

# Four Letters That Set You Apart



Commercial/Multifamily Mortgage Servicing is the backbone of the commercial/multifamily real estate finance industry. A career in Commercial/Multifamily Mortgage Servicing is exciting, challenging and continually evolving. Leaders in the industry exemplify extraordinary commitment to the industry and demonstrate high levels of achievement. They command respect due to their professional accomplishments, as well as their unparalleled knowledge of mortgage servicing.

## Do You Have What it Takes?

Commercial Certified Mortgage Servicer (CCMS) designees must have a thorough understanding of commercial/multifamily real estate and mortgage fundamentals, including lending, underwriting, closing, servicing, asset management, valuation and default management. A command of legal and regulatory requirements, market behaviors and operations is also required.

## Who Should Apply

Commercial real estate finance and multifamily servicing professionals with high levels of broad based industry experience and participation as well as thorough knowledge of the commercial real estate finance industry.

## THE PATH: EARN THE CCMS

### Prerequisites

Five years of experience is recommended.

### STEP 1: Enroll and Apply Online

MBA MEMBER: \$400 • NONMEMBER: \$1,200

- Complete an enrollment form and candidate application package and follow the instructions for submission or enroll online at [mba.org/ccms](http://mba.org/ccms).

### STEP 2: Submit Enrollment and Application Documentation

Please submit the following information to MBA Education upon enrollment in the CCMS program.

- Current resumé
- CCMS Enrollment Form
- CCMS Application
- Letter of Recommendation (senior-level)
- Contact Information Form (two business references)
- Point Qualification Form

### STEP 3: Accumulate 100 CCMS Points

All CCMS candidates must accrue 100 points from three categories:

- Professional Work Experience (25-point minimum)
- Documented Education (25-point minimum)
- Industry Participation (15-point minimum)

Once you submit your resume and/or transcript update form, we can evaluate your current point status and provide you with a personalized plan to help you complete this step of the program. Points will be confirmed by a Designation Specialist by emailing MBA Education at [education@mba.org](mailto:education@mba.org).

Use the worksheet on the last page to help determine how many points you may have already.

**STEP 4: Study and Test**

Once you have acquired the 100 CCMS points, you are ready to move to the examination phase. The exam is conducted in two parts: a multiple-choice exam and an oral exam.

**PREP COURSE AND EXAM FEES**

**MBA MEMBER: \$800 • NONMEMBER: \$1,600**

CCMS Prep Course: The instructor-guided online prep course is designed to provide candidates with a review of the exam's six content areas, led by current CCMS designees. Visit [mba.org/ccms](http://mba.org/ccms) for more information.

**MULTIPLE CHOICE EXAM**

The four-hour 200-question exam is administered online in your office by an approved proctor.

**ORAL EXAM**

Oral exams are conducted each spring at MBA's Commercial/Multifamily Servicing and Technology Conference as well as virtually throughout the year, pending candidate eligibility.

**STEP 5: Graduate and Be Recognized**

Once you successfully complete the testing you are officially a CCMS designee.

**THE CEREMONY**

You are honored and awarded your plaque and pin at the CCMS Graduation Ceremony and Reception, held each year at MBA's Commercial/Multifamily Servicing and Technology Conference.

**BEYOND**

As a member of the elite group of CCMS designees, you are encouraged to participate in high-level industry events, including networking opportunities and receptions. You are also recognized in MBA publications and on the MBA Education website.

All CCMS designees will be expected to maintain their designation with ongoing participation in the MBA and within the commercial/multifamily mortgage industry.

**Optional Courses**

While these courses are not required to complete your CCMS designation, they are recommended to better help prepare you for the exam and earn Education points.

- CS\_S\_200 Asset Management in CMF Lending
- CS\_S\_201 Basics of CMF Servicing
- CS\_S\_202 Benchmarking CMF Servicer Performance
- CS\_S\_203 CMF Servicing Agreements
- CS\_S\_204 CMF Servicer Surveillance
- CS\_S\_205 Insurance Compliance for CMF Lending
- CS\_GO\_100 Life Cycle of CMF Loans
- CS\_S\_206 Navigating CMF Loan Documents
- CS\_S\_207 Servicing Operations in CMF Lending

\*\* Available for purchase through the Commercial Servicing Achievement and Professional certificate packages only.



### Hear What Our Graduates Have to Say



“The CCMS designation program was a great experience. The designation recognizes personal excellence and as well as the professionalism in the servicing industry. Moreover, CCMS is a personal acknowledgement for the expertise of the designee. I encourage all those in the servicing commercial real estate industry to consider obtaining this designation. It is a worthwhile investment.”

— Alan Kronovet, CCMS  
Executive Vice President, Head of Commercial Mortgage Servicing  
Wells Fargo Bank, N.A.



“As a life company lender, I was isolated from all the other aspects of commercial mortgage servicing. Getting the CCMS designation helped me understand the many facets of the industry and gain a greater respect for what our servicers do on a daily basis. It’s also allowed me to connect with industry experts that I can reach out to if I have a question.”

— Tara L. Uebelhor Bayse, CCMS  
Director, Commercial Mortgage Portfolio Management, OneAmerica

## Calculate Your CCMS Points

100 TOTAL POINTS REQUIRED			CCMS POINTS	SUBTOTAL
<b>Professional Experience (Min. Pts. 25 / No Maximum)</b>				
MBA Member Firm	_____ years	×	5 / year	_____
Non-MBA Member Firm ( <i>Industry Related</i> )	_____ years	×	3 / year	_____
<b>Documented Education (Min. Pts. 25 / Max. Pts. 60)</b>				
Associate Degree	1	×	10	_____
Undergraduate Degree	1	×	15	_____
Graduate Degree	1	×	10	_____
MBA Coursework (Online and Classroom)	_____ (total courses)	×	5 / course	_____
Commercial Mortgage Servicing Achievement Certificate	1	×	15	_____
Commercial Mortgage Servicing Professional Certificate	1	×	20	_____
CCMS Prep Course (Must have 90 or more points to enroll)	1	×	10	_____
MBA or Other Industry Related Designations	_____ (total)	×	10	_____
MBA Webinars (live)	_____ (total)	×	2 / session	_____
Company Training	_____ year(s)	×	1 / year	_____
<b>Participation (Min. Pts. 15)</b>				
MBA or Non-MBA Approved Industry Committee Participation	_____ year(s)	×	10 / year	_____
MBA or Non-MBA Approved Industry Leadership Position (BOD)	1	×	10	_____
MBA or Non-MBA Industry Conferences / Conventions	_____ (total)	×	5 / day	_____
MBA Education Subject Matter Expert/Instructor	_____ total	×	5-10 / project	_____
Approved Industry Course Instructor	_____ total	×	5-10 / project	_____
<b>Total CCMS Points</b>		=		_____

\* This point calculator is to be used for illustrative purposes only. Your formal CCMS program points will be confirmed by the designation program manager upon enrollment.