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PHYLLIS C SHIDLER
22622 SCHAUPP RD
KLAMATH FALLS, OR 97603-9667

1. The first step in the process is to identify the problem. This involves gathering information about the situation and the people involved.

2. The second step is to analyze the problem. This involves breaking the problem down into smaller parts and identifying the causes.

3. The third step is to develop a plan. This involves deciding on the best way to solve the problem and setting goals.

4. The fourth step is to implement the plan. This involves putting the plan into action and monitoring progress.

5. The fifth step is to evaluate the results. This involves checking to see if the problem has been solved and if the goals have been met.

6. The sixth step is to reflect on the process. This involves thinking about what worked well and what could be improved.

7. The seventh step is to share the results. This involves telling others about what you have learned and how you solved the problem.

8. The eighth step is to continue to learn. This involves staying up-to-date on new information and techniques.

9. The ninth step is to be open to feedback. This involves listening to what others have to say and being willing to change.

10. The tenth step is to be patient. This involves understanding that solving a problem can take time and effort.

On January 12th, 2012



By: DENNIS MYERS, DOCUMENT CONTROL OFFICER



V. Robin Myers
Notary Public
Washington Co., MD


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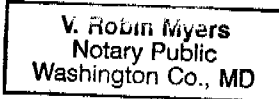
SUBSTITUTION OF TRUSTEE & DEED OF RECONVEYANCE Page 2 of 2

STATE OF Maryland
COUNTY OF Washington

On this 12th day of January 2012, before me, the undersigned officer personally appeared DENNIS MYERS, who made acknowledgment on behalf of CITIBANK, N.A., who acknowledges himself/herself to be the DOCUMENT CONTROL OFFICER of CITIBANK, N.A., a corporation, and that he/she as such DOCUMENT CONTROL OFFICER, being authorized so to do, executed the foregoing instrument in their capacity for the purposes therein contained, by signing the name of the corporation by himself/herself as DOCUMENT CONTROL OFFICER .

WITNESS my hand and official seal,


V. ROBIN MYERS
Notary Expires: 12/31/2015



(This area for notarial seal)