

IN THE CIRCUIT COURT OF THE SEVENTEENTH  
JUDICIAL CIRCUIT IN AND FOR BROWARD COUNTY, FLORIDA

Order Number 2011-13-Civ

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

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

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

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

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

Whereas, high residential mortgage foreclosure rates are damaging the economy of the county in the Seventeenth Judicial Circuit; and

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

Whereas, the American Arbitration Association is an independent, nonpartisan, nonprofit organization that has demonstrable ability to assist the courts with managing the large number of residential mortgage foreclosure actions that recently have been filed in the Seventeenth Judicial Circuit.

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

**Definitions**

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

“RMFM Program” (Residential Mortgage Foreclosure Mediation Program) means the mediation program managed by the American Arbitration Association to implement and carry out the intent of this Administrative Order.

“The Program Manager” means the American Arbitration Association, qualified in accordance with parameters attached as Exhibit 13. Also referred to as the “Mediation Manager.”

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

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

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

“Homestead residence” means a residential property for which a homestead real estate tax exemption was granted according to the certified rolls of the last assessment by the county property appraiser prior to the filing of the suit to foreclose the mortgage.

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

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

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

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

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

### Scope

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

Effective July 1, 2010, all newly filed mortgage foreclosure actions filed against a homestead residence shall be referred to the RMFM Program unless the plaintiff and borrower agree in writing otherwise or unless pre-suit mediation was conducted in accordance to paragraph 23 or attempts were made for pre-suit mediation and the borrower could not be located or refused to participate. The parties to the foreclosure action shall comply with the conditions and requirements imposed by this Administrative Order. In actions to foreclose a mortgage on a homestead residence, the plaintiff and borrower shall attend at least one mediation session, unless the plaintiff and borrower agree in writing not to participate in the RMFM Program, the Program Manager files a notice of borrower nonparticipation, or Form A indicates that pre-suit mediation was attempted and the borrower could not be located or refused to participate.

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

At the discretion of the division judge, compliance with this Administrative Order may also be required for homestead residential mortgage foreclosure actions filed prior to July 1, 2010, to residences which are not homestead

residences, and any other residential foreclosure action the presiding judge deems appropriate. A party requesting that the case be sent to mediation with the RMFM Program at the discretion of the division judge shall make the request in format of Exhibit 3 attached.

2. ***Referral to Mediation.*** This Administrative Order constitutes a formal referral to mediation pursuant to the Florida Rules of Civil Procedure in actions involving a mortgage foreclosure of a homestead residence. The plaintiff and borrower are deemed to have stipulated to mediation by a mediator assigned by the Program Manager unless pursuant to rule 1.720(f), Florida Rules of Civil Procedure., the plaintiff and borrower file a written stipulation choosing not to participate in the RMFM Program. Referral to the RMFM Program is for administration and management of the mediation process and assignment of a Florida Supreme Court certified circuit civil mediator who has been trained in mediating residential mortgage foreclosure actions and who has agreed to be on the panel of available certified circuit civil mediators. Mediators used in the RMFM Program shall be trained in accordance with the standards stated in Exhibit 12 attached. Mediation through the RMFM Program shall be conducted in accordance with Florida Rules of Civil Procedure and Florida Rules for Certified and Court-Appointed Mediators.
3. ***Compliance Prior to Judgment.*** The parties must comply with this Administrative Order and the mediation process must be completed before the plaintiff applies for default judgment, a summary judgment hearing, or a final hearing in an action to foreclose a mortgage on a homestead residence unless a notice of nonparticipation is filed by the Program Manager.
4. ***Delivery of Notice of RMFM Program with Summons.*** As of July 1, 2010, in all actions to foreclose a mortgage on residential property the clerk of court shall attach to the summons to be served on each defendant a notice regarding managed mediation for homestead residences in the format of Exhibit 2 attached.

### **Procedure**

5. ***Responsibilities of Plaintiff's Counsel; Form A.*** When suit is filed, counsel for the plaintiff must file a completed Form A with the clerk of court. If the property is a homestead residence, all certifications in Form A must be filled out completely. Within ten (10) business days after the clerk assigns a case number to the suit, counsel for plaintiff shall provide a paper and electronic copy of Form A to the Program Manager along with the case number of the action and contact information for all of the parties. The contact information must include at a minimum the last known mailing address and phone number for each party.

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

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

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

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

It shall be the responsibility of the Program Manager to transmit the Borrower's Financial Disclosure for Mediation via a secure dedicated e-mail address or to upload same to the web-enabled information platform described in paragraph 8; however, the Program Manager is not responsible or liable for the accuracy of the borrower's financial information.

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

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

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

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

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

The borrower must deliver a written request for such information to the Program Manager in the format of Exhibit 6 attached no later than 25 days prior to the mediation session. The Program Manager shall promptly electronically transmit the request for information to plaintiff's counsel.

Plaintiff's counsel is responsible for ensuring that the Plaintiff's Disclosure for Mediation is electronically transmitted via a secure dedicated e-mail address or to the web-enabled information platform described in paragraph 8 below no later than five (5) business days before the mediation session. The Program Manager shall immediately deliver a copy of Plaintiff's Disclosure for Mediation to the borrower.

8. ***Information to Be Provided on Web-Enabled Information Platform.*** All information to be provided to the Program Manager to advance the mediation process, such as Form A, Borrower's Financial Disclosure for Mediation, Plaintiff's Disclosure for Mediation, as well as the case number of the action and contact information for the parties, shall be submitted via a secure dedicated e-mail address or in a web-enabled information platform with XML data elements.
9. ***Nonparticipation by Borrower.*** If the borrower does not want participate in the RMFM Program, or if the borrower fails or refuses to cooperate with the Program Manager, or if the Program Manager is unable to contact the borrower, the Program Manager shall file a notice of nonparticipation in the format of Exhibit 4 attached. The notice of nonparticipation shall be filed no later than 120 days after the initial copy of Form A is filed with the court. A copy of the notice of nonparticipation shall be served on the parties by the Program Manager.

10. ***Referral to Foreclosure Counseling.*** The Program Manager shall be responsible for referring the borrower to a foreclosure counselor prior to scheduling mediation. Selection from a list of foreclosure counselors certified by the United States Department of Housing and Urban Development shall be by rotation or by such other procedures as may be adopted by administrative order of the chief judge in the circuit in which the action is pending. The borrower's failure to participate in foreclosure counseling shall be cause for terminating the case from the RMFM Program.
11. ***Referrals for Legal Representation.*** In actions referred to the RMFM Program, the Program Manager shall advise any borrower who is not represented by an attorney that the borrower has a right to consult with an attorney at any time during the mediation process and the right to bring an attorney to the mediation session. The Program Manager shall also advise the borrower that the borrower may apply for a volunteer *pro bono* attorney in programs run by lawyer referral, legal services, and legal aid programs as may exist within the circuit. If the borrower applies to one of those agencies and is coupled with a legal services attorney or a volunteer *pro bono* attorney, the attorney shall file a notice of appearance with the clerk of the court and provide a copy to the attorney for the plaintiff and the Program Manager. The appearance may be limited to representation only to assist the borrower with mediation but, if a borrower secures the services of an attorney, counsel of record must attend the mediation.
12. ***Scheduling Mediation.*** The plaintiff's representative, plaintiff's counsel, and the borrower are all required to comply with the time limitations imposed by this Administrative Order and attend a mediation session as scheduled by the Program Manager. No earlier than 60 days and no later than 120 days after suit is filed, the Program Manager shall schedule a mediation session. The mediation session shall be scheduled for a date and time convenient to the plaintiff's representative, the borrower, and counsel for the plaintiff and the borrower, using a mediator from the panel of Florida Supreme Court certified circuit civil mediators who have been specially trained to mediate residential mortgage foreclosure disputes. Mediation sessions will be held at a suitable location(s) within the circuit obtained by the Program Manager for mediation. Mediation shall be completed within the time requirements established by rule 1.710(a), Florida Rules of Civil Procedure.

Mediation shall not be scheduled until the borrower has had an opportunity to meet with an approved foreclosure counselor. Mediation shall not be scheduled earlier than 30 days after the Borrower's Financial Disclosure for Mediation has been transmitted to the plaintiff via a secure dedicated e-mail address or uploaded to the web-enabled information platform described in paragraph 8.

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

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

At the time that the mediation is scheduled to physically commence, the Program Manager shall enter the mediation room prior to the commencement of the mediation conference and, prior to any discussion of the case in the presence of the mediator, take a written roll. That written roll will consist of a determination of the presence of the borrower; the borrower's counsel of record, if any; the plaintiff's lawyer; and the plaintiff's representative with full authority to settle. If the Program Manager determines that anyone is not present, that party shall be reported by the Program Manager as a non-appearance by that party on the written roll. If the Program Manager determines that the plaintiff's representative present does not have full authority to settle, the Program Manager shall report that the plaintiff's representative did not appear on the written roll as a representative with full settlement authority as required by this Administrative Order. The written roll and communication of authority to the Program Manager is not a mediation communication.

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



communication equipment will be authorized in other civil cases.

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

Junior lien holders may appear at mediation by a representative with full settlement authority. If a junior lien holder is a governmental entity comprised of an elected body, such junior lien holder may appear at mediation by a representative who has authority to recommend settlement to the governing body. Counsel for any junior lien holder may also attend the mediation.

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

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

representative to appear at mediation, or impose such other sanctions as the court deems appropriate including, but not limited to, attorney's fees and costs if the borrower is represented by an attorney. If the borrower or borrower's counsel of record fails to appear, the court may impose such other sanctions as the court deems appropriate, including, but not limited to, attorney's fees and costs.

15. ***Written Settlement Agreement; Mediation Report.*** If a partial or final agreement is reached, it shall be reduced to writing and signed by the parties and their counsel, if any. Pursuant to rule 1.730(b), Florida Rules of Civil Procedure, if a partial or full settlement agreement is reached, the mediator shall report the existence of the signed or transcribed agreement to the court without comment within 10 days after completion of the mediation. If the parties do not reach an agreement as to any matter as a result of mediation, the mediator shall report the lack of an agreement to the court without comment or recommendation. In the case of an impasse, the report shall advise the court who attended the mediation, and a copy of Form A or any amended Form A shall be attached to the report for the court to determine if at least one of the plaintiff's representative named in Form A appeared for mediation. The mediator's report to the court shall be in the format of Exhibit 9 attached.
16. ***Mediation Communications.*** All mediation communications occurring as a result of this Administrative Order, including information provided to the Program Manager that is not filed with the court, shall be confidential and inadmissible in any subsequent legal proceeding pursuant to Chapter 44, Florida Statutes, the Florida Rules of Civil Procedure, and the Florida Rules for Certified and Court-Appointed Mediators, unless otherwise provided for by law.
17. ***Failure to Comply with Administrative Order.*** In all residential foreclosure actions, if a notice for trial, motion for default final judgment, or motion for summary judgment is filed with the clerk of court, no action will be taken by the court to set a final hearing or enter a summary or default final judgment until the requirements of this Administrative Order have been met. In cases involving a homestead residence, the division judge shall require that copies of either 1) the most recently filed Form A and the report of the mediator, or 2) the most recently filed Form A and the notice of borrower's nonparticipation be sent to the division judge by the plaintiff or plaintiff's counsel prior to setting a final hearing or delivered with the packet requesting a summary or default final judgment. Plaintiff or plaintiff's counsel must also comply with Administrative Order 2010-12-Civ for summary judgment hearings.

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

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

If the plaintiff certifies in Form A that the property is NOT a homestead residence, the matter may proceed to a final hearing, summary judgment, or default final judgment in accordance with the rules of civil procedure without any further requirement to attend mediation, unless otherwise ordered by the division judge.

### **RMFM Program Fees**

19. ***RMFM Program Fees.*** The fee structure for the RMFM Program is based on the assumption that a successful mediation can be accomplished with one mediation session. Accordingly, pursuant to rule 1.720(g), Florida Rules of Civil Procedure, the reasonable program fees for the managed mediation, including foreclosure counseling, the mediator's fee, and administration of the managed mediation program, is a total of no more than \$750.00 payable as follows:

- 1) not more than \$400.00 paid by plaintiff at the time suit is filed for administrative fees of the RMFM Program, including outreach to the borrower and foreclosure counseling fees; and
- 2) not more than \$350.00 paid by plaintiff within 10 days after notice of the mediation conference is filed for the mediation fee component of the RMFM Program fees

If more than one mediation session is needed, the total program fee stated above will also cover a second mediation session. However, if an additional mediation session is needed after the second session, the plaintiff shall be responsible for the payment of the program fees for such additional mediation sessions, unless the parties agree otherwise. The program fees for the third and each subsequent mediation session shall be no more than \$350.00 per session.

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

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

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

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

20. *Monitoring Compliance Concerning Certain Provisions of This Administrative Order, Satisfaction with RMFM Program, and Program Operation.* The Program Manager shall be responsible for monitoring whether Form A has been filed in all residential foreclosure actions commencing July 1, 2010 and whether the RMFM Program fees have been paid if the residence is a homestead residence. The Program Manager shall send compliance reports to the Trial Court Administrator in the format and with the frequency required by the Trial Court Administrator.

The Program Manager may assist with enforcing compliance with this Administrative Order upon filing a written motion pursuant to rule 1.100(b), Florida Rules of Civil Procedure, stating with particularity the grounds therefore and the relief or order sought. Example orders are attached as Exhibit 11.

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

The Program Manager shall also provide the Trial Court Administrator with reports with statistical information about the status of cases in the RMFM

Program and RMFM Program finances in the format and with the frequency required by the Trial Court Administrator.

21. ***Designation of Plaintiff Liaisons with RMFM Program.*** Any plaintiff who has filed five (5) or more foreclosure actions in the Seventeenth Judicial Circuit while this Administrative Order is in effect shall appoint two RMFM Program liaisons, one of whom shall be a lawyer and the other a representative of the entity servicing the plaintiff's mortgages, if any, and, if none, a representative of the plaintiff. Plaintiff's counsel shall provide written notice of the name, phone number (including extension), email, and mailing address of both liaisons to the Circuit's General Counsel and the Program Manager within 30 days of July 1, 2010, and on the first Monday of each February thereafter while this Administrative Order is in effect.

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

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

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

### Pre-Suit Mediation Encouraged

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

If the parties participated in pre-suit mediation using the RMFM Program or participated in any other pre-suit mediation program having procedures substantially complying with the requirements of this Administrative Order, including provisions authorizing the exchange of information, foreclosure counseling, and requiring use of Florida Supreme Court certified circuit civil mediators specially trained to mediate residential mortgage foreclosure actions, the plaintiff shall so certify in Form A, in which case the plaintiff and borrower shall not be required to participate in mediation again unless ordered to do so by the division judge. A borrower may file a motion contesting whether pre-suit mediation occurred in substantial compliance with the RMFM Program.

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

This Administrative Order shall be recorded by the clerk of the court in each county of the Seventeenth Judicial Circuit, takes effect on July 1, 2010, and will remain in full force and effect unless and until otherwise ordered.

This Administrative Order vacates and supersedes Administrative Order 2010-29-Civ.

**ORDERED** on March 10, 2011, *nunc pro tunc* to March 7, 2011.

s/Victor Tobin  
Victor Tobin, Chief Judge  
Seventeenth Judicial Circuit, State of Florida

## RMFM PROGRAM TIMELINES

### TIMELINE FROM DATE SUIT FILED:

#### **Suit is filed**

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

#### **10 business day after case number provided by Clerk after suit is filed**

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

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

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

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

Notice of Nonparticipation filed by Program Manager, if applicable

### TIMELINE WITH MEDIATION SESSION AS POINT OF REFERENCE

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

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

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

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

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

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

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

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

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

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

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

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

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

Program Manager/Mediator files mediator's report with the clerk of court and serves copies on the parties

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EXHIBIT 1

FORM A

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

[Name of Plaintiff]  
Plaintiff,

Case No.:

vs.

[Names of Defendant(s)]  
Defendant(s)

**Form "A"**

(Certifications Pursuant to Seventeenth Judicial Circuit Administrative Order 2011-13-Civ)

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

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

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

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

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

**Certificate of Plaintiff's Counsel Regarding Pre-Suit Mediation or Attempts at Pre-Suit Mediation**

The following certification \_\_\_ DOES or \_\_\_ DOES NOT apply to this case:

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies that prior to filing suit a plaintiff's representative with full settlement authority attended and participated in mediation with the borrower, conducted by the American Arbitration Association or \_\_\_\_\_, which was in substantial compliance with the requirements of Administrative Order 2011-13-Civ. The pre-suit mediation resulted in one of the following outcomes:

- the mediation resulted in an impasse
- a pre-suit settlement agreement was reached but the settlement agreement has been breached.

The undersigned further certifies that prior to pre-suit mediation the borrower received services from a HUD or NFMC approved foreclosure counselor, the Borrower's Financial Disclosure for Mediation was provided, and Plaintiff's Disclosure for Mediation was provided, if requested by the defendant borrower(s).

THE UNDERSIGNED, as counsel of record for plaintiff and as an officer of the court, certifies that prior to filing suit a plaintiff's representative attempted pre-suit mediation which resulted in one of the following outcomes:

- the defendant borrower(s) could not be contacted
- the defendant borrower(s) elected not to participate in pre-suit mediation and indicated he or she would not participate in mediation upon the filing of this action
- the defendant borrower(s) failed to meet with a foreclosure counselor
- the defendant borrower(s) refused to meet with a foreclosure counselor
- the defendant borrower(s) failed to provide to the necessary financial disclosure for mediation
- the defendant borrower(s) failed to appear for pre-suit mediation as scheduled and elected not to reschedule a mediation session

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

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

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

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

Date:

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

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

EXHIBIT 2

NOTICE OF RMFM PROGRAM  
TO BE SERVED WITH SUMMONS

IN THE CIRCUIT COURT FOR THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD, FLORIDA

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

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

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

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

The American Arbitration Association will explain more about the mediation program to you when you call.

If you have attended mediation arranged by the American Arbitration Association prior to being served with this lawsuit, and if mediation did not result in a settlement, you may file a motion asking the court to send the case to mediation again if your financial circumstances have changed since the first mediation.

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

EXHIBIT 3

BORROWER'S REQUEST TO PARTICIPATE  
IN RMFM PROGRAM

IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

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

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

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

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

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

[Certificate of Service on the parties]

EXHIBIT 4

NOTICE OF BORROWER'S NONPARTICIPATION



IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**NOTICE OF BORROWER NONPARTICIPATION  
WITH RMFM PROGRAM**

The American Arbitration Association hereby gives notice to the court that \_\_\_\_\_,  
(Borrower) will not be participating in the RMFM Program because:

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

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

*[Name of Program Manager]*

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

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

[Certificate of Service on the parties]

EXHIBIT 5

BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION

EXHIBIT 5A: LOAN MODIFICATION

EXHIBIT 5B: SHORT SALE

EXHIBIT 5C: DEED IN LIEU OF FORECLOSURE

EXHIBIT 5A

BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION  
(LOAN MODIFICATION)

## FORECLOSURE MEDIATION FINANCIAL WORKSHEET

Case No.:

v.

Plaintiff's Name

First Defendant's Name

### SECTION 1: PERSONAL INFORMATION

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

### SECTION 2: EMPLOYMENT INFORMATION

Employer	<input type="checkbox"/> Self Employed	Employer	<input type="checkbox"/> Self Employed
Position/Title	Date of Employment	Position/Title	Date of Employment
Second Employer		Second Employer	
Position/Title	Date of Employment	Position/Title	Date of Employment
	<b>Borrower</b>	<b>Co-Borrower</b>	<b>Total</b>
Gross Salary/Wages			
Net Salary/Wages			
Unemployment Income			
Child Support/Alimony			
Disability Income			
Rental Income			
Other Income			
<b>Total</b> (do not include Gross income)			

### SECTION 3: EXPENSE AND LIABILITIES

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

### SECTION 4: ASSETS

	Estimated Value
Personal Residence	
Real Property	
Personal Property	
Automobile 1	
Automobile 2	
Checking Accounts	
Saving Accounts	
IRA/401K/Keogh Accounts	
Stock/Bonds/CDs	
Cash Value of Life Insurance	
Other	
<b>Total</b>	

Reason for Delinquency/Inability to Satisfy Mortgage Obligation:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Reduction in income           | <input type="checkbox"/> Medical issues       | <input type="checkbox"/> Death of family member   |
| <input type="checkbox"/> Poor budget management skills | <input type="checkbox"/> Increase in expenses | <input type="checkbox"/> Business venture failed  |
| <input type="checkbox"/> Loss of Income                | <input type="checkbox"/> Divorce/separation   | <input type="checkbox"/> Increase in loan payment |
| <input type="checkbox"/> Other: _____                  |   |   |



## Fannie Mae Hardship Form 1021

### Home Affordable Modification Program Hardship Affidavit

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**My cash reserves are insufficient to maintain the payment on my mortgage load and cover basic living expenses at the same time. Cash reserves include assets such as cash, savings, money market funds, marketable stocks or bonds (excluding retirement accounts).** Cash

reserves do not include assets that serve as an emergency fund (generally equal to three times my monthly debt payments). I have provided details below under "Explanation."

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

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

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

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

**INFORMATION FOR GOVERNMENT MONITORING PURPOSES**

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

**BORROWER:**

Ethnicity:

- Hispanic/Latino
- Not Hispanic/Latino

Race:

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

I do not wish to furnish this information

**CO-BORROWER:**

Ethnicity:

- Hispanic/Latino
- Not Hispanic/Latino

Race:

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

I do not wish to furnish this information



**TO BE COMPLETED BY INTERVIEWER**

Interviewer's Name (print or type): \_\_\_\_\_

Name/Address of Interviewer's Employer: \_\_\_\_\_

\_\_\_\_\_

Face-to-face interview

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

Address \_\_\_\_\_

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

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

## BORROWER/CO-BORROWER ACKNOWLEDGEMENT

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

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

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

**EXPLANATION:**

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

EXHIBIT 5B

BORROWER'S FINANCIAL DISCLOSURE FOR MEDIATION  
(SHORT SALE)

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

Signed purchase contract for the homestead residence

Listing agreement for sale of the homestead residence

Preliminary HUD-1

Written permission from the borrower authorizing the plaintiff or any agent of the plaintiff to speak with the real estate agent about the borrower's loan

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

EXHIBIT 5C

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

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

Current title search for the homestead residence

EXHIBIT 6

BORROWER'S REQUEST FOR  
PLAINTIFF'S DISCLOSURE FOR MEDIATION



IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

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

\_\_\_\_\_, (*printed name*), as the borrower on the mortgage sued upon in this case, hereby requests the following information and disclosure from the plaintiff pursuant to Administrative Order 2010-[ ]-Civ entered in the Seventeenth Judicial Circuit (*mark the information and documents requested*):

- \_\_\_ Documentary evidence the plaintiff is the owner and holder in due course of the note and mortgage sued upon.
- \_\_\_ A history showing the application of all payments by the borrower during the life of the loan.
- \_\_\_ A statement of the plaintiff's position on the present net present value of the mortgage loan.
- \_\_\_ The most current appraisal of the property available to the plaintiff.

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

---

(*Signature*)

[Certificate of Service on the parties]

EXHIBIT 7

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

IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

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

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

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

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

*[Name of Plaintiff]*

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

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

[Certificate of Service by Plaintiff's Counsel]

EXHIBIT 8

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

IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

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

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

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

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

---

(Signature)

---

(Printed Name)

[Certificate of Service by Plaintiff's Counsel]

EXHIBIT 9  
MEDIATION REPORT

IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**MEDIATION REPORT**  
(RMFM Program)

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

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

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

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

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

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

As required by Administrative Order 2010-[ ]-Civ a copy of the most recently filed Form A is attached.

[Certificate of Service]

EXHIBIT 10

CERTIFICATION REGARDING SETTLEMENT AUTHORITY  
(RESIDENCE NOT HOMESTEAD)



IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

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

In compliance with Administrative Order 2010-[ ]-Civ, the undersigned attorney certifies that following person or entity has full authority to negotiate a settlement of this case with the borrower without further consultation:

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

Name:

Mailing Address:

Telephone Number (including area code and extension):

Fax Number:

Email Address:

Loan/File Number:

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

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

Date:

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

EXHIBIT 11

ORDERS FOR REFERRALS, COMPLIANCE,  
AND ENFORCEMENT

IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER TO SHOW CAUSE**

(Plaintiff's Failure to Comply with Administrative Order 2010- [ ]-Civ[*number*])

It appearing to the court that Plaintiff has failed to comply with the requirements of Administrative Order 2010-[ ]-Civ in regards to the following (*as marked*):

**Form A**

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

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

**Payment of RMFM Program Fees**

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

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

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

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

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

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

**Attendance at Mediation**

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

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

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

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

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

IT IS ORDERED that Plaintiff shall appear before the court at the Broward County Courthouse, 201 S.E. Sixth Street, Fort Lauderdale, Florida 33301, Room \_\_\_\_\_ on [date] at [time] to show cause why sanctions for noncompliance the Administrative Order 2010-[ ]-Civ should not be imposed. Plaintiff is cautioned that failure to appear at the show cause hearing may result in the case being dismissed and the imposition of other appropriate sanctions.

DONE AND ORDERED at Fort Lauderdale, Broward County, Florida on \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
Circuit Judge

Copies furnished:

IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER AFTER SHOW CAUSE HEARING**

(Plaintiff's Failure to Comply with Administrative Order 2010-[ ]-Civ )

The court having determined that Plaintiff has failed to comply with the requirements of Administrative Order 2010-[ ]-Civ, it is ORDERED and ADJUDGED (*as marked*):

**Form A**

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

**Payment of RMFM Program Fees**

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

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

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

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

\_\_\_ Within 10 days after the date of this order, Plaintiff shall file and serve the certification regarding the person or entity with full settlement authority where

the residence is not homestead (Form Exhibit 9 attached to the Administrative Order).

**Attendance at Mediation**

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

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

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

**Dismissal**

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

**Additional Sanctions**

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

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

\_\_\_\_\_  
DONE AND ORDERED at Fort Lauderdale, Broward County, Florida on \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
Circuit Judge

Copies furnished:

IN THE CIRCUIT COURT OF THE SEVENTEENTH JUDICIAL CIRCUIT  
IN AND FOR BROWARD COUNTY, FLORIDA

Case No(s):

Plaintiff(s),

vs.

Defendant(s).

---

**ORDER REFERRING CASE TO RMFM PROGRAM**  
(Case Filed Prior to June 1, 2010)

It appearing to the court that the residence which is the subject of this action to foreclose a mortgage is a "homestead residence" to which Administrative Order 2010-[ ]-Civ applies and that Defendant \_\_\_\_\_ (Borrower) has requested that the case be referred to mediation, it is ORDERED:

The case is referred to the RMFM Program for mediation, and the plaintiff and borrower shall comply with Administrative Order 2010-[ ]-Civ. Within 10 days from the date of this order, the plaintiff shall pay that portion of the RMFM Program fees payable at the time suit is filed, file a properly filled out Form A in the manner required by the administrative order, and electronically transmit Form A to the Program Manager using the approved web-based information platform.

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

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

DONE AND ORDERED at Fort Lauderdale, Broward County, Florida on \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
Circuit Judge

Copies furnished:

EXHIBIT 12

MEDIATION TRAINING STANDARDS



# **Residential Mortgage Foreclosure Training Standards**

## **Introduction**

Achieving an informed and committed workforce of Residential Mortgage Foreclosure Mediators requires not only a grasp of the obvious mediation skills, but an extension of those skills into practical and substantive knowledge areas including, but not limited to, mortgage loan products, securities, loan servicers, court processes, and resolution options. A training model which includes both a preliminary online modular dissemination of information followed by live classroom training will provide this knowledge. Participants' completion of online training modules prior to a one-day live class will facilitate better discussion and greater comprehension. Post training access to online practice resources can improve, develop statewide practice and provide real time content updates.

Development of this training model is not only feasible, but also can be developed in a timely way. We recommend that each training provider maintain a needs-based approach to training, reflect on and respond to the participants' needs, and clearly state a training rationale that will serve as a methodological and ethical touchstone. It is our hope that this outline for Residential Mortgage Foreclosure Mediation Training Objectives and Standards will lead to quality mortgage foreclosure mediation training and practice throughout the State of Florida.

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

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

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

### **2. Learning Objectives**

- a. Basic Legal Concepts in Mortgage Foreclosure Mediation

- 1) Recognize basic legal concepts in mortgage foreclosures.
  - 2) Explain the process of, and timelines in, mortgage foreclosure and in the mortgage foreclosure mediation process.
  - 3) Identify the state rules, state and federal statutes, servicing guidelines, and local procedures and forms governing mortgage foreclosure mediation.
  - 4) Identify the protections, constraints, and exceptions of the Florida Confidentiality and Privilege Act in the context of Mortgage Foreclosure Mediation.
- b. Negotiation Dynamics in Mortgage Foreclosure Mediation
- 1) Recognize the issues of settlement authority as they relate to the stakeholders in Mortgage Foreclosure Mediation.
  - 2) Recognize the impact of physical, telephonic, videoconference, on line or other electronic means of appearance at the mediation conference on the negotiation.
  - 3) Recognize the role(s) of the following in the Mortgage Foreclosure Mediation process:
    - i. lender
    - ii. loan servicer
    - iii. investor
    - iv. mortgage broker
    - v. mortgage pool
    - vi. second mortgagee
    - vii. condominium association
    - viii. homeowners' association
    - ix. lien holders (i.e., municipal, mechanics lien)
    - x. MERS
    - xi. appraiser
  - 4) Recognize techniques for assessing risks and incentives in a mortgage foreclosure case.
  - 5) Recognize concept of "good faith" and distinguish it from state court appearance requirements.

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

c. Mediation Process and Techniques in Mortgage Foreclosure Mediation

- 1) Identify procedural elements which should be addressed prior to the parties' entry into the mediation room including telephonic and other electronic equipment.
- 2) Identify information which needs to be exchanged prior to mediation (i.e., Pooling and Servicing Agreement; life of loan history; mortgagee current financial disclosure; different loss mitigation, loan modification and other resolution options).
- 3) Identify issues which are appropriate for mortgage foreclosure mediation and those that are not appropriate.
- 4) Identify individuals who are essential participants in mortgage foreclosure mediation as well as those who are entitled to be present and those who are not required to participate but whose participation may be helpful in mediation.
- 5) Describe techniques for mediating when all parties are self-represented, some parties are self-represented, or all parties are presented by counsel.

- 6) Identify appropriate techniques for handling a situation where a representative appearing for a party does not have full authority to settle.
  - 7) Discuss the dynamics of mediating when one or more parties, participants, or representatives frequently participate in mediation.
  - 8) Discuss how emotions affect mortgage foreclosure issues and a party's ability to effectively mediate.
  - 9) Identify the role and procedures of the Program Manager
- d. Financial Issues in Mortgage Foreclosure Mediation
- 1) Understand the Net Present Value Model of the Making Home Affordable Program.
  - 2) Understand debt-to-income ratios and guidelines and potentials for re- defaults.
  - 3) Identify Fannie Mae, Freddie Mac, FHA, VA, and other loan servicer and investor issues and options.
- e. Communication Skills in Mortgage Foreclosure Mediation
- 1) Identify appropriate questions to assist the parties see their own and the other party's issues.
  - 2) Identify resources for foreign language interpreters and when and how to use them.
- f. Ethical Issues in Mortgage Foreclosure Mediation
- 1) Recognize power imbalances and when a mediator shall advise the parties of the right to seek independent legal counsel.
  - 2) Understand that a mediator shall not offer a personal or professional opinion intended to coerce the parties, unduly influence the parties, decide the dispute, direct a resolution of any issue or indicate how the court in which the case has been filed will resolve the dispute.
  - 3) Memorializing the parties' agreement.

### 3. **Training Parameters**

#### a. Training Provider

- 1) Training may be provided by the Program Manager(s) OR by independent training providers.

#### b. Funding

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

#### c. Structure

- 1) A series of self - study web based modules corresponding to the six categories of learning objectives outlined in these recommendations - each followed by an online quiz; completed at participant's own pace.
- 2) Final online test for pass code entry to live class.
- 3) Live classroom training
  - i. Length of Training. An instructional hour is defined as 50 minutes.
  - ii. Span of Training. Live mortgage foreclosure mediation training shall be presented over a period of one (1) day.
- 4) Certificate of Completion of Advanced Course on Florida Residential Mortgage Foreclosure Mediation given to participant. Access to web-based modules terminates.
- 5) Optional Online Learning Forum - for continued learning provided by Program Manager(s) OR by independent training providers - additional monthly fee for access

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

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

- a. An agenda annotated with the learning objectives to be covered in each section and the intended method of instruction;
- b. Sample mortgage foreclosure mediated settlement agreements;
- c. Sample federal government forms, i.e. HAMP Program Hardship Affidavit, HAMP Trial Period Plan, HAMP FAQs, IRS Form 4506- T, Foreclosure Mediation Financial Worksheet;
- d. Suggested readings including:
  - i. Chapter 44, Florida Statutes - Mediation Alternatives to Judicial Action
  - ii. Florida Rules for Certified and Court-Appointed Mediators
  - iii. Rules 1.510 and 1.700 - 1.750, Florida Rules of Civil Procedure
  - iv. Chapter 697, Florida Statutes - Instruments Deemed Mortgages and the Nature of a Mortgage
  - v. Chapter 701, Florida Statutes - Assignment and Cancellation of Mortgages
  - vi. Chapter 702, Florida Statutes - Foreclosure of Mortgages, Agreements for Deeds, and Statutory Liens
  - vii. Chapter and/or sections pertaining to Condominiums and Homeowner Associations
  - viii. Section 55.10(1), Florida Statutes (2004) pertaining to judgment liens
  - ix. Federal statutes (i.e. Bankruptcy; Truth in Lending Act, Hope for Homeowners Act of 2008, Fair Debt Collection Practices Act, Service Members Civil Relief Act of 2003, and others to be identified and defined more specifically)
  - x. Homeowner Affordability and Stability Plan, Home Affordable Modification Program (HAMP), and guidelines for servicers
  - xi. Glossary of Terms
  - xii. List of local, state and federal resources for borrowers
  - xiii. Internet Links to useful on line resources
  - xiv. Current Supreme Court of Florida Administrative Order, In Re Task Force on Residential Mortgage Foreclosure Cases
  - xv. Local Judicial Circuit Administrative Order on Residential Mortgage Foreclosure Cases
  - xvi. Additional reading resources provided by the Mediation Manager

## 5. Training Methodology

- a. Pedagogy. Residential mortgage foreclosure mediation training programs shall include, but are not limited to, the following: lecture, group discussion, and a mortgage foreclosure mediation demonstration.
  - 1) Use of subject matter specialists, i.e. lender, borrower, loan servicer, investor, plaintiff and defense counsel, mortgage foreclosure counselor, community resources.
  - 2) A subject matter specialist shall have a substantial part of his or her professional practice in the area about which the specialist is lecturing and shall have the ability to connect his or her area of expertise with the residential mortgage foreclosure mediation process.
- b. Residential Mortgage Foreclosure Mediation Demonstration. All mortgage foreclosure mediation training programs shall present a residential mortgage foreclosure role play mediation demonstration either live (including video conferencing) or by video/DVD presentation.
- c. Web-Based Methodologies. Web-based technologies may be used as an optional delivery method or as a post-training forum for continued learning and discussion for mediators. An online version of the training may provide a repository for the rapidly changing residential mortgage foreclosure training information.
- d. Assessment. Post-training assessment by participants, using post-training surveys combining a Likert scale with narrative response components, should inform content development and methodologies and provide quality assurance for training providers. The post-training survey would give the participants the opportunity to evaluate the effectiveness of the trainer(s), the substantive content of the program, and the practical value of the training, and to offer additional suggestions or comments.

EXHIBIT 13

PARAMETERS FOR MANAGED MEDIATION



## **PARAMETERS FOR PROVIDERS OF MANAGED MEDIATION SERVICES**

**Purpose: To define the parameters of managers directing mediation services for parties involved in residential mortgage foreclosure litigation.**

### **A. Characteristics of Program Manager**

1. Compliant with ADR principles as promulgated by the supreme court, and ADR statutes and rules;
2. Non-profit entity or associated with a reputable organization of proven competence, autonomous and independent of the judicial branch;
3. Capable of efficient administration of large case loads;
4. Sensitive to cultural, diversity, and Americans with Disabilities Act issues;
5. Politically and professionally neutral;
6. Knowledgeable of court procedures, current trends, laws, rules, and regulations affecting residential foreclosures;
7. Fiscally transparent and accountable;
8. Quickly adaptable to a dynamic and rapidly evolving legal environment;
9. Financially stable;
10. Capable of sustained operation without fiscal impact on the courts;
11. Capable of effectively implementing information technology systems and web-based programs;
12. Alert to ethical and confidentiality issues; and
13. Agreeable to acting as manager for voluntary pre-suit mediation.

### **B. Services to be Provided by Program Manager**

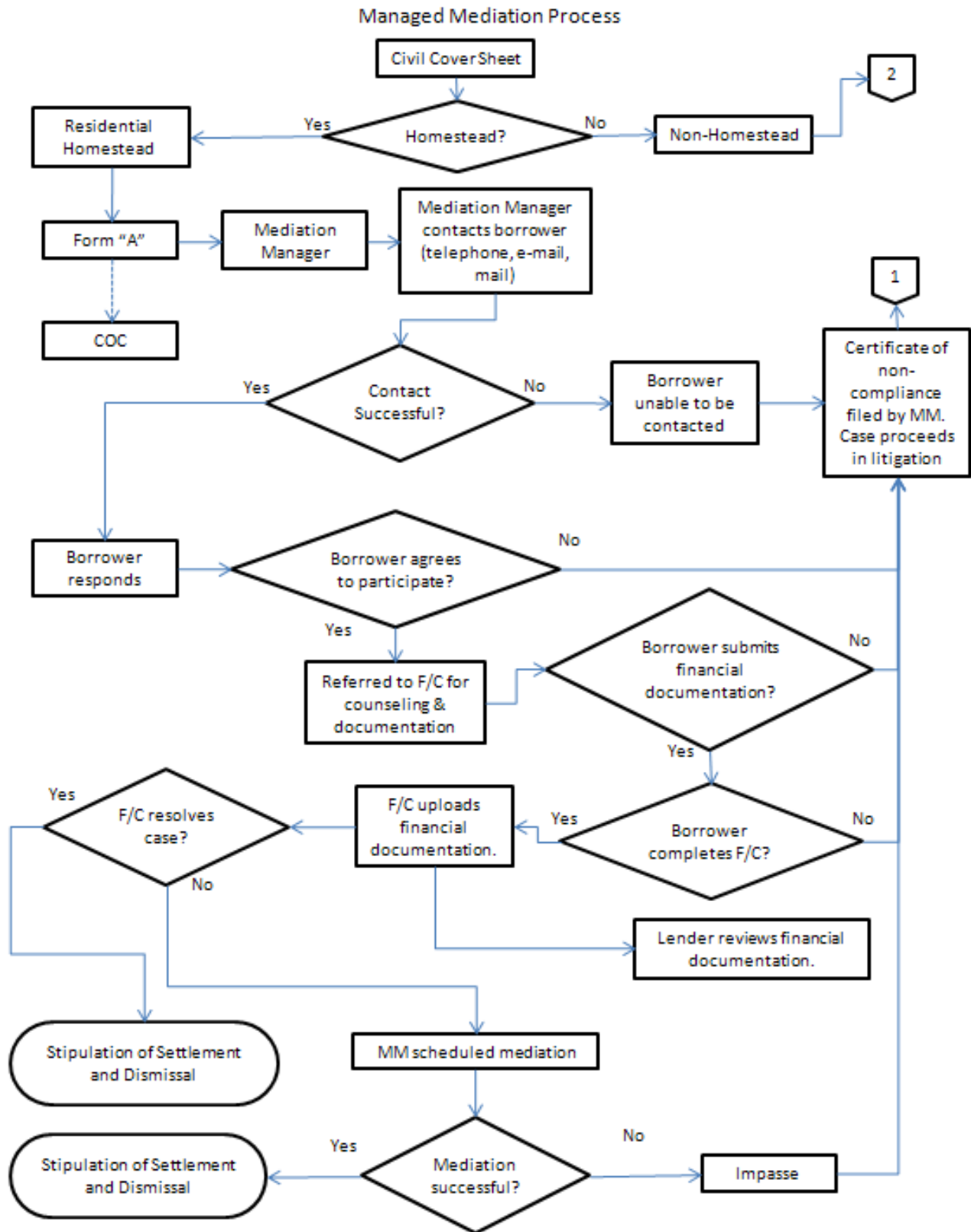
1. Receive mediation referrals and, within designated time limits, schedule and coordinate mediation conferences: date, place and time; reserve and provide venues for mediation and caucus; manage continuances and re-scheduling;
2. Maintain financial books and records to insure transparency and accuracy of receipts and expenditures;
3. Prepare financial statements, financial and performance reports (for example, attendance and failure to attend mediation reports);
4. Establish and maintain performance standards for staff and mediators, including maintaining a roster of mediators comprised of persons who are properly trained in accordance with the standards attached, and who are otherwise qualified, and effective in foreclosure mediation;

5. Assist in specialized training of mediators for workout options and resources;
6. Arrange and pay for interpreters;
7. Bill, collect, deposit, and disburse mediation fees and refunds; pay for necessary services and costs incidental to mediation managing as required to implement mediation administrative order;
8. Establish procedures for managing and communicating with *pro se* litigants and attorneys. This includes implementing a process for prompt outreach to borrower-owners immediately after suit has been filed; the goal of the outreach is to inform mortgagors about the mediation program, invite their participation, and to start the process of referral to mortgage foreclosure counseling and the collection of required financial information;
9. Establish procedures for complying with confidentiality rules;
10. Establish a system for managing mediators that:
  - a. Provides for the impartial assignment of mediators, for example, by the use of a rotating list,
  - b. Is open to qualified supreme court certified mediators who are capable of providing effective services in the residential foreclosure setting, and
  - c. Allows for more than one Mediation Managing entity in the circuit if approved by the chief judge.
11. Monitor or supervise the preparation of mediation settlement agreements;
12. In accordance with the Administrative Order establish the schedule for division of fees between mediators, managers and others;
13. Prepare operational reports as required by the chief judge, regarding the number of cases mediated, impasse or successful mediations, etc.;
14. Solicit qualified mediators and maintain current list of mediators available for residential foreclosure cases;

15. Establish procedures for disqualifying and replacing mediators with ethical or other conflicts;
16. Coordinate the referral of mortgagors to certified foreclosure counselors pre-mediation;
17. Refer unrepresented parties to legal aid, or panels of pro bono or reduced fee attorneys;
18. Facilitate the exchange of documents between the parties, pre- and post-mediation, including the establishment and maintenance of a secure web-based communication system between the Program Manager and all parties to mediation using a platform capable of transmitting financial data, email, mediation forms and attachments, and able to track participant payments and refunds;
19. Maintain for dissemination to owner-borrowers a list of approved foreclosure counselors willing to perform services at the rates established by the court;
20. Answer inquiries from mediators and parties re the mediation process and forms;
21. Establish a system for resolving complaints against mediators and other persons involved in the Managed Mediation Program;
22. Establish procedures for participant evaluation of mediation program services, including satisfaction surveys;
23. Develop the forms and procedures necessary to verify compliance with the residential foreclosure mediation program by lender/servicer representatives, their attorneys, and borrowers; and
24. Using judicial disqualification criteria as a model, disclose to the chief judge any direct or indirect financial ties to lenders/servicers (including any immediate family members), whether present or within the past three (3) years, with a continuing obligation to disclose.

EXHIBIT 14

RMFM PROGRAM FLOWCHART



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