

HUTCHENS

SENER & BRITTON

News on the Go

HSB Named to Fannie Mae-Retained Attorney List Firm is one of only five North Carolina firms listed

Fannie Mae recently announced its retained attorney list for 31 states, and The Law Firm of Hutchens, Senter & Britton once again made the grade for North Carolina. The firm is one of only five Fannie Mae-retained firms in North Carolina.



North Carolina,” says Managing Partner Terry Hutchens. “We will continue to work very hard at providing competent, timely and efficient legal services to Fannie and the mortgage servicing industry.”

According to USFN Report, “with only a couple of exceptions, servicers are now required to direct all new foreclosure and bankruptcy referrals to a retained attorney firm found on the list, on or after Oct. 1, 2008.”

“We are very pleased that Fannie Mae has once again chosen our firm to be their lawyers in

Sept-Oct 2008

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HSB

And the Diamond Award Goes to . . .



HSB has received the 2008 Diamond Award of Excellence from USFN-America’s Mortgage Banking Attorneys. The Diamond Award recognizes the highest standards in such areas as industry leadership, staff development and client relations. This is the second consecutive year the firm has received the award.



Among USFN members, Hutchens, Senter & Britton was the only North Carolina firm to receive the prestigious Diamond Award this year. Nationwide, only 35 firms received the award.

Always Something New to Learn



Status team members Darwin Hadrick, Pam Peterson (left), and Natalie Andress look over materials in preparation for Fannie Mae Loss Mitigation training.

New CDs Eliminate Paper, Toner Waste

Real Estate Closing Packages Slim Down

In July's newsletter, you read about several steps HSB was taking to be a little greener. One of the money and material-saving ideas was to put real estate closing documents onto CDs. The CDs, pictured here, have arrived.

In addition to saving trees, it's also a great space-saver for our clients! Rather than finding a safe place for 65+ pages of paperwork, clients can tuck a CD into a safe place and print what they need if and when they need it.



Training Begins on New Software

Training begins early in September on the new customized case management software. The new software will increase efficiency and further enhance service to clients.

As with all software, the planning and development phase is often the most time-consuming stage of the process. With this phase complete, the IT department moves forward to training staff on the features of the new system.

Trainer Michele O'Donnell plans to take an old versus new approach to training: addressing how a task was done on the old software program and showing how it will be done on the new program.

Training sessions run daily from 9 a.m. to 3 p.m. through the end of September. By late November, the team hopes to complete the transition to the new software, making the old software a ready-reference resource.

A test version of the software will be installed on employees' computers as soon as they complete department-specific training sessions. Members of the IT department encourage users to alert them to possible problems or glitches as

the gradual transition from one case management system to another occurs. All emails with specific, detailed questions, concerns or suggestions concerning the new software should be addressed to CMSQA@hsbfirm.com.

Bits and Pieces

WFNC Summer Fan Club – Thanks to everyone who donated a fan during the Firm's sponsorship of the WFNC Fan Club. In August, more than 100 fans were delivered to the Cumberland County Council on Aging. Overall, more than 500 fans have been collected during the campaign.