



ALFN's Onsite Training Program

Requirements for ALFN to Host a Servicer Onsite Training

If you cannot meet all of these requirements, please contact us so we can discuss other options where ALFN may be able to assist.

1. Servicer must have a current default file volume, or expect to have default files in the near future, that you would consider referring to ALFN members.
2. Servicer will disclose the states where they are currently seeking new counsel, &/or have files to assign.
3. Servicer is willing to meet one-on-one with ALFN members during the onsite training to discuss referral opportunities.
4. Servicer will select the members they want to participate in the training from the ALFN member directory, and will allow at least 1 ALFN member to attend that doesn't currently perform any work for the servicer.
5. Servicer agrees to provide contact information for all staff in default servicing departments, so they can be added to the ALFN database to receive all association related communications. These may include legal updates, ALFN publications, invitations to ALFN events & webinars and other similar communications.
6. Servicer agrees to use members of the ALFN wherever possible for file referrals, and will contact ALFN directly to coordinate introductions.

Servicer Onsite Training Costs

The first onsite training that ALFN conducts for you will be complimentary. If ALFN has conducted an onsite training program for you before, then all costs for the program will be covered by the Servicer including an additional event management fee of \$6000.

The \$6,000 event management fee covers ALFN's time and efforts to:

- a. Work with the servicer to customize the onsite training to your specific needs and location.
- b. Manage the invitations and confirm ALFN member attendees and travel arrangements (member attendees will cover their own travel expenses).
- c. Develop educational materials, and format for electronic distribution (training materials are only provided in electronic format).
- d. Develop PowerPoint presentations.
- e. Coordinate calls and manage all ALFN member speakers.
- f. Order and contract for any audio visual that is needed (costs billed to servicer).
- g. Order and contract for any group food & beverage (costs billed to servicer).
- h. Coordinate the management dinner with ALFN members and the servicers. management/executive team (costs billed to servicer).

- i. Contract with a hotel or other venue if needed for meeting space or sleeping rooms (meeting room or venue rental fees billed to servicer).
- j. Coordinate any printed items, including name tags and speaker name cards (costs billed to servicer).
- k. Coordinate CLE credit where requested by the servicer (costs billed to servicer).
- l. Develop and manage the event registration form, including any invoicing that may be needed.
- m. Manage all onsite setup tasks and registration at the event.
- n. Develop event surveys with follow-up for completion and delivery of results to the servicer.
- o. Any other event management tasks required before, during and after the onsite training program.

Adopted by the ALFN Board of Directors on July 10, 2018