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BEST IN COMPLIANCE SPOTLIGHT

Staying on top of regulatory compliance can be a challenging maze to navigate under the best of circumstances, but finding your way can be much easier if you have the right team by your side. This month's *DS News* Best in Compliance Spotlight showcases some of the companies at the forefront of this space, working to ensure that your company has every i dotted and every t crossed.

Turn the page to learn more about these companies that are focused on ensuring that your due diligence is done when it comes to agency regulatory updates, as well as working to ensure compliance on both a state and federal level.

LOGS NETWORK



KEY PERSONNEL

Kay Schinker
COO

Jamie Zelvin
General Counsel

Jason Shapiro
Chief Revenue Officer

Jacqueline M. Comeau
Chief Compliance Officer, CCEP

CONTACT INFO

Jacqueline M. Comeau, CCEP,
Chief Compliance Officer
Office: 860.440.9509
Mobile: 860.625.5105
Email: JComeau@LOGS.com

END-USER CATEGORIES

Lender/Service

BUSINESS LINES/SERVICES/PRODUCTS

Since 1971, the LOGS Network has continuously refined its services to anticipate the needs of the creditors' rights industry, including the practice of foreclosure, bankruptcy, evictions (REO and landlord/tenant), replevins, litigation, appellate practice, and real-estate title and closings. The organization has developed an innovative, proactive, and effective governance, risk, and compliance department that supports 22 law firms in 32 states and incorporates the use of technologically advanced systems to successfully operationalize compliance.

CORPORATE DETAILS: 2121 Waukegan Road, Suite 300 | Bannockburn, IL 60015 | 877.551.1234 | LOGS.com

COMPANY HISTORY

The LOGS Network is a consortium of commonly owned and centrally managed law firms. Since 1971, the LOGS Network has been at the forefront of the creditors' rights industry as thought leaders and innovators. Skilled and experienced attorneys and management professionals lead LOGS firms, supported by national compliance, operations, and technology tools and teams. The business acumen, tenure, and vast industry experience of the network's leadership team, coupled with the legal expertise and talent of the local attorneys and their operations teams, provides unmatched industry and legal knowledge.

DELIVERY PLATFORM (SAAS, WEB-BASED, ETC.)

- » Proactive and consistent approach to governance, risk, and compliance management;
- » Innovative use of web-based technology configured and managed by professionals with decades of industry experience in compliance and law firm operations;
- » Mature compliance system identifies appropriate authorities, addresses legal, regulatory, and contractual developments and requirements, quickly identifies gaps, and ensures proper controls;
- » Central management of administrative compliance tasks to maximize efficiency, standardization, and single point of contact communication and escalation where appropriate; and
- » Actively engaged leadership within the industry to remain informed and prepared.

WHAT SETS YOU APART FROM YOUR COMPETITORS?

The LOGS Network has established an integrated approach to operationalizing an enterprise governance, risk, and compliance program that enables team members to anticipate and prepare for change proactively. In doing so, the organization can respond thoughtfully, appropriately, and promptly to changes in the industry.

Common operations, compliance, and technology solutions applied across the entire network ensure that each firm has access to the tools and expertise necessary to proactively and effectively manage risk.

A centralized approach to the administration

of governance, risk, and compliance means that dedicated professionals provide specialized attention to developing and maintaining a sophisticated compliance system, resulting in an appropriate degree of consistency and standardization. LOGS works closely with clients to analyze and respond to emerging trends and areas of specific focus.

The proficiency of our enterprise Governance, Risk, and Compliance Department (GRC), coupled with the legal and operational talent and expertise of a national network of law firms, provides the specialized focus and collaboration required to integrate a mature, effective, enterprise-wide compliance program into daily law firm operations. The network's leadership teams possess insight and expertise gained through direct experience with navigating rapid legal and regulatory change, responding to the impact of economic and industry turbulence, and engagement in all aspects of the creditors' rights industry. The tenure, depth, and scope of this experience has created unparalleled industry awareness and expertise and ensures a high degree of quality and effectiveness.

USER STATS

- » 1,000+ audits supported
- » 3,500+ due diligence questionnaires and packages completed
- » Risk appropriate third-party service provider management (TPSP) program managing due diligence administration for hundreds of vendors

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?

When a client hires a LOGS Network firm, they know exactly what to expect. LOGS' functional structure and dedicated GRC department provides clients with a single point of contact for compliance activities and communication, thereby providing clients with maximum efficiency in managing the vendor relationship. Clients benefit from a high degree of organizational collaboration and swift deployment to 22 firms spanning 32 states.



TENA COMPANIES, INC.



KEY PERSONNEL

Terry Schopfer
CEO

Tom McDonough
SVP, Business Development

Wade Mjelde
VP, Loan Servicing Division

Jamie Huseth
VP, Loan Origination Division

Shane Huntington
Manager, Support Services Division

BUSINESS LINES/SERVICES/PRODUCTS

TENA's audit services and software provide the information required for early detection of aberrations along with tools to mitigate them. TENA's outsource audit divisions provide a variety of quality control audit services, including:

- » Pre-funding
- » Post-closing
- » Servicing
- » Consumer loan origination
- » Consumer loan servicing
- » TENA Web Services
- » Compliance
- » Loss mitigation
- » Foreclosure
- » MERS
- » **SecondLook** Audit Software

CORPORATE DETAILS: 251 W. Lafayette Frontage Road S. | St. Paul, MN 55107 | 1.800.255.TENA (8362)
651.293.1234 (local) | Inquiry@Tenaco.com | Tenaco.com/compliance

COMPANY DESCRIPTION

TENA is a mortgage quality control audit services and software company located in St. Paul, Minnesota. TENA's audit services division provides quality control audit services on an outsource basis to more than 700 lenders and servicers nationwide. TENA's **SecondLook**® Software Division provides audit software to more than 200 clients across the nation. **SecondLook** is available in four versions; **SecondLook** for Mortgage Origination Quality Control, **SecondLook** for Mortgage Servicing Quality Control, **SecondLook** for Consumer Loan Servicing Quality Control, and **SecondLook** for Consumer Loan Origination Quality Control.

HISTORY:

TENA was founded in 1982 as the first mortgage quality control firm of its kind and has been as a national presence in the mortgage lending and mortgage servicing industries for more than 35 years. TENA serves as a software, audit, and investigation resource for firms of all sizes. TENA is comprised of two related, but distinct, divisions: Audit Services and **SecondLook** software.

WHAT SETS YOU APART FROM YOUR COMPETITORS?

- » TENA does not use the services of contractors; only TENA employees. All employees are located at TENA's St. Paul, Minnesota site. There is no audit work completed by remote employees or offshore resources.
- » TENA's **SecondLook** software enables TENA to customize audits to meet the unique needs of each client.
- » TENA's Legal & Compliance Division monitors for changes in agency regulatory updates, as well as state and federal compliance, ensuring accurate reviews.
- » TENA assigns a single point of contact for each client to provide the support expected of a leading QC vendor.
- » TENA's extensive reporting capabilities meet the needs of every client.
- » TENA provides testing script updates to the licensees of **SecondLook** software. All agency, federal, and state compliance items are updated by TENA on a monthly basis.

- » TENA's web-based follow-up platform, TENA Web Services (TWS), allows TENA's clients to perform follow-up, track remediation activities, execute action plans, and run reports.

WHAT ADDED VALUE DO YOU BRING TO YOUR CLIENTS?

- » Stringent data security protocols.
- » SSAE-16/SOC 2 compliant.
- » Continuously updated mortgage lending regulations from all 50 states and Washington, D.C.
- » Audit testing scripts maintained and kept current by TENA's in-house legal/compliance staff and rules and compliance team.
- » A variety of a la carte services that can be configured to meet the specific requirements of all types of lenders.

WHAT ARE THE KEYS TO YOUR SUCCESS?

For over 35 years, TENA has succeeded in providing accurate audits and strong customer support to all of its clients across the nation. TENA prides itself on its ability to adapt in the fast-paced lending industry that is constantly changing.

TENA's knowledgeable staff is available to answer client questions about many different aspects of the mortgage and consumer lending and servicing processes. TENA strives for excellence when it comes to supporting its customers and ensuring all their questions are answered and their expectations are exceeded.

Testing scripts are updated monthly with all agency, federal, and state compliance rules by TENA's expert staff. The accuracy of the audits and the extensive experience of TENA's staff allow TENA to maintain its status of being the leader in quality control since 1982.

