

# Meet Your Mentor: Shante Duffy

**Senior Manager | Consultant | Mentor | Business Development & Marketing Expert**  
*Over 10 years of experience in Mortgage Loan Servicing & Note Investing*



Shante Duffy is a results-driven senior manager with over 10 years of experience in the mortgage servicing industry. She brings deep expertise in regulatory compliance, loan operations, and investor education. As a consultant and business development expert with Labrador Lending, Shante is dedicated to empowering note investors through transparency, compliance, and operational excellence.

## Core Strengths & Expertise

- **Loan Servicing Expectations / Do's & Don'ts**  
Provides clear guidance to investors and servicers to avoid common pitfalls and ensure compliant, efficient servicing.
- **Licensing Requirements (Lender-Specific)**  
Advises on necessary licensing for operating across states, ensuring regulatory compliance at every level.
- **Collateral Review**  
Performs in-depth analysis of loan documentation and property information to assess asset quality and mitigate risk.
- **Escrow / Force-Placed Insurance (FPI)**  
Manages escrow accounts in accordance with federal and state guidelines, ensuring timely tax and insurance payments; handles FPI placement and borrower communication.
- **Loss Mitigation**  
Develops and implements borrower retention strategies including payment plans, loan modifications, and short sales.
- **Bankruptcy Oversight**  
Coordinates with legal teams to manage borrower bankruptcy filings, protecting investor interests and ensuring legal compliance.
- **Foreclosure Management**  
Oversees timelines and processes for foreclosure, ensuring accurate documentation and adherence to local laws.

## Career Highlights

### Labrador Lending

- Leads investor mentorship and community-building initiatives
- Consults on loan servicing strategies tailored to individual investor needs
- Promotes operational transparency and education

### Co-Founder of Loan Servicing Company

- Built servicing operations from the ground up
- Managed licensing, compliance, and internal systems
- Developed a customer service team with a borrower-first approach

### Additional Experience

- Oversaw client onboarding, supervised accounting staff, and conducted internal audits
- Managed escrow services and internal compliance reviews
- Led business development and marketing efforts, including public speaking and client engagement
- Streamlined asset management and sales during her time as an Asset Manager

## Who She Helps Best

- First-time note investors needing operational clarity
- Investors setting up or switching servicers
- Those overwhelmed by licensing, compliance, and back-end operations
- Real estate professionals entering note investing

## Not Her Focus Areas

These topics are not part of Shante's mentorship coverage:

- ✗ *Bidding / Pricing*
- ✗ *Creating a Buy Box*
- ✗ *Finding Assets*

*Need help here? Ask us about other mentors who specialize in these areas.*

## The Human Side of Shante

Shante is a single mother to a child with autism — a role that fuels her resilience, empathy, and drive. She's not just a consultant — she's a coach, an advocate, and a grounded leader who understands how to balance real life with business success. Her story is proof that with the right mindset and guidance, anything is possible.