

# THE 9<sup>TH</sup> JUDICIAL CIRCUIT RESIDENTIAL MORTGAGE FORECLOSURE MEDIATION PROGRAM (“RMFMP”) –

\*\*\*\* ORANGE COUNTY ONLY \*\*\*\*

## PLAINTIFF FREQUENTLY ASKED QUESTIONS

**What is the effective date of the 9<sup>th</sup> Judicial Circuit’s Administrative Order No. 2010-11 concerning its residential mortgage foreclosure mediation program?**

The 9<sup>th</sup> Judicial Circuit’s Administrative Order applies to all foreclosure cases concerning residential, homestead property which are filed on or after July 2, 2010.

**How should name appear on the \$700 check?**

“Orange County Bar Association”

**Does anything else need to be noted on the check?**

Please include the COURT CASE NUMBER in the memo section.

**Where do we send the check?**

Orange County Bar Association  
880 North Orange Avenue  
Orlando, FL 32801

**What method of payment will be accepted for the fees which are required under the RMFMP?**

BUSINESS CHECKS – We will accept one check per case

**How is the Form A transmitted to the RMFMP?**

First, enter the case information into our IT platform. Then, please mail your Form A to OCBA at the address indicated with a \$700 check.

## **Should we wait for a court case number to send Form A or send Form A within 24 hours without a case number?**

Please file your original Form A with the Clerk of Court but please wait to send the copy of the Form A and the \$700 check to the RMFMP until you have received the Court Case Number from the clerk's office. The Court Case Number must be written or printed on the Form A sent to the RMFMP and must be written or printed in the memo section of the \$700 check.

## **Can we generate Form A on our own word processing software to send out with the complaint?**

Yes, you may generate your own forms (including Form A) as long as they are identical to those attached to the 9<sup>th</sup> Judicial Circuit's Administrative Order and include Borrower contact information.

## **How do I register with the 9<sup>th</sup> Circuit's website so that I can check the status of my cases and upload forms?**

### **Instructions for logging on the web-enabled IT Platform:**

*Authorization:* Each user of this system will need to be authorized before being given access to the system.

1. Go to [www.rmfm.com](http://www.rmfm.com) and follow the links.
2. There will be a Main Menu to the left-hand side, with a line for Orange County.
3. Click on the login in the upper right corner of the site.
4. When the login screen comes up, click on register and complete the information. (Note: your user name must be alphanumeric characters, with no spaces. Your password must be at least 7 characters long with at least one non-alphanumeric character.)
5. The completed registration information will start the authorization process.
6. Once authorized (which may take up to 24 hours), cases can be entered into the system and managed.

## **How do I provide case and contact information to the RMFMP with your software?**

### **Entering a New Case**

1. Obtain authorization
2. Log onto the IT Platform
3. After logging on, the second box on the top left-hand corner is "Forms."
4. Click on "Forms" and go to "New Case Wizard."
5. Input information; press the floppy disc icon to save and the green arrow to go to the next screen.
6. Continue adding information, saving, and going forward.

\*\*After entering the Plaintiff and the law firm information one time, you can search for that information again and the software will enter it automatically for the new case.

\*\*After entering the Plaintiffs, Plaintiff lawyers, or Defendants, each one should be added using the “+” sign.

At the end of entering new case information, the software will generate **Form “A”** for this case that can be filed with the court. **Please remember to include a photocopy of Form “A” with your check to the Orange County Bar Association.**

### **Will you offer bulk uploading of cases using XML or Excel?**

Yes. You may conduct a bulk upload of 5 or more cases at one time. The cases will need to be entered into an Excel spreadsheet in a specified format. The initial upload will be screened by our software provider. For more information please contact technical support directly at 904-378-4449 or email at [support@rmfmp.com](mailto:support@rmfmp.com).

### **How are we advised of the status of our cases?**

Once you are properly registered into our software system you can check the status of the case by clicking on the “database” button. From there you need to highlight the case whose status you need and then click on the page icon. This brings up the case details and the case status is the first information available under “case information.”

### **How are we advised of Borrower non-participation?**

You will be served via email or mail a copy of the “Notice of Borrower Nonparticipation With RMFM Program”.

### **How would you like us to send the Program Manager updated contact information for Defendants if Answer is filed or correspondence is received after we sent our initial information through the website?**

Please log into the website and update the contact information yourself.

### **How are we to provide the Client Representative information?**

The Form A our program generates fills in the client representative section with “See Attached Exhibit A”. Please make sure to attach an Exhibit A that indicates any and all client representatives.

## Orange County RMFMP Filing Checklist

- Enter case information into RMFMP IT Platform
- File Form A with Clerk
- Mail copy of Form A with \$700 payment\* to the Orange County Bar Association (\*with court case number in memo section)
- Mail borrower, at borrower's last known mailing address, a copy of complaint, a copy of summons, a copy of Exhibit 2, and a Notice of RMFM Program to be served with summons.
- Check RMFMP IT Platform to track case