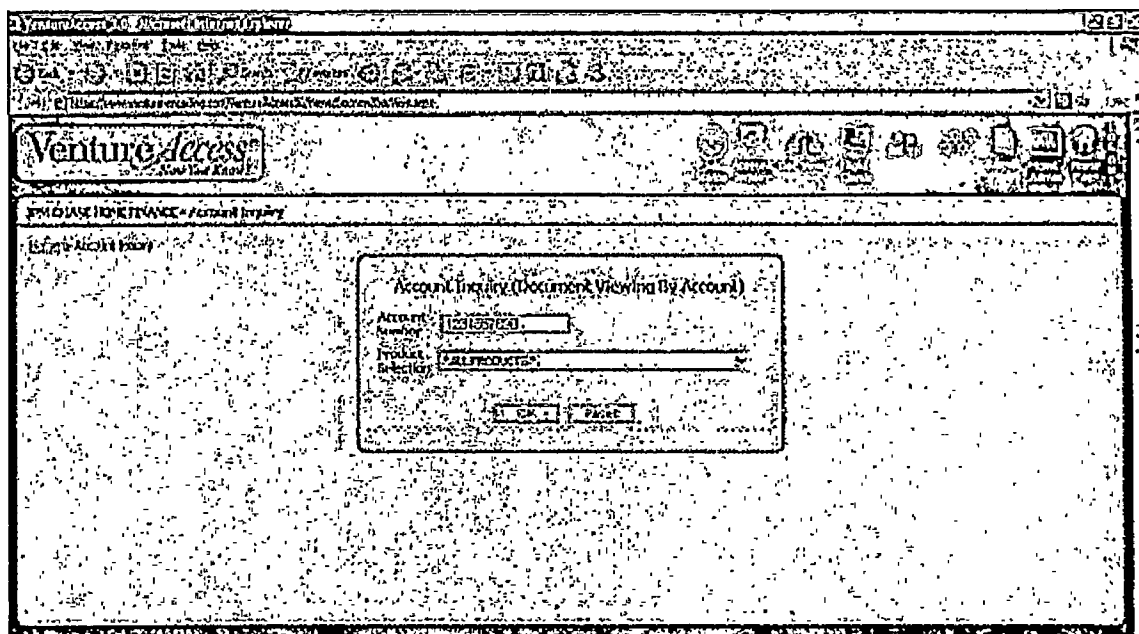
3. In the **User ID** field, type your Venture user id.
4. In the **Password** field, type your password.
5. Click **[Login]**.



6. Click the Doc View icon



7. When prompted, click the By Account icon



Venture Access

Account Inquiry (Document Viewing By Account)


Account Number:

Product:

Buttons: [OK] [Cancel]

8. In the Account Number field, type the loan number.
9. In the Product Selection field, select All Products.
10. Click [OK].

Job	Account #	Letter ID	Product	Name	Address
1234567890 Loan Date: 11/11/2012	1234567890 01	0101	PRIME 1ST CLASS COLLECTION LETTER Letter Date: 11/11/2012	JOHN DOE	1234 Pine Ave Anytown, NY 12345
1234567890 Loan Date: 11/11/2012	1234567890 02	0101	PRIME 1ST CLASS COLLECTION LETTER Letter Date: 11/11/2012	JOHN DOE	1234 Pine Ave Anytown, NY 12345
1234567890 Loan Date: 11/11/2012	1234567890 03	0101	PRIME 1ST CLASS COLLECTION LETTER Letter Date: 11/11/2012	JOHN DOE	1234 Pine Ave Anytown, NY 12345

11. Review the find the letter that you need.
12. To view the letter, click the Binoculars icon  located under the account number.



List the date of the Breach Letter found on the Venture site.

1. Account #1

2. Account #2

Unit 10: Breach Letter Tool

10

This unit allows you to:

- Access the Venture website.
- Locate and view Breach Letters.

Overview

The Breach Letter Tool (BLT) is used to view information on Breach Letters for hWaMu accounts.

Accessing BLT

	Go Here	Do This
1	Internet Explorer	Copy and paste the following link: https://ssologin.ipmchase.net/siteminderagent/SSOlogin.fcc?TYPE=33554433&REALMOID=06-c889f8b3-7daf-106c-8a63-8511b9c80cb3&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=wYEDPSblVil6ung9MxYCztRSgEGAB9uCwxCBZWqWaUw0Aafk6P9iXAAegA0m5JBZ&TARGET=\$SM\$HTTP%3a%2f%2fblt%2eipmchase%2enet%2fblt
2	Login Screen	Enter the following information to login: <ul style="list-style-type: none"> Standard ID : SID Password – for 1st time log in, click Reset/Forgot Password to create password.

Running a Query in the Breach Letter Tool

BLT Breach Letter Tool

CHASE

Production

View and Manage

[Home](#)
[Back](#)
[Log Out](#)

BLT

Loans

Access Roles View Only

Today:	12/09/2010	Yesterday:	12/07/2010
Total Incoming Loans:	1916060	Total Incoming Loans:	1910331
Total Selected Loans:	115694	Total Selected Loans:	110353
Total Excluded Loans:	1000366	Total Excluded Loans:	1799978
Total Loans With Letters:	897	Total Loans With Letters:	1231
Total Loans Without Letters:	114797	Total Loans Without Letters:	117122

Loans/Letters Process Numbers

Process Date	Incoming Loans	Selected Loans	Excluded Loans	Loans With Letters	Loans Without Letters
12/09/2010	1916060	115694	1000366	897	114797
12/07/2010	1910331	110353	1799978	1231	117122
12/06/2010	1921712	121910	1799802	17693	104217
12/03/2010	1922815	1126956	1799859	1199	125757
12/02/2010	1930439	131063	1799376	3152	127911
12/01/2010	1843233	77820	1765403	2315	177915
11/30/2010	1847340	83304	1763506	5343	178485
11/23/2010	1849234	86113	1763101	19223	162230
11/24/2010	1853025	90072	1762953	1034	89039

- Click  to the left of the Loans folder in the left hand panel.

Microsoft Internet Explorer

BLT Breach Letter Tool

CHASE

Home Back Log Out

Access Roles View Only

Today: 12/08/2010 Yesterday: 12/07/2010

Total Incoming Loans: 1916060 Total Incoming Loans: 1918331

Total Selected Loans: 115694 Total Selected Loans: 118353

Total Excluded Loans: 1800366 Total Excluded Loans: 1799970

Total Loans With Letters: 897 Total Loans With Letters: 1231

Total Loans Without Letters: 114797 Total Loans Without Letters: 117122

Loans/Letters Process Numbers

Process Date	Incoming Loans	Selected Loans	Excluded Loans	Loans With Letters	Loans Without Letters
12/08/2010	1916060	115694	1800366	897	114797
12/07/2010	1918331	118353	1799970	1231	117122
12/06/2010	1921712	121910	1799802	17693	104217
12/03/2010	1926815	126956	1799859	1199	125757
12/02/2010	1930439	131083	1799376	3152	127911
12/01/2010	1943723	79800	1763403	2315	77515
11/30/2010	1847340	83834	1763506	5249	78485
11/29/2010	1849294	86113	1763181	19083	66230
11/24/2010	1853025	90072	1762953	1034	89038
11/23/2010	1854168	90870	1763292	572	90301

Total Records: 47 Records Per Page: 10 Go Page: 1 of 5

2. Click the Default Loans folder to find letter information for Default Loans.

BLT Breach Letter Tool

CHASE

Home Back Log Out

Default Loan Search Criteria

Portfolio:

Loan Number:

Next Payment Due Date:

Property State:

Letter Date: (additional days)

Days Delinquent:

Letter ID:

Ownership Type:

Loan Search Results

- Enter information in one or more of the Default Loan Search Criteria fields to limit the search results.
- Click [Search]

Note: To retrieve a list of letters sent on a loan regardless of date, in the Loan Number field, type the loan number and click [Search].

BLT Breach Letter Tool

CHASE

Home Back Log Out

Default Loan Search Criteria

Portfolio:

Loan Number:

Next Payment Due Date:

Property State:

Letter Date: (additional days)

Days Delinquent:

Letter ID:

Ownership Type:

Loan Search Results

Loan Number	Letter ID	Letter Date	Letter Desc	Property State	Due Date	DPD	Special Request	MAN	Process Stop	FC	FC Status	No Notices	BIR Status	REQ Status
1234567890	C0826	10/08/2010	NC Demand	NC	08/01/2010	68	False	0	0	0	R	0		
1234567890	C0826	10/01/2010	NC Demand	NC	08/01/2010	61	False	0	0	0	R	0		
1234567890	C0826	09/30/2010	NC Demand	NC	07/01/2010	91	False	0	0	0	R	0		
1234567890	C0826	03/24/2010	NC Demand	NC	02/01/2010	51	False							
1234567890	C0826	03/01/2010	NC Demand	NC	01/01/2010	69	False							

- Double click a loan number in the Loan Number column of the Loan Search Results section to view detailed letter information.

BLT Breach Letter Tool **CHASE**

Account #1234567890 Welcome, [Name] | Log Out

BLT

- Loans
- Delinquency
- Exception Loans
- Special Loans

Loan Details

Loan Number:	1234567890	Original Mortgage Amount:	15,200.00	Days Delinquent:	66
Letter ID:	C0836	First Principal Balance:	41,116.92	Delinquent Payment Balance:	786.87
Letter Date:	10/08/2010	Suspense Balance:	37.71	Delinquent Payment Count:	3
Letter Desc:	NC Demand	Escrow Balance:	73.90	Delinquent Escrow Balance:	214.59
Property State:	NC	Recover Corp Advance Balance:	(10.85)	Avg Delinquent Payment Count:	262.29
Next Payment Due Date:	09/01/2010	P&I Amount:	(90.76)	Delinquency Class Code:	EA
Mkt Date:	11/18/2002	Escrow Amount:	0.00	Delinquency Reason Code:	006
Loan Closing Date:	11/18/2002	YTD Interest Amount:	955.500	Property Street Address:	123 ANYSTREET
Loan Type:	3	Total P&I Amount:	572.28	City Name:	ANYTOWN
Borrower Name:	JOE BORROWER	Co-Borrower Name:		Property State-Zip:	NC - 28365
Borg Address Line:		Borg City Name:	ANYTOWN	Outlet Type:	CK Printers
Borg Address Line:	PO BOX 324	Borg State-Zip:	NC - 28450000	Special Request:	False

Status:	Owner/Type:	FLMCode:	N	Mkt ID:	2026
COOP:	N	PrimeSubType:	P	Annual Mkt ID:	-1
Valid Breach Letter:	True	Prey EQ:	N	Due Date Unchanged Since Yr1:	Y
Valid W/letter:	False	GMVCFCT:	N	Due Date Unchanged Since Yr2:	Y
Valid W/letter:	False	InvestorID:	US0	Client:	155
Valid W/letter:	False	Investor Name:	FINA 21754-000-3	Zone Category:	1
FLA Check Number:		County Code:	191	Letter Data Plus, Thru, Days:	11/22/2010
Consumer Loan:		Zone:	10		
Originator:		Eligible For Annual Letter:	N	Auto Number:	9047519
OLS Key ID:	1560000600279245				

Prev Letter History

Letter ID	Letter Date	Letter Desc	Next Payment Due Date	Days Delinquent	Delinquent Payment Balance	Special Request
C0836	10/01/2010	NC Demand	09/01/2010	61	524.53	False
C0836	09/20/2010	NC Demand	07/01/2010	91	786.97	False
C0836	09/24/2010	NC Demand	02/01/2010	51	749.85	False
C0836	09/11/2010	NC Demand	01/01/2010	69	1140.25	False
C0836	09/09/2010	NC Demand	12/01/2009	98	1500.65	False
C0836	12/16/2009	NC Demand	11/01/2009	45	700.00	False

6. In the Loan Details section the screen, you can see the loan information that will be in the letter. Compare the delinquent amounts to the information on DLQ1 in MSP to confirm that the letter information is current.



List the date of the Breach Letter found on the BLT.

1. Account #1

2. Account #2

Unit 11: SCRA Website

11

This unit allows you to:

- Access the SCRA website.
- Navigate the SCRA website in order to verify a borrower's military status.

Accessing SCRA

You can access information on the SCRA website, www.dmdc.osd.mil/appi/scra/scraHome.do, to determine whether the status of a borrower who is in the military is currently active duty, or has been on active duty within the preceding 367 days.

Note: You may see two security alerts. Click [OK] to close the message box that indicates you are about to view pages over a secure connection. Click [Yes] to close the security certificate message box.


Determining Service Member Active Duty Status

Service Members Civil Relief Act (SCRA) [50 USC Appx. §§ 501 et seq. as amended]			
(SCRA) Service Members Civil Relief Act			
Enter all available information to improve the quality of the match.			
SSN	<input type="text" value="111111111"/>	Repeat SSN	<input type="text" value="111111111"/>
Last	<input type="text" value="Marine"/>	Last	<input type="text" value="Marine"/>
First	<input type="text"/>	First	<input type="text"/>
Middle	<input type="text"/>	Middle	<input type="text"/>
Birth Yr	<input type="text"/> Month <input type="text"/> Day <input type="text"/>	Birth Yr	<input type="text"/> Month <input type="text"/> Day <input type="text"/>
<input type="button" value="LookUp"/> <input type="button" value="Erase"/>			
Upon clicking the "LookUp" button, based on the SSN and other personal information furnished, the Department will advise you that it does			
<ol style="list-style-type: none"> 1. Not possess information regarding whether the individual is on active duty, or 2. Possess information indicating that the individual is or was on active duty. 			

Digital Certificate Help

1. In the **SSN** field and the **Repeat SSN** field, type the borrower's social security number.
2. There are two fields labeled **Last**. In both **Last** fields, type the borrower's last name.
3. Click **[LookUp]**.

Department of Defense Manpower Data Center Dec-06-2010 03:04:35

 **Military Status Report**
Pursuant to the Service Members Civil Relief Act

Last Name	First/Middle	Begin Date	Active Duty Status	Active Duty End Date	Service Agency
MARINE		JUN-07-2004	Yes	NA	Marine Corps

Upon searching the information data banks of the Department of Defense Manpower Data Center, based on the information that you provided, the above is the current status of the individual as to all branches of the Uniformed Services (Army, Navy, Marine Corps, Air Force, NOAA, Public Health, and Coast Guard).

Mary M. Shavelly-Dixon


Mary M. Shavelly-Dixon, Director
Department of Defense Manpower Data Center
1600 Wilson Blvd., Suite 400
Arlington, VA 22203-2933

The Defense Manpower Data Center (DMDC) is an organization of the Department of Defense that maintains the Defense Enrollment and Eligibility Reporting System (DEERS) database which is the official source of data on eligibility for military medical care and other eligibility systems.

The DoD strongly supports the enforcement of the Service Members Civil Relief Act (50 USC App. § 5501 et seq. as amended) (SCRA) (formerly known as the Soldiers' and Sailors' Civil Relief Act of 1940). DMDC has issued hundreds of thousands of "does not possess any information indicating that the individual is currently on active duty" responses, and has experienced a small error rate. In the event the individual referenced above, or any family member, friend, or representative asserts in any manner that the individual is on active duty, or is otherwise entitled to the protections of the SCRA, you are strongly encouraged to obtain further verification of the person's status by contacting that person's Service via the "defenselink.mil" URL: <http://www.defenselink.mil/fag/ols/FC09SLOR.html>. If you have evidence the person is on active duty and you fail to obtain this additional Service verification, punitive provisions of the SCRA may be invoked against you. See 50 USC App. § 5521 (c).

If the borrower is active duty, or has been on active duty within the preceding 367 days, the borrower's Begin Date, Active Duty Status, Active Duty End Date, and Service status will be displayed.

Department of Defense Manpower Data Center Dec-06-2010 08:12:36

 **Military Status Report**
Pursuant to the Service Members Civil Relief Act

Last Name	First/Middle	Begin Date	Active Duty Status	Active Duty End Date	Service Agency
MARINE		Based on the information you have furnished, the DMDC does not possess any information indicating the individual status.			

Upon searching the information data banks of the Department of Defense Manpower Data Center, based on the information that you provided, the above is the current status of the individual as to all branches of the Uniformed Services (Army, Navy, Marine Corps, Air Force, NOAA, Public Health, and Coast Guard).

Mary M. Shavelly-Dixon

If the borrower is not active duty, and has not been on active duty within the preceding 367 days, the message will read, "Based on the information you have furnished, the DMDC does not possess any information indicating the individual status."

Unit 12: Websites for locating the Assignor

12

This unit allows you to:

- Write an objective that starts with an action verb, is in sentence case, and ends with a period.
- Write an objective that starts with an action verb, is in sentence case, and ends with a period.

Overview


If an assignor cannot be located in the Corporate Contact database, you can access these websites to search for the assignor.

- Secretary of State Corporate and Business Entity Search page
 - www.secstates.com
- National Information Center Institution Search page
 - www.ffiec.gov/nicpubweb/nicweb/SearchForm.aspx
 - This site contains information on financial institutions

Locating Assignor through Secretary of State Website

Locate an assignor through the Secretary of State Corporate Entity and Business Entity Search page; you must first select the state. You can determine the state based on the company address on the Mortgage or Deed of Trust or you can find the information on the last transfer and see if the address for the assignor is on the assignment document.

NEW: Check out the SecStates Department of Motor Vehicles search page to locate the DMV for any state!



Secretary of State Corporation and Business Entity Search Page

Ads by Google Corporation Search Business Search Incorporation Records State Incorporation

You can find information on any corporation or business entity in the United States by performing a search on the Secretary of State website of the state or territory where that corporation is registered. Use the links below to jump straight to the correct search page. This site is not affiliated with any government entity and there is no charge to use it. Please note that while most state websites provide basic registration information for free, there are some that may require a fee for more detailed information. You can add this page to your favorites for future reference.

① Find general info on a company
Company Info search www.123456789.com
Company information online available. Try and test us.

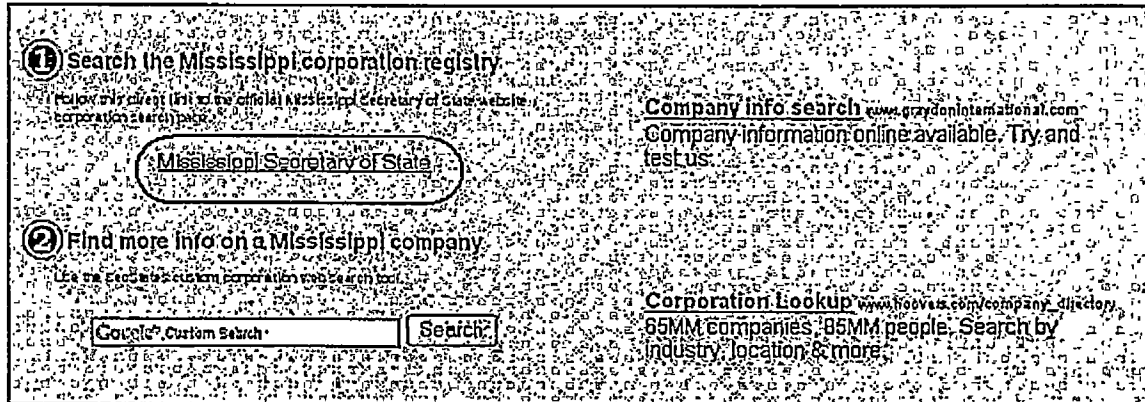
Google Custom Search Search

Corporation Search www.123456789.com
85MM companies. Search by location, industry, name, & more. Free Trial.

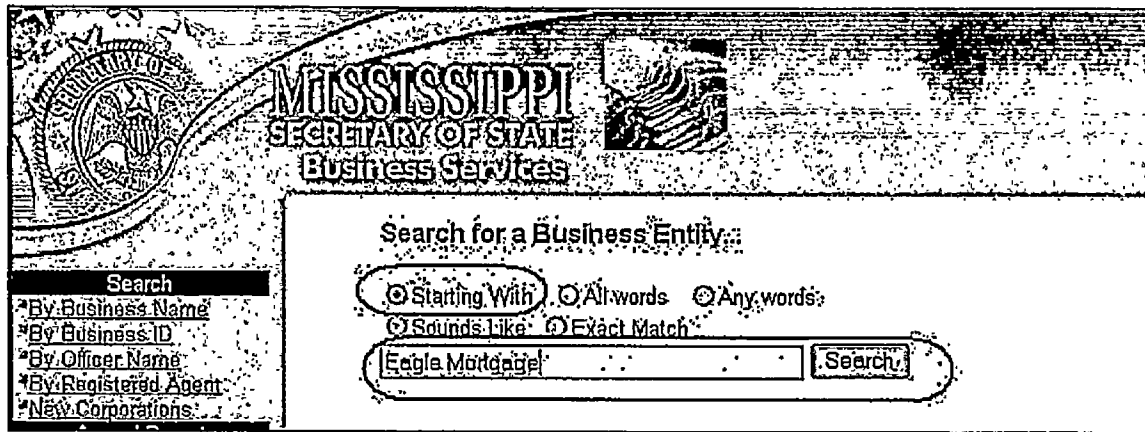
② Search Secretary of State business databases
Choose the state where the corporation you are researching is registered.

Alabama	Florida	Louisiana	Nebraska	Oklahoma	Utah
Alaska	Georgia	Maine	Nevada	Oregon	Vermont
Arizona	Hawaii	Maryland	New Hampshire	Pennsylvania	Virgin Islands
Arkansas	Idaho	Massachusetts	New Jersey	Puerto Rico	Virginia
California	Illinois	Michigan	New Mexico	Rhode Island	Washington
Colorado	Indiana	Minnesota	New York	South Carolina	West Virginia
Connecticut	Iowa	Mississippi	North Carolina	South Dakota	Wisconsin
Delaware	Kansas	Missouri	North Dakota	Tennessee	Wyoming
Dist. of Columbia	Kentucky	Montana	Ohio	Texas	

1. For this example the company address is in Mississippi. Click Mississippi in the list of state links.



2. Click the Mississippi Secretary of State link.



3. The name of the assignor is Eagle Mortgage, Inc. Select **Starting With** and type Eagle Mortgage in the Search field.

4. Click [Search].

Search Results Include Filings Through 11/30/2010 12:00 AM

Search Type: Starting With Search Criteria: Eagle Mortgage
Search Date: 12/7/2010 Search Time: 07:33

Click on the Business Entity Name or Charter Number to view more information.

Business Entity Name	Business ID	Type	Status	Entity Creation Date
Eagle Mortgage & Finance LLC	930019	Limited Liability Company	Good Standing	4/7/2008
Eagle Mortgage and Funding Inc.	923735	Business Corporation	Good Standing	12/12/2007
EAGLE MORTGAGE CO.	623332	Business Corporation	Dissolved	10/31/1995
EAGLE MORTGAGE CORPORATION	551180	Business Corporation	Dissolved	2/19/1988
EAGLE MORTGAGE CORPORATION OF CANTON, INC.	576611	Business Corporation	Dissolved	11/30/1990
EAGLE MORTGAGE, INC.	706132	Business Corporation	Good Standing	8/23/2001

- A list of Mississippi Corporations and Business Entities with names that begin with Eagle Mortgage is displayed. This page shows that Eagle Mortgage, Inc is in good standing.
- Click the **Eagle Mortgage, Inc.** link.

Search Results Include Filings Through 11/30/2010 12:00 AM

Date: 12/7/2010 [View Filed Documents](#)

Name History

Name	Name Type
EAGLE MORTGAGE, INC.	Legal

Business Corporation - Domestic - Information

Business ID: 706132

Status: Good Standing

Creation Date: 8/23/2001

State of Incorporation: MS

Principal Office Address: 204 W. North Street
Poplarville MS 39470

Listing Address: No Address

Registered Agent

Agent Name: JON C WILLIAMS

Office Address: 204 W NORTH ST
POPLARVILLE MS 39470

Mailing Address:

- The Principle Office Address is listed on this page. To find the phone number, search for this address in Google or 411.com. If a phone number cannot be found for the principle office address, look for a phone number for the Registered Agent.

Locating Assignor through National Information Center Website

National Information Center
A repository of financial data and institution characteristics collected by the Federal Reserve System

Home | Institution Search | FDIC Search | Top 50 BNCs | BNCPR Peer Reports | FAQ

To find an institution, enter your criteria and click the "Submit" button. The following page(s) will display a list of all institutions that match these criteria.

Status: ☐ Current ☐ Non-Current ☐ Current and Non-Current

Institution Name: ☐ Anywhere in Name ☐ Begins with
wachovia bank

City: ☐ Anywhere in Name ☐ Begins with

State:
ALABAMA
ALASKA
ARIZONA

(AKA) be ignored if a country other than U.S. is selected

Country:
UNITED STATES
ABU DHABI
AFGHANISTAN

Institution Type:
HOLDING COMPANY
COMMERCIAL BANK
SAVINGS BANK

Enter data in only one of the following three ID fields if using them to complete an institution search

RSSD ID:

Routing Transit Number (RTN):

FDIC Certificate Number:

Submit Reset

The National Information Center online is used only for finding information on financial institutions. This can be used in addition to the Secretary of State web site. On this site, you can view name and changes and mergers for financial institutions.

1. Leave the selections for State, County, and Institution Type as is.
2. In this example, we will locate information for Wachovia Bank of Georgia by typing Wachovia Bank in the Institution Name field.

FFIEC home | Federal Reserve Board home

Accessibility | Disclaimer | Privacy Policy

National Information Center
A repository of financial data and institution characteristics collected by the Federal Reserve System

NIC Home | Institution Search | RSS Search | Top 50 BRs | BR CRR Peer Reports | FAQ

Institution(s) matched the specified criteria.
To view additional information for an institution, select that institution.

< Previous Page 1 Next >

Name (RSSD ID)	City	State	Country	Institution Type	As of Date
WACHOVIA BANK CARD SERVICES, INC. (1154423)	ATLANTA	GA		Domestic Entity Other	2004-03-31
WACHOVIA BANK OF DELAWARE NATIONAL ASSOCIATION (1724812)	WILMINGTON	DE		National Bank	2010-03-19
WACHOVIA BANK OF GEORGIA, N.A. (787431)	AUGUSTA	GA		National Bank	1997-06-01
WACHOVIA BANK OF SOUTH CAROLINA, N.A. (180324)	COLUMBIA	SC		National Bank	1997-06-01
WACHOVIA BANK, FSB (2264954)	HOUSTON	TX		Federal Savings Bank	2009-10-31
WACHOVIA BANK, NATIONAL ASSOCIATION (392620)	WINSTON-SALEM	NC		National Bank	2002-03-31
WACHOVIA BANK, NATIONAL ASSOCIATION (484422)	CHARLOTTE	NC		National Bank	2010-03-19

Page 1 of 1

3. Click the Wachovia Bank of Georgia, N. A. (787431) link to view name changes.

FFIEC home | Federal Reserve Board home

Accessibility | Disclaimer | Privacy Policy

National Information Center
A repository of financial data and institution characteristics collected by the Federal Reserve System

NIC Home | Institution Search | RSS Search | Top 50 BRs | BR CRR Peer Reports | FAQ

Institution History

You asked for:
WACHOVIA BANK OF GEORGIA, N.A.

This institution has become a branch and been renamed (see Institution History). The current information is:
WHEELER ROAD BRANCH
3645 WHEELER ROAD
AUGUSTA, GA; UNITED STATES 30909

Institution Type: Domestic Branch of a Domestic Bank
RSSD ID: 787431
Head Office: WELLS FARGO BANK, NATIONAL ASSOCIATION

4. To view a complete history of mergers or name changes for this institution, click the Institution History tab.

FFIEC home | Federal Reserve Board home

National Information Center
A repository of financial data and institution characteristics collected by the Federal Reserve System

Home | Institution Search | FD Search | Top 50 BHCs | BRGPR Peer Reports | FAQ

Institution History for: **WHEELER ROAD BRANCH (787431)**

3 institution history record(s) found. < Previous Page 1 Next >

Event Date	Historical Event
1925-02-15	FIRST NATIONAL BANK OF ATLANTA, THE located at ATLANTA, GA was established as a National Bank.
1937-12-31	FIRST NATIONAL BANK OF ATLANTA, THE moved to 2 PEACHTREE ST ATLANTA, GA.
1991-05-20	FIRST NATIONAL BANK OF ATLANTA, THE was renamed to WACHOVIA BANK OF GEORGIA, N.A.
1992-04-01	WACHOVIA BANK OF GEORGIA, N.A. moved to 191 PEACHTREE STREET ATLANTA, GA.
1998-04-01	WACHOVIA BANK OF GEORGIA, N.A. moved to 3645 WHEELER ROAD AUGUSTA, GA.
1997-06-02	WACHOVIA BANK OF GEORGIA, N.A. was acquired by WACHOVIA BANK NATIONAL ASSOCIATION.
1997-06-02	WACHOVIA BANK OF GEORGIA, N.A. was renamed to AUGUSTA BR and became a branch of WACHOVIA BANK, NATIONAL ASSOCIATION.
2002-04-01	AUGUSTA BR was renamed to WHEELER RD BR.


Page 1 of 1

Once you have located the assignor information on these websites. You will use the information to contact the applicable assignor's representative and continue following the procedure to send the assignment to the assignor to the executed and returned.

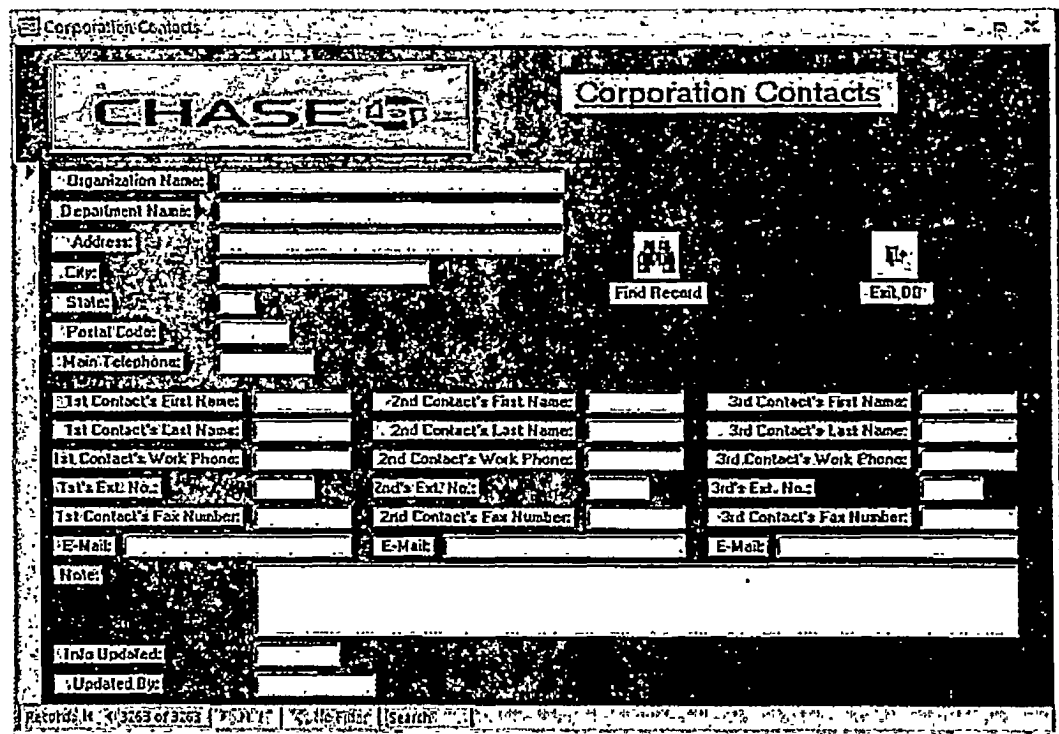
Update the Corporate Contact database with the information you have found.

Updating the Corporate Contacts Database

The Corporate Contact Database resides on the S: drive.

To update the Corporate Contact database, click the  button to the last record and then click Next Record. A blank sheet appears (see the screen below).

Fill in the information, and it saves it automatically. Click the [Exit DB] button when you are finished.



The screenshot shows a software window titled "Corporation Contacts" with the CHASE logo. The form contains the following fields and buttons:

- Organization Name:** [Text Field]
- Department Name:** [Text Field]
- Address:** [Text Field]
- City:** [Text Field]
- State:** [Text Field]
- Postal Code:** [Text Field]
- Main Telephone:** [Text Field]
- Find Record** [Button]
- Exit DB** [Button]
- 1st Contact's First Name:** [Text Field]
- 2nd Contact's First Name:** [Text Field]
- 3rd Contact's First Name:** [Text Field]
- 1st Contact's Last Name:** [Text Field]
- 2nd Contact's Last Name:** [Text Field]
- 3rd Contact's Last Name:** [Text Field]
- 1st Contact's Work Phone:** [Text Field]
- 2nd Contact's Work Phone:** [Text Field]
- 3rd Contact's Work Phone:** [Text Field]
- 1st's Ext. No.:** [Text Field]
- 2nd's Ext. No.:** [Text Field]
- 3rd's Ext. No.:** [Text Field]
- 1st Contact's Fax Number:** [Text Field]
- 2nd Contact's Fax Number:** [Text Field]
- 3rd Contact's Fax Number:** [Text Field]
- E-Mail:** [Text Field]
- E-Mail:** [Text Field]
- E-Mail:** [Text Field]
- Note:** [Text Area]
- Info Updated:** [Text Field]
- Updated By:** [Text Field]

At the bottom, there is a status bar showing "Records: 1 of 100" and a "Search" button.

Unit 13: County Recorder Website

13

This unit allows you to:

- Access the County Recorder website
- Perform a search for title and/or assignment information.

PQ

Overview

The County Recorder Office website is a resource used to locate missing assignments. Refer to online procedures for Executing the Lost Assignment Affidavit for more information on the use of this site.

Accessing Public Records Online

To launch the public records website, referred to as the County Recorder's website, type the URL below into a new browser window.

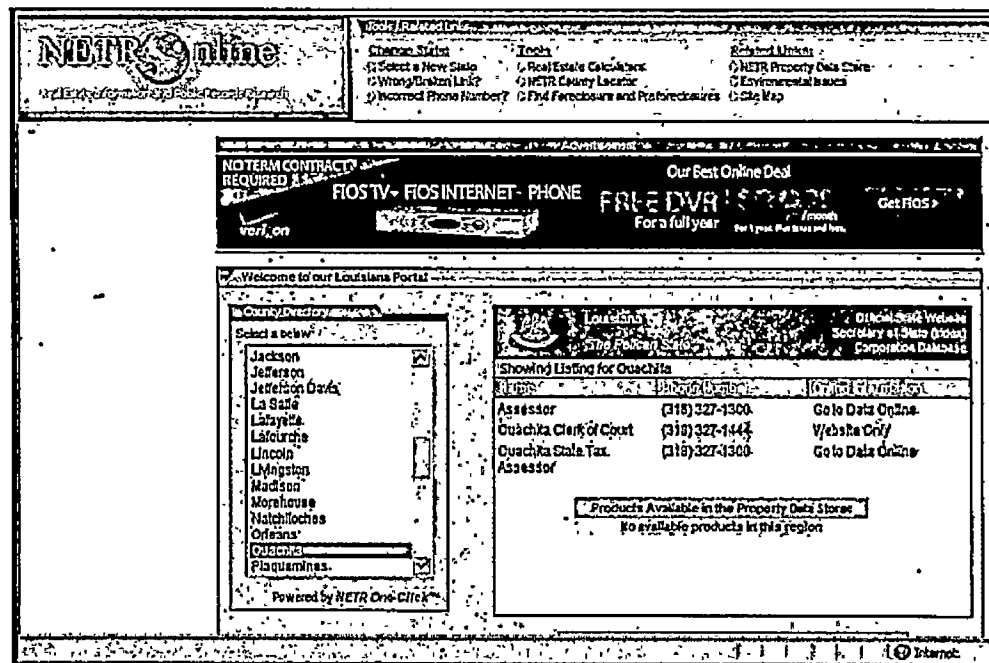
<http://publicrecords.netronline.com/dir.aspx?StateID=37>

The default link in the procedures is for the state of Ohio. To select another state, scroll to the bottom of the screen click the abbreviation for the desired state.

PA	RI	RI	AR	CA	CO	CT	DE	DC	FL	GA	HI	ID	IL	IN	IA	KS
KY	LA	ME	MD	MA	MI	MN	MO	MT	NE	NH	NJ	NM	NY	OH	OK	OR
SD	TX	UT	VA	VT	WA	WI	WV	WY								

Searching Public Records

Click the county or parish name from the County/ Township Select box.



A listing of county resources displays. The available online information varies for each county and state.

PQ



Explore the Public Records website to answer the following questions.

For county information listings, what do the following references indicate?

1. Website Only

2. Go To Data Online

3. By Subscription Only
