# Section 184 Loan Guarantee Fundamentals – Back To Basics Webinar

# Agenda: Day 2 - April 22, 2020 Noon to 3:00 p.m. EST

## Agenda Items

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| Topic | Presenter | Time allotted |

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|  | Introduction | Heidi Frechette  Krisa Johnson  Jeff Glass | 12:00 –12:15 |
|  | Servicing Training Part II | Thelma Pillay | 12:15 – 1:15 |
|  | Questions | Thelma Pillay | 1:15 – 1:30 |
|  | Break | N/A | 1:30 – 1:40 |
|  | Claims Training | Andrika Wagstaff | 1:40 – 3:00 |
|  | Questions | Andrika Wagstaff | 2:50 – 3:00 |
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