Perfection. . . . .

- Perfection is attained in slow degrees; it requires the hand of time.

Voltaire
The **D’s** of Due Diligence & Accountability

- Develop - Procedures
- Discipline - Training
- Disclosure – Inquiries to Applicants to borrowers
- Documentation - Closing
- Detail – Compliance
- Due Diligence - Collections
DEVELOP - Procedures

- Designed by staff
- User friendly
- Available
- Updated
DISCIPLINE - Training

- Current Staff
- New Staff
- Support Staff
- Supervisors
- Loan Committee
- Solicitor
Keep the wheels turning!
DISCLOSURE – From Applicant to Borrower

- Disclose
- Disclose again
- One more time, for the record!

Fact Sheet, Interview, Summary loan application, Assurances,

etc., etc., etc.
DOCUMENTATION - Closing

- Documentation
- Instruction letters
- Your Solicitor
- The Borrower’s Attorney
- Cost
- What works for you?
DETAIL - Compliance

- Document
- Verify
- Follow up
  - Monthly
  - Quarterly
  - Annual
DUE DILIGENCE

- Servicing
- A C H
- Collections
  15 – 30 – 45 – 60

Work Out Options?
“What we hope ever to do with ease, we must learn first to do with diligence.”

Samuel Johnson
GOOD LUCK!

“Diligence is the mother of good luck.”

Benjamin Franklin