

We will begin at 12:00pm **Please Dial into the conference call so you can hear the audio:**
888 537 7715, Pass code: 15083676#



American Arbitration Association
Dispute Resolution Services Worldwide



Welcome to the Twelfth Judicial Circuit Court Residential Mortgage Mediation Program WebCast

- Press * 0 to get Operator Assistance for your technical difficulties
- AAA will advance the slides during the presentation
- *Please enter your questions in the text box for submission. We will answer questions you submit during the conference. But please make them general to the program and not specific to a case or to yourself. Those questions can be directed to us later.*

**University of South Florida Conflict Resolution Consortium
in conjunction with the
American Arbitration Association**

www.mortgagemediation.org
www.mediate.crc.usf.edu

12th Judicial Circuit Court RMM Webcast

Staff for Today's Presentation

- Dr. Rebecca Storrow, AAA VP, Director of RMM Program
- John Bishop, AAA VP, Atlanta, Commercial Division
- Allyson Connor, AAA Manager of ADR Operations, Atlanta
- Website for information and access to case filing
www.mortgagemediation.org
- Email 12thCircuitRMM@adr.org
- Call 800-218-5524

Mailing Address

Correspondence and Checks:

American Arbitration Association
RMM Manager
Miami Regional Office
100 SE 2nd St., Ste. 2300
Miami, FL 33131

Mediation is held at

Residential Mortgage Mediation (RMM) Office:

5804 Lakewood Ranch Blvd.
North Sarasota, FL 34240

USF Website: www.mediate.crc.usf.edu

Make checks payable to "American Arbitration Association," including case number(s)



American Arbitration Association
Dispute Resolution Services Worldwide

12th Judicial Circuit Court RMM Webcast

Purpose Today

- Details about the RMM Program
- Location information
- Website www.mortgagemediation.org
- Filing and processing cases
- Web-enabled platform and tools
 - Form A and other forms
 - Payment Options
 - Secure Documents Exchange
 - Mediation Scheduling

**Please make sure you read
Administrative Order 2012-9.1
carefully!**

Link:

<http://www.jud12.flcourts.org/ProgramsServices/12thJudicialCircuitForeclosureDivision/ForeclosureManagedMediationProgram.aspx>



12th Judicial Circuit Court RMM Webcast

American Arbitration Association

- Founded 1926
- Offices in Florida for over forty-five years
- Was RMFM Program manager for the 8th, 17th, and 18th Judicial Circuit Courts
- Experienced in large claims programs of 130,000+ cases per year - www.adr.org
- Mediation, arbitration, neutral elections management, ADR education through AAU, due process standards for consumer/employment/health care arbitration
- We are managing the 12th Judicial Circuit RMM Program in conjunction with the University of South Florida Conflict Resolution Collaborative



12th Judicial Circuit Court RMM Webcast

Program Staff and Resources

Directors

- Dr. Greg Firestone, USF CRC
- Dr. Rebecca Storrow, Vice President for AAA

- Mediation Site Manager – Diana Ojeda
- Scheduling Staff – Allyson Connor, AAA Atlanta Office
- Outreach team – Ana Figueredo, AAA Outreach Manager
- HUD Certified Foreclosure Counselors available, not required
- RMM Qualified, Foreclosure-Trained, Certified Circuit Court Civil Mediators – Program Mediators and Outside Mediators

- Email 12thCircuitRMM@adr.org
- 800# for Lenders and Law Firms regarding Filing/Payment Issues



○ **800-218-5524**

American Arbitration Association

Dispute Resolution Services Worldwide

www.adr.org

Responsibilities of Plaintiff

Per Court Summary Document

<http://www.jud12.flcourts.org/Portals/0/PDF/Foreclosure/Active%20Foreclosure%20AO%20Summary.pdf>

1. The Plaintiff's responsibilities include, but are not limited to the following:
 - ☐ File a **verified complaint and pay the mediation fee.**
 - ☐ File with the Clerk a Form A with all certifications filled out completely, requesting any additional documentation from the borrower and identifying the plaintiff's representative(s) who will appear at mediation.

(Phone number for Borrower is required! Emails for Borrowers are very important to include if you know them!)

- ☐ Designate a **single individual** as authorized agent to receive financial materials submitted by borrowers. Mediation will not be scheduled by the Program Manager until plaintiff confirms receipt of borrower's documentation. (Form A)



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AO 2012-9.1, I ,4. Plaintiff Responsibilities (p.5)

Form A shall include:

- **Court case number** and the assigned division
- Contact information for the lender and each borrower, including **telephone numbers** and **email addresses**
- Contact information for each borrower, including **telephone numbers**, and **email addresses** if known
- Whether **pre-suit mediation** occurred
- Whether plaintiff and its counsel will accept service by email.
- Request for additional documents

**If these items are not in the Form A,
you are not in compliance with the AO Plaintiff Responsibilities**



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- Serve on borrowers with the summons and complaint a Form B – Important Notice from the Court to Homeowners Regarding Your Property, which contains information for the property owner about mediation.
- Electronically transmit a copy of Form A to the Program Manager within two business days after the filing of Form A.
- Notify the Program Manager when a borrower is served no later than 10 days after service.
- Respond to borrower's request for plaintiff's disclosure and provide documents to the Program Manager no later than **10 business days before the mediation.**

(Program Manager is responsible for confirming the items needed by plaintiff to effectively participate in mediation were identified in Form A or in the Order of Referral, prior to mediation, AO2012-1.9)

- Attend the mediation session with full authority to settle, negotiate, discuss, accept, or reject specific options being proposed by borrowers to resolve the case, without further consultation.



Responsibilities of the Plaintiff (continued)

2. The Plaintiff shall notify the Program Manager at least 20 days before the scheduled date of mediation when an Outside mediator is agreed to by the parties, and shall submit an Order of Referral to the court. (Form D-2)
3. Regularly monitor the circuit and Program Manager's websites for updated RMM Program forms and to use the most current forms.
4. **The Judge may impose sanctions including dismissal of actions for non-compliance with the completion and filing of a Form A or failure to timely provide borrower requested documentation.**



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Court Ordered Cases –

Cases filed prior to August 1, 2012

- Order of Referral – Paragraph 13 (proposed revisions)
13. □ This case was filed before the effective date of the Residential Mortgage Mediation Administrative Order. The court orders this matter be referred to a Program Mediator for mediation upon the terms and subject to the procedures set forth in the Administrative Order. Borrowers shall pay their mediation fee within 20 days of this order. Plaintiffs shall immediately fax or email a copy of the signed order and completed Form A including borrower's phone number to the Program Manager, and pay their fee within 10 days of borrower's remittance. Thereafter, the case will begin RMM Program procedures and timelines and the parties shall comply with the provisions of this referral order. Failure of borrowers to timely pay their fee shall terminate their eligibility to participate in the RMM Program. Failure of plaintiff to timely pay their mediation fee may result in sanctions, including dismissal of the complaint.

Cc: Residential Mortgage Mediation Program Manager, 100 SE 2nd St., Ste. 2300, Miami, FL 33131, 12thCircuitRMM@adr.org, Fax: 877-395-1389, Phone: 800-218-5524



Fees – Mailing Address

- **Process – \$225 Fees for Lenders are due at the time Form A is filed**

Mailing Address:

American Arbitration Association

RMM Manager

Miami Regional Office

100 SE 2nd St., Ste. 2300

Miami, FL 33131

- Plaintiffs are required to pay \$225 as a non-refundable fee, even when an Outside Mediator is selected.



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Program Timeline

Plaintiff Files in Court	Plaintiff submits filing fee to AAA	Plaintiff files Form A with the AAA	Outreach to borrower - 2 letters & 2 phone calls	Borrower Accepts - 20 days to pay	AAA files Forms D-1 & F-1 (Order of Referral and Temp. Stay)	Borrower submits financial documents	Plaintiff confirms receipt of documents	Mediation scheduled & Notice sent	Borrowers Request for Plaintiff Disclosure	Plaintiff Submission of Documents to Borrower	Plaintiff Request for Additional Documents	Mediation
Day 1		Day 3	Day 4-34	Day 5-54	Within 1 business day of payment	Order of referral +20	Order of referral +30	Within 1 day of plaintiff confirmation of document receipt/Order of Referral +30	Mediation Notice +10	Date of Mediation minus 10		Order of referral +60
			Day 34 at the latest	Day 54 at the latest	Day 55 at the latest	Day 75 at the latest	Day 85 at the latest	Day 86 at the latest	Day 96 at the latest	Day 106 at the latest		Day 116 at the latest



Mediators

- Program and Outside Mediators
 - Outside Mediator - Form D-2 (Stipulation & Order of Referral to Outside Mediation)
 - Submit Mediator Report for Outside Mediator to Diana Ojeda, at dojeda1@health.usf.edu
- Parties can jointly select a qualified Mediator themselves
- Specific Qualifications for RMM Mediators
- Parties will get to evaluate the AAA, Mediators and Counselors



Pre Suit Mediation Opportunity

- Either Party May Use *Request for Presuit Mediation* on www.MortgageMediation.org
- If a *Borrower* files a Request for Mediation, we will contact you about participation—make sure we know the right contact person in your firm
- In order for a Pre Suit Mediation to qualify, it must comply with Sec. IV of AO2012-9.1, requiring
 - the exchange of mortgage related information,
 - the use of Florida Supreme Court certified circuit civil mediators specially trained to mediate residential mortgage foreclosure actions, and
 - the program coordination by an independent program manager
- If not, you may find yourself referred to RMM program



What you can find on the Residential Mortgage Mediation Website

www.mortgagemediation.org

AAA WebFile®

Forms, documents, and resources

Contact information and directions



12th Judicial Circuit Court RMM Webcast

Some Forms and documents on www.mortgagemediation.org

- RMM Law Firm Informational Letter
- RMM Party Calendar Tool Guide
- RMM FAQ's
- RMM Sarasota Office Directions
- Hardship Affidavit
- How to File an RMM Case
- Borrower Financial Worksheet
- List of Program and Outside Mediators (coming soon)



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Some Links you can find on www.mortgagemediation.org

- Twelfth Judicial Circuit Foreclosure Managed Mediation Program web page and Forms
- Link to Summary of Active Administrative Orders Pertaining to the Foreclosure Division in the Twelfth Judicial Circuit
- Gulfcoast Legal Services
- Legal Aid of Manasota
- University of South Florida Conflict Resolution Collaborative (USF CRC):



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AO forms links that may be found on the Court Website

<http://www.jud12.flcourts.org/ProgramsServices/12thCircuitForeclosureDivision/ForeclosureManagedMediationProgram.aspx> or RMM Program Website www.mortgagemediation.org :

FORM A: Plaintiff's Certificate (To be filed with the complaint.)

FORM B: Important Notice From The Court To Homeowner

FORM C: Notice of Borrower Nonparticipation with RMM Program

FORM D-1: Order of Referral to Program Mediator with the Residential Mortgage Mediation Program

FORM D-2: Stipulation & Order of Referral to Outside Mediator for Residential Mortgage Mediation

FORM E: Notice of Pre-Suit Mediation Exemption from RMM Program

FORM F-1: Notice of Temporary Stay Due to Mediation

FORM F-2: Notice of Termination of Mediation Stay

FORM G: Notice of Borrower's Request for Plaintiff's Disclosure For Mediation

FORM H: 12TH Circuit Foreclosure Mediation Participation Form

FORM I: Mediator Report

FORM J: Application for Determination of Civil Indigency Status



Web-Enabled Platform



Effective and efficient resolution of mortgage disputes.



Residential Mortgage Mediation (RMM) in the Twelfth Judicial Circuit Court

BORROWERS:



The University of South Florida Conflict Resolution Collaborative in conjunction with the American Arbitration Association (AAA) are working together to offer a Residential Mortgage Mediation Program for Homeowners and Lenders in the 12th Judicial Circuit of Florida. Our program is conducted in accordance with Administrative Order No.: 2012-9.1 **issued** by Chief Andrew D. Owens, Jr.

AAA Solutions and Mediation Systems Design for Mortgage Foreclosure Disputes

[▶ Learn More](#)

The AAA offers residential mortgage foreclosure mediation systems design for Government Agencies, Courts and Lenders & Servicers, as well as mediation and arbitration of commercial mortgage disputes.

Residential Mortgage Mediation in the Twelfth Judicial Circuit Court



RMM Mediation Office Location:
5804 Lakewood Ranch Blvd. North
Sarasota, Florida 34240
(941) 893-4944



Mortgage Mediation and Pre-Suit Mediation

▶ [Borrowers](#)

▶ [Lenders](#)

▶ [Mediators](#)

The RMM Program allows homeowners and lenders to explore ways of resolving their foreclosure dispute quickly and without further litigation.

To read the Administrative Order, [click here](#).

As a result of the establishment of the RMFM program, certain Judicial Circuit Courts have appointed the American Arbitration Association (AAA), the world's leading provider of conflict management and dispute resolution services, to administer their Residential Mortgage Foreclosure Mediation Programs. The RMFM Program stipulates that all lawsuits involving a residential mortgage foreclosure of an owner-occupied homestead residence will be referred to the AAA for mediation prior to proceeding with litigation.

Homeowners who participate in the Program first undergo mortgage foreclosure counseling and then proceed to the mediation process with the objective of reaching an early and mutually agreeable settlement of their dispute.

Florida
American Arbitration Association
Mortgage Mediation
McBee Program

HOME

AAA Mortgage Mediation

Please **LOG IN**

User ID

Password

▶ Forgot your AAA User ID? Click here for help.

▶ Forgot your password? Click here for help.

New **USER?**

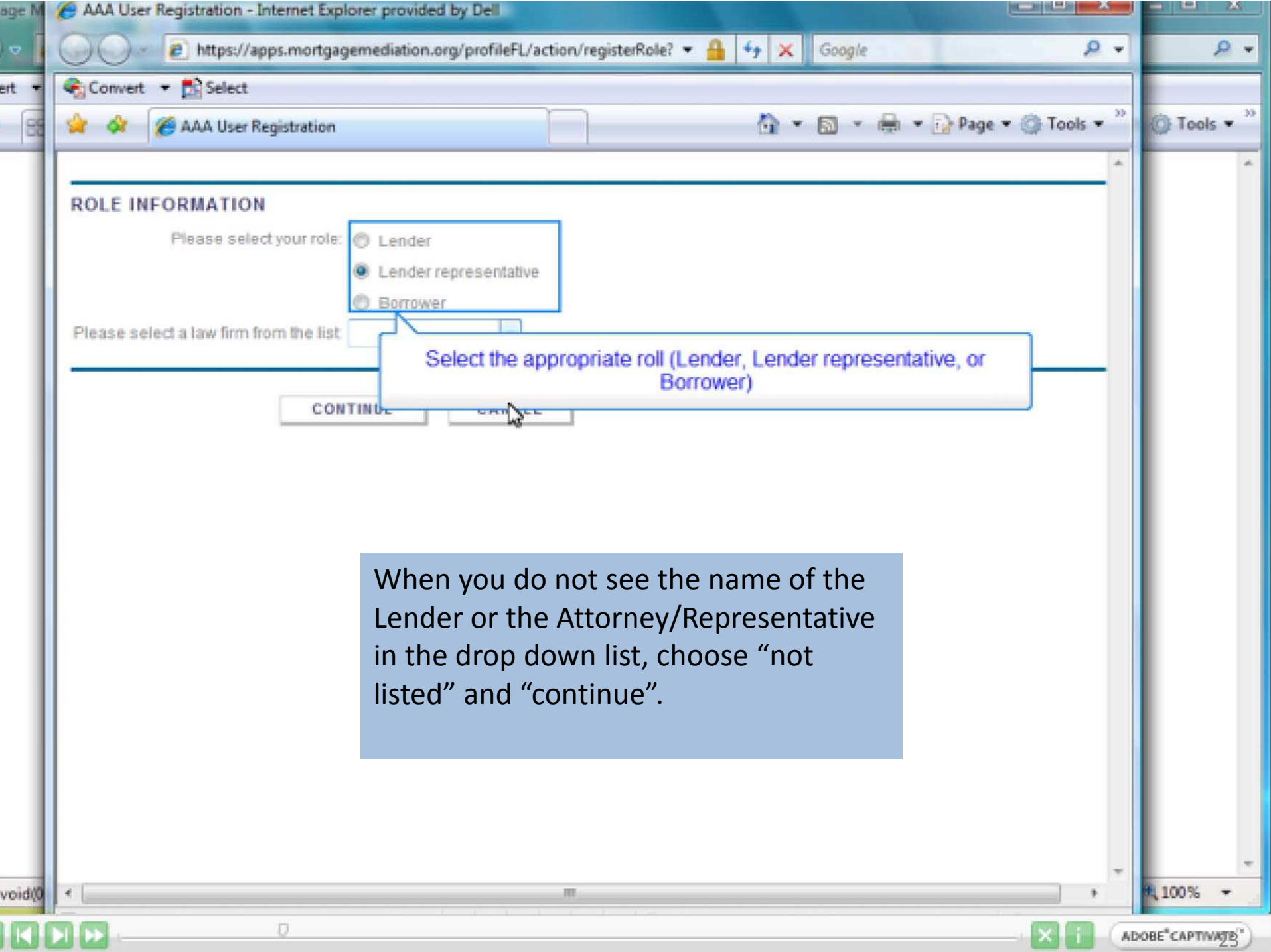
Please register.

▶ [Register](#)

AAA MISSION & PRINCIPLES PRIVACY POLICY TERMS OF USE TECHNICAL RECOMMENDATIONS ©2010 AMERICAN ARBITRATION ASSOCIATION. ALL RIGHTS RESERVED

You can register if a new user, or log in if already an online RMM filer on WebFile.

If you have problems on this page with registration or logging in,
please use this 800# for help: 800-218-5524 or
You can send an email to 12thCircuitRMM@adr.org
for technical help.



ROLE INFORMATION

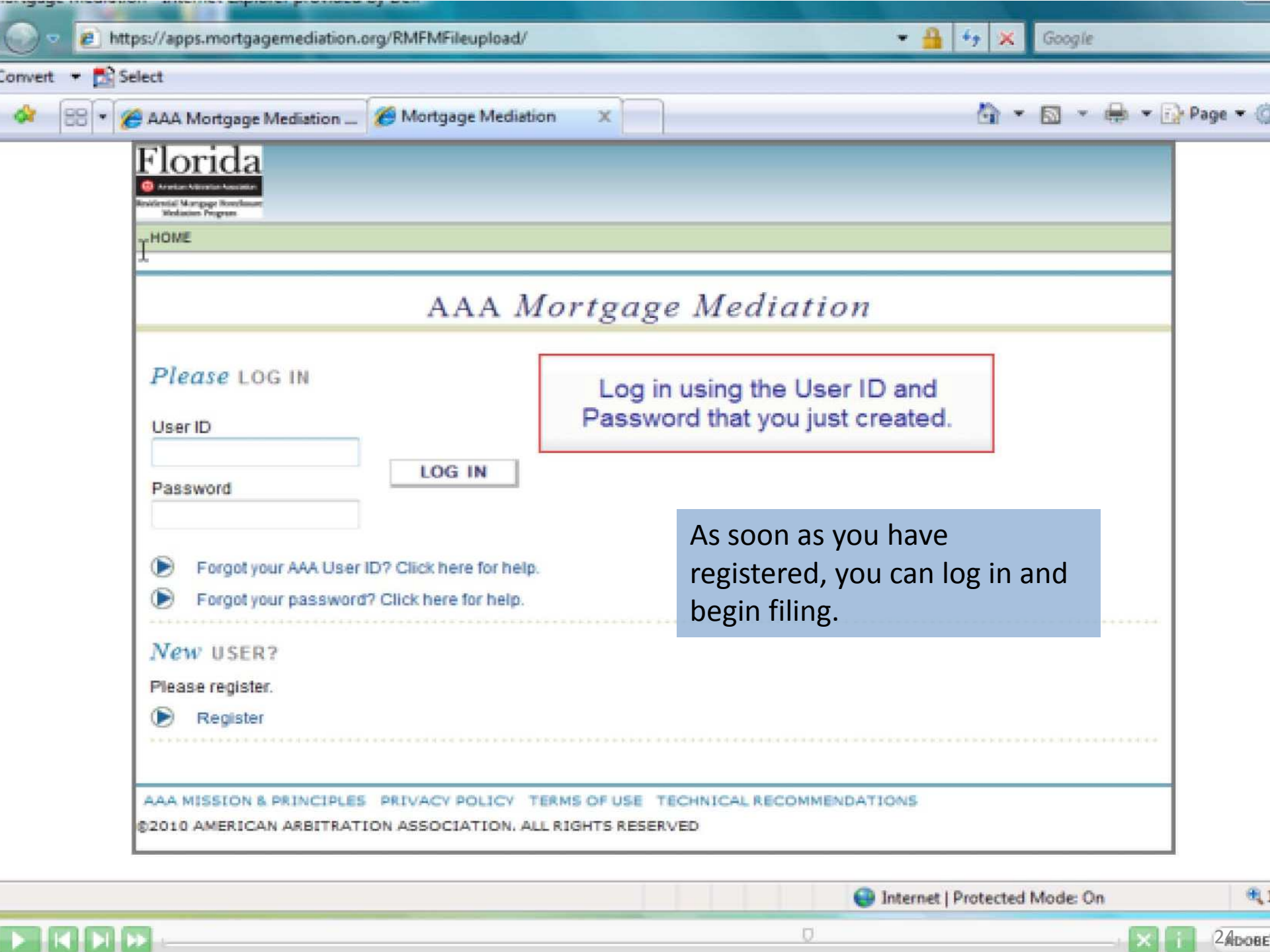
Please select your role:

- ☐ Lender
- ☒ Lender representative
- ☐ Borrower

Please select a law firm from the list:

Select the appropriate roll (Lender, Lender representative, or Borrower)

When you do not see the name of the Lender or the Attorney/Representative in the drop down list, choose “not listed” and “continue”.



Florida

American Arbitration Association
Residential Mortgage Foreclosure
Mediation Program

HOME

AAA Mortgage Mediation

Please LOG IN

User ID

Password

LOG IN

Log in using the User ID and
Password that you just created.

▶ [Forgot your AAA User ID? Click here for help.](#)

▶ [Forgot your password? Click here for help.](#)

New USER?

Please register.

▶ [Register](#)

As soon as you have
registered, you can log in and
begin filing.

[AAA MISSION & PRINCIPLES](#) [PRIVACY POLICY](#) [TERMS OF USE](#) [TECHNICAL RECOMMENDATIONS](#)

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Mortgage Mediation Services

by the American Arbitration Association

CASES ACCOUNT MEDIATOR HIGHLIGHTS FORM A UPLOAD LOG OUT

IMPORTANT NOTICES

RMM Lender/Borrower Attorney letter

Party Calendar Tool Guide

CLAIMS AND CASES

Telephone contact for case filing or payment problems: 1.800.218.5524

or, email: [RMM Operations](#) or [Mortgage Mediation](#)

To submit feedback regarding AAA Mortgage Mediation, [click here](#).

[CONTACT US](#) | [PRIVACY POLICY](#) | [TERMS OF USE](#)


Mortgage Mediation - Internet Explorer provided by Dell

https://apps.mortgagemediation.org/RMFMFileupload/action/login

Convert Select

AAA Mortgage Mediation ... Mortgage Mediation

Home RSS Print Page Tools

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Dispute Resolution Services Worldwide

The Upload page now appears.

LOG OUT

The upload time may vary depending on your connection speed.
The maximum size of a file you can upload is 8MB. If you have a file with greater size, split it into parts.
You can only upload files with the following extensions:
bmp, csv, doc, gif, htm, html, jpeg, jpg, msw, pdf, ppt, rtf, tif, tiff, txt, wpd, xls
[More ...](#)

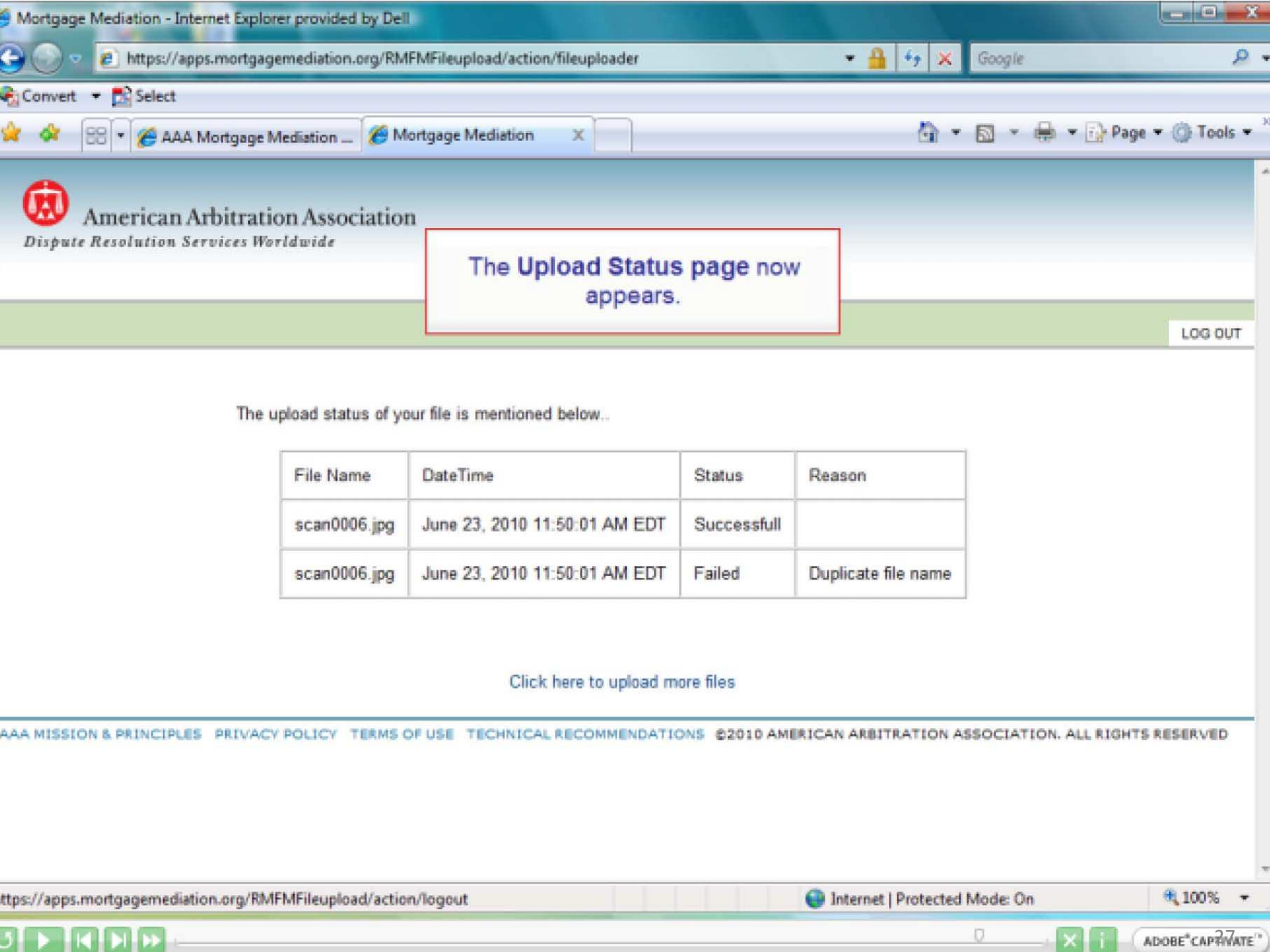
Add Row Delete Row Upload Files

<input type="checkbox"/>	1	<input type="text"/>	<input type="button" value="Browse..."/>
<input type="checkbox"/>	2	<input type="text"/>	<input type="button" value="Browse..."/>
<input type="checkbox"/>	3	<input type="text"/>	<input type="button" value="Browse..."/>
<input type="checkbox"/>	4	<input type="text"/>	<input type="button" value="Browse..."/>
<input type="checkbox"/>	5	<input type="text"/>	<input type="button" value="Browse..."/>
<input type="checkbox"/>	6	<input type="text"/>	<input type="button" value="Browse..."/>

To choose a file for upload, click the Browse button...

Done Internet | Protected Mode: On 100%

ADOBE CAPTIVATOR



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Dispute Resolution Services Worldwide

The Upload Status page now appears.

LOG OUT

The upload status of your file is mentioned below..

File Name	DateTime	Status	Reason
scan0006.jpg	June 23, 2010 11:50:01 AM EDT	Successfull	
scan0006.jpg	June 23, 2010 11:50:01 AM EDT	Failed	Duplicate file name

[Click here to upload more files](#)

AAA WebFile® System Tools



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http://localhost/florida/action/searchCasesProlog

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Getting Started

Latest Headlines

Mortgage Mediation

Mortgage Mediation Services

by the American Arbitration Association

SEARCH CAPABILITY

CASESFILE NEW CLAIMACCOUNTLOG OUT

SEARCH CASES

SEARCH

CLEAR

QUICK SEARCH

Case Number(18 600 Z 12345 02)

FULL SEARCH

GENERAL

Cases Filed Betweencalendar andcalendar (mm/dd/yyyy)

Cases Closed Betweencalendar andcalendar (mm/dd/yyyy)

Status

CASE MANAGER

Last Name

First Name

PARTY

Company

Last Name

First Name

City

State

Done

Some firms will have many cases and this search capability will help you search and sort filings.

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Party Calendar Tool

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[CASES](#) [FILE NEW CLAIM](#) [ACCOUNT](#) [MEDIATOR HIGHLIGHTS](#) [FORM A UPLOAD](#) [LOG OUT](#)

CLAIMS AND CASES

Telephone contact for case filing or payment problems: 1.800.218.5524
or, email: RMFM Operations or Mortgage Mediation

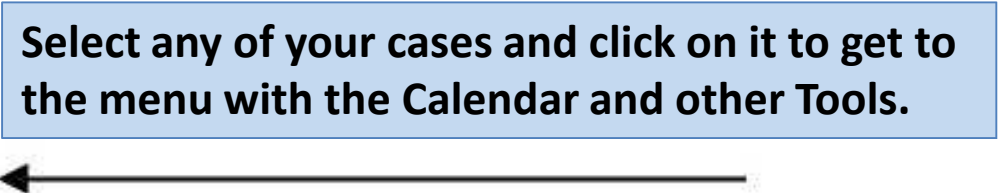
You have the following claims and cases registered with the American Arbitration Association:

FILED CASES [More information...](#)

You have the following cases filed. To view the details, click on the case number link. Note: Closed cases will only appear for thirty days. To view closed cases, select the "Search Cases" menu option.

Case Number	Status
36-580-000235-10	Active
test plaintiff AND test defendant	
36-560-000234-10	Active
test plaintiff AND test defendant	
36-562-000221-10	Closed Administratively
ii AND iii	
36-561-000220-10	Closed Administratively
which	

Select any of your cases and click on it to get to the menu with the Calendar and other Tools.





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CASES FILE NEW CLAIM ACCOUNT MEDIATOR HIGHLIGHTS FORM A UPLOAD LOG OUT

CASE NUMBER: 36-560-000235-10

Claimant: test plaintiff

Respondent: test defendant

SUMMARY | **CLAIMS** | **PARTIES** | **HEARINGS** | **DOCUMENTS** | **MESSAGES**

Case Name: test plaintiff AND test defendant

Status: Active

Number of Neutrals: 1

Amend Form A

Additional Certification Forms

Calendar



CONTACT INFORMATION

American Arbitration Association
RMM Program
100 SE 2nd St., Ste. 2300
Miami, FL 33131

Now you are on a specific case of yours and the Calendar option will appear, see arrow below.

If you have any questions, please email
12thCircuitRMM@adr.org or call 800-218-5524

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CASES FILE NEW CLAIM ACCOUNT MEDIATOR HIGHLIGHTS FORM A UPLOAD LOG OUT

CALENDAR

◀ September ▶ 2010 ▶

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Today is September 17, 2010

☐ Available
☐ Unavailable

☐ AAA Hearings
☐ Partially Available
☐ Holiday

This calendar shows your hearings (scheduled by the AAA/ICDR) as well as time you have marked available or unavailable. Your information is not shown to other parties.

Please click on any time to mark it available or unavailable.

FRIDAY SEPTEMBER 17, 2010

08:00AM

08:30AM

09:00AM

09:30AM

10:00AM

10:30AM

11:00AM

11:30AM

12:00PM

12:30PM

01:00PM

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06:00PM

12th Judicial Circuit Court RMM Webcast

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SELECT EVENT TYPE

WOULD YOU LIKE TO SPECIFY:

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ADD UNAVAILABILITY

Start Date:  (mm/dd/yyyy) Repeat Until Date:  (mm/dd/yyyy)

Start Time: AM End Time: PM

Description:



System emails

Dear Jane Johnson,

A new document has been uploaded to your case #xx-xxx-xxxx-xx.

The following documents have been uploaded to AAA WebFile®:

XXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXXX

You can view this filing by visiting the following link: <http://nydweb03/webfile/>

Thank you,
American Arbitration Association



- *SAMPLE of an email alert from the System to a Party or Representative.*
- *For instance, when a Borrower Financial Disclosure Worksheet is uploaded.*

Cancellations and Rescheduling

- Cancellations are discouraged and should only be for good cause. Cancellations **within five days** of the mediation date will trigger payment of the \$225 Borrower fee to the mediator who has reserved time to mediate that day.
- Rescheduling may be available when both parties want to reschedule and any necessary fees are deposited. Pursuant to AO 2012-9.1, rescheduling due to Plaintiff's untimely compliance with the order may result in a sanction of \$225 for mediation cancellation and rescheduling.
- **You MUST arrive at mediation promptly at the scheduled time.** A Non-appearance of a party or counsel will be reported to the Court.



Questions?

Type into text box on left and hit 'enter'

- Or contact us for more information anytime at 12thCircuitRMM@adr.org
- **Lenders and Law Firms Phone:
800-218-5524**

Thank you!

