

Loan Servicing Section–Recommendations

Current Job Duties	Servicer - Job Duties	In-house Job Duties	CoSA Staffing Component
1 Receiving Payments - walk ins Preparing excel sheet for payments received - walk/mail in 2 in 3 Posting onto 3D 4 Preparing/Reviewing Internal Order 5 Preparing bank deposit, End of Day deposit 6 Collection calls 7 Pay Off Requests 8 Insurance Research 9 Insurance Correspondence (incoming/outgoing) 10 Tax Research/Tax Correspondence (incoming/outgoing) 11 Foreclosures/Bankruptcies 12 16 day delinquency letters 13 Monthly delinquency letters 14 90 day delinquency letters 15 Permanent monthly delinquency letters 16 Letters from CAO 17 Reports for CAO letters 18 Loan Modifications 19 Incoming/outgoing phone calls 20 Release of Liens 21 Monthly write offs 22 Loan Payoff Quotations 24 Read/respond to email requests 25 Enter loans/review/activate 26 Phone coverage	1 Receiving Payments 2 Preparing excel sheet for payments received 3 Posting onto Loan database 4 Preparing bank deposit, End of Day deposit 5 Collection calls 6 16 day delinquency letters 7 Monthly delinquency letters 8 90 day delinquency letters 9 Permanent monthly delinquency letters 10 Letters from CAO 11 Reports for CAO letters 12 Opening/closing cash drawers 13 Annual Projects (coupons, yr end stmts, 1098's, etc) 14 Bankruptcies 15 Non-Sufficient Funds (NSF) Check	1 Pay Off Requests 2 Insurance Research 3 Insurance Correspondence (incoming/outgoing) 4 Tax Research/Tax Correspondence (incoming/outgoing) 5 Filing 6 Incoming/outgoing phone calls 7 Release of Liens 8 Monthly write offs 9 Meetings 10 Enter loans/review/activate 11 Record Retention 12 Annual Projects (coupons, ye stmts, inventory, 1098's, etc) 13 Loan Payoff Quotations 14 Loan Modifications 15 Affidavit of Owner	Fiscal Officer Admin Assist

27	Opening/closing cash drawers			
28	Record Retention			
29	Special Projects (ORR, EPDP's, Audits, Closeouts, Budget, etc)			
30	Annual Projects (coupons, yr end stmts, inventory, 1098's, etc)			
31	Non-Sufficient Fund (NSF) Check			