



TEXAS MORTGAGE BANKERS ASSOCIATION

April 29-May 1, 2018

JW Marriott San Antonio Hill Country | San Antonio, Texas

102nd ANNUAL CONVENTION

EMPOWER. ENGAGE. EMBRACE.

tentative schedule *subject to change*

Sunday | April 29, 2018

- 2:00 – 4:30 pm Registration
- 5:00 – 6:30 pm Local Hospitality Reception
- 6:30 – 9:00 pm Future Leader Casino Party

Monday | April 30, 2018

- 7:30am – 6:00 pm Registration
- 8:30 – 10:00 am Welcome & **MBA Dave Motley**
- 10:00 – 11:00 am **Keynote Jon Gordon**
- 11:30 am Winery Tour
- 12:30 pm Golf Tournament tee-off
- 5:30 – 6:00 pm Future Leaders, New Member, YMB & CMB Social
- 6:00 – 7:00 pm Reception w/ Exhibitors

Tuesday | May 1, 2018

- 7:30 am Registration
- 8:00 – 9:00 am Breakfast w/ Exhibitors
- 9:00 – 10:00 am **Keynote Barbara Corcoran** (8:00 VIP meet & greet – limited tickets available)
- 10:00 – 10:30 am Refreshment Break w/ Exhibitors
- 10:30 – 11:00 am **Digital Mortgage Part I: Client Interface Software**
A focused and open discussion regarding the customer facing digital origination experience, starting with the loan officer and how they use a customer interface applications to initiate the loan application, and the processing of loan documentation for submission to underwriting. The discussion will follow the mortgage process from application to submission to underwriting, with comments regarding the benefits, challenges and best practices to have a successful digital customer experience.
- 11:15 – 11:45 am **Digital Mortgage Part II: Digital Closing Experience**
The second half of digital mortgage session discussing the mortgage process from underwriting to loan closing/settlement, focusing on what mortgage bankers should be aware of and how they can offer a digital closing experience. Similar to Part I, Part II panelist will discuss benefits, challenges and best practices to have a successful customer experience.
- Noon – 1:30 pm Lunch & Business Meeting



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1:45 – 2:30 pm

Culture & Onboarding

Discuss the importance that a strong culture and onboarding process can impact retention and successful employees. Panelist will discuss how to create and maintain a positive culture, the impact it can have on employee performance, and attract prospects. Similar with the onboarding process, why it is important to have a successful onboarding process? Other talking points will include millennials, attracting graduates to the mortgage industry and how to recognize/appreciate employees.

2:30 – 3:00 pm

Refreshment Break w/ Exhibitors

3:00 – 3:45 pm

Fraud

The impact of potential increase of fraud with the growth of electronic document processes.

4:00 – 4:45 pm

A to Z Best Practices For Smooth Originations in 2018

Panel discussion on best practices and successful ways to have a smooth loan origination process from start to finish; realtor interaction with a loan officer; loan officer interaction with underwriter; title company with customer; and realtor with originator.

5:00 – 6:00 pm

Reception w/ Exhibitors

7:00– 10:00 pm

President's Reception

Wednesday | May 2, 2018

9:00 am

Board Meeting