

BANKRUPTCY LOAN MODIFICATION PROGRAM
U.S. BANKRUPTCY COURT, DISTRICT OF NEVADA

Effective January 1, 2021

Purpose: adopt uniform procedures and tools to allow Chapter 13 Debtors and Lenders to communicate with one another and facilitate the exchange of documentation and information necessary to review a loan for loss mitigation options. (Most significant change: Court using Program Manager instead of Mediator)

I. Program Information

<https://www.nvb.uscourts.gov/mortgage-modification-program/>

- a. [Administrative Order 2020-17](#)
- b. [Program Forms](#) – effective 01/01/2021
- c. Chapter 13 Cases
- d. Commence any time
 - i. If Motion for Referral file later than 90 days after petition date, include “statement of good cause” explaining why it was not started earlier.
- e. Debtor, Creditor or Court can commence
- f. Any property in which debtor has an interest

II. Overview – 4 Steps:

Remember...**D**ocument **M**anagement **O**n **P**ortal

- D** – Document prep (docUmods / DocuPrep)
- M** – Motion for Referral to MMP (NVB 105-2)
 - ➔ 14 day objection period
- O** – Order submitted to Court
- P** – Portal (submit through Portal – 7 days after Order entered)
 - i. Upload standard documents
 - ii. Upload supplemental documents (if any)
 - iii. Upload supporting documents
 - iv. Pay Portal and PM fee

III. “Good Faith” Requirement (Section III(C))

- a. monitor Portal
- b. respond to requests
- c. provide documents
- d. ALL communication through Portal
- e. timely responses
- f. prompt review by Lender
- g. prompt decision by Lender

IV. Fees

- a. Debtor
 - i. Document Preparation
 - 1. DocUmods - \$40; OR
 - 2. DocuPrep - \$200
 - ii. Portal Submission - \$40
 - iii. Program Manager - \$300 (1/2 of \$600)
- b. Lender
 - i. Program Manager Fee - \$300 (1/2 of \$600)

* *All fees paid online through the Portal*

V. DMM Portal Basics

- a. Create an account – www.dmmportal.com (www.dclmwp.com)
 - i. Select correct user type and click **Go To Registration**
 - ii. Complete registration information
 - iii. Wait for activation (says 2 days but usually a couple of hours)
 - iv. IMPORTANT NOTES:
 - 1. Create **one** account for the firm
 - a. All users will be able to access all information (if each user creates their own account, it will be treated as separate firms and you will not be able to see each other's submission)
 - 2. Once firm account created, create **separate sub-account** for each user who will be using the Portal
 - a. Logging in – dual factor authentication
 - b. Email alerts
 - c. Track action
- b. Logging In
 - i. Enter email and PW
 - ii. Dual factor authentication
- c. Tools
 - i. Support and Resources – Important help guides and videos (help.dclmwp.com)
- d. Managing Profile
 - i. Click **Profile**
 - 1. Can update user information
 - 2. Portal Admins can create/manage additional users
 - 3. Portal Admins can add credit card info

- e. Dashboard / Borrower Search
 - i. Displays all borrower accounts submitted
 - ii. Account status automatically set based on review status
 - iii. Search by name, loan number or BK Case Number

- f. Borrower Account Page
 - i. Once submitted, each borrower/loan has its own separate page
 - ii. Navigation bar at top shows different stages in process
 - 1. Tells you where you've been, where you are and where you're going
 - a. Varies depending on user
 - 2. Review to determine what you need to do next
 - 3. Central command – all actions user can take are listed here
 - iii. Left menu provides basic loan data and **Review Options**
 - iv. Main Page Section
 - 1. Borrower Info – basic borrower information – name, address, case number, etc.
 - 2. History - Every action taken by any stakeholder is time/date stamped and recorded
 - a. Click on message to view action
 - b. An **email alert** is sent to all (assigned) stakeholders each time an action is taken
 - c. Click **Email Notifications** to view which users received an email alert and whether the message has been delivered/reviewed.
 - 3. Click **New Message** to send new message
 - 4. Borrower Documents
 - a. Any and all documents submitted by borrower at any time are posted here
 - i. Time/date stamped
 - ii. Indexed based on queue
 - iii. Prior version history
 - b. Click **Update** to update any document or upload new
 - c. Click **Download** to download submitted docs
 - d. Click **Reprint Forms** if you need a new form
 - 5. Court Program
 - a. Details pertaining to the Court Program
 - b. Trial Loan Modification Information
 - c. Final Loan Modification Information
 - d. Final Report
 - 6. Comments

VI. Getting Started -- Document Preparation – 2 Options

a. Option #1 – DIY

- i. Click **docUmods**
- ii. Click **Start New**
- iii. Follow step-by-step wizard and answer questions
 1. All questions must be answered
- iv. Pay for docUmods
- v. Download and print all forms and requirements
 1. Review for accuracy
 2. Clients must sign and date all forms (wet signature)
 3. Clients must provide Required documents
- vi. Notes:
 1. Once paid, you can edit information in docUmods
 - a. No additional cost
 - b. New documents will be generated
 2. Some servicers require supplemental information
 - a. Check the Portal for additional requirements

b. Option #2 – DMM's DocuPrep

- i. DMM's experts prepare borrower's initial package and upload it to Portal
- ii. Cost = \$200 and includes the \$40 docUmods fee
- iii. Click **Tools** and select ***DocuPrep*** to learn more and download DMM Agreement

VII. Getting Started – Uploading to Portal

- a. Click **Add New Borrower**
- b. Follow step-by-step instructions
 - i. Import borrower/loan
 - ii. Provide additional information
- c. Upload documents
 - i. Each document must be uploaded to its separate queue
 - ii. Max file size – 5MB
 - iii. Upload multi-page pdfs to each queue
- d. Pay portal fee and submit
 - i. Servicer **cannot** see any borrower info unless and until submitted

VIII. Process Account

- a. Monitor communications
- b. Watch Navigation Bar
- c. Respond

IX. Program Manager

- a. Replacing “mediator”
- b. Will monitor all deadlines
- c. Email alerts will be sent to remind parties of their obligations
- d. PM will be alerted if parties are not meeting deadlines
- e. PM will set up conferences/calls to discuss issues that cannot be resolved through Portal including discussions about denials
- f. PM’s job is to ensure file moves along quickly and everyone understands what is needed and what (and why) ultimate decision is
- g. PM has ability to file *Certificate of Non-Compliance* with the Court to advise Court if any party is not complying with the Court Program.

Questions? Issues?

Visit our help center – help.dclmwp.com

Or

Contact DMM Support with any questions at support@defaultmitigation.com or 1-800-481-1013.