



## Connecticut Mortgage Servicer Branch License New Application Checklist (Branch)

---

Section 36a-718 of the Connecticut General Statutes requires activity subject to licensure to be conducted at an office in a state, as defined in section 36a-2. State means any state of the United States, the District of Columbia, any territory of the United States, Puerto Rico, Guam, American Samoa, the trust territory of the Pacific Islands, the Virgin Islands and the Northern Mariana Islands.

### CHECKLIST SECTIONS

- [General Information](#)
- [License Fees](#)
- [Requirements Completed in NMLS](#)
- [Requirements/Documents Uploaded in NMLS](#)
- [Requirements Submitted Outside of NMLS](#)

### GENERAL INFORMATION

#### Who is required to have this license?

A location other than the main office at which a Mortgage Servicer Licensee or any person on behalf of a Mortgage Servicer Licensee acts as a mortgage servicer.

**Note:** The Company Form (MU1) must be requested prior to the submission of a Branch Form (MU3).

#### Pre-Requisites for License Applications

- **Bond Coverage:** Fully executed Mortgage Servicer Surety Bond rider increasing coverage by an additional \$100,000 to cover each additional branch office.
- **Experience:** A Branch Manager with at least three years of experience in the mortgage servicing business within the five years immediately preceding the date of application. This individual must also meet minimum criminal and credit background check requirements.
- **Total License Cost:** \$1,020 including the NMLS processing fee.

**The Connecticut Department of Banking does not issue paper licenses for this license type.**

## Document Uploads

Documents that must be uploaded to the *Document Uploads* section of the Branch Form (MU3) in NMLS are indicated in the checklist below. When uploading documents:

- Follow the guidance in [Document Upload Descriptions and Examples](#).
- Only upload documents relevant to the company application.
- Only upload documents where there is a selectable document category. If inappropriate documents are uploaded that should not be, you will be contacted by your regulator and asked to remove them from NMLS.
- Do not upload the same company documents multiple times. Generally, unless the document is state-specific, if the document has already been uploaded for another state, a new upload is not required unless changes have been made.
- If a document previously uploaded has been revised, delete the old document and replace it with the new document (history of the old document will remain in NMLS).
- For state-specific documents (e.g., Surety Bonds), be sure to indicate the applicable state.

## Helpful Resources

- [Branch Form \(MU3\) Filing Quick Guide](#)
- [Document Upload Descriptions and Examples](#)
- [Payment Options Quick Guide](#)
- [License Status Definitions Quick Guide](#)

## Agency Contact Information

Contact Consumer Credit licensing staff by phone at (860)240-8225 or send your questions via email to [dob.ccl@ct.gov](mailto:dob.ccl@ct.gov) for additional assistance.

*For U.S. Postal Service & Overnight Delivery:*

*Connecticut Department of Banking  
Consumer Credit  
260 Constitution Plaza  
Hartford, CT 06103-1800*

THE APPLICANT/LICENSEE IS FULLY RESPONSIBLE FOR ALL OF THE REQUIREMENTS OF THE LICENSE FOR WHICH THEY ARE APPLYING. THE AGENCY SPECIFIC REQUIREMENTS CONTAINED HEREIN ARE FOR GUIDANCE ONLY TO FACILITATE APPLICATION THROUGH NMLS. SHOULD YOU HAVE QUESTIONS, PLEASE CONSULT LEGAL COUNSEL.

**LICENSE FEES** - Fees collected through NMLS are not REFUNDABLE or TRANSFERABLE.

Complete	CT Mortgage Servicer Branch License	Submitted via...
<input type="checkbox"/>	<b>CT License Fee:</b> \$1,000 <b>NMLS Initial Processing Fee:</b> \$20	<b>NMLS (Filing submission)</b>
<input type="checkbox"/>	<b>Credit Report for MU2 Individual:</b> \$15 per person.	<b>NMLS</b>
<input type="checkbox"/>	<b>FBI Criminal Background Check for MU2 Individual:</b> \$36.25 per person.	<b>NMLS</b>

**REQUIREMENTS COMPLETED IN NMLS**

Complete	CT Mortgage Servicer Branch License	Submitted via...
<input type="checkbox"/>	<b>Submission of Branch Form (MU3):</b> Complete and submit the Branch Form (MU3) in NMLS. This form serves as the application for the license through NMLS.	<b>NMLS</b>
<input type="checkbox"/>	<b>Other Trade Names:</b> If this branch is operating under a name that is different from the applicant's legal name, that name must be listed under the <i>Other Trade Names</i> section of both the Branch Form (MU3) and the Company Form (MU1). The Connecticut Department of Banking does not limit the number of Other Trade Names. It is the applicant's responsibility to ensure that all names are properly registered with the required municipality or government agency.	<b>NMLS</b>
<input type="checkbox"/>	<b>Branch Manager:</b> A Branch Manager must be designated for each licensed location. A Branch Manager is an individual whose principal office is physically located in, who is in charge of, and who is responsible for the business operations of the branch office. The branch manager is required to meet minimum criminal and credit background check requirements. This individual will be required to authorize a criminal background check and credit report through the NMLS.	<b>NMLS</b>
<input type="checkbox"/>	<b>Branch Manager (MU2) Attestation:</b> Complete the Individual Form (MU2) in NMLS. This form must be attested to by the applicable branch manager before it is able to be submitted along with the Branch Form (MU3).	<b>NMLS</b>
<input type="checkbox"/>	<b>Credit Report:</b> Branch Managers required to authorize a credit report through NMLS. Individuals will be required to complete an Identity Verification Process (IDV) along with an individual attestation before a license request for your company can be filed through NMLS. This authorization is made when the Individual Form (MU2) is submitted as part of the Branch Form (MU3).	<b>NMLS</b>
<input type="checkbox"/>	<b>MU2 Individual FBI Criminal Background Check Requirements:</b> Branch Managers are required to authorize an FBI criminal background check (CBC) through NMLS. After authorizing an FBI criminal background check through the submission of the Company Form (MU1) and Individual Form (MU2), you must schedule an appointment to be fingerprinted if new prints are required. See the <a href="#">Criminal Background Check section</a> of the NMLS Resource Center for more info. <b>Note:</b> If you are able to 'Use Existing Prints' to process the FBI criminal background check, you DO NOT have to schedule an appointment. NMLS will automatically submit the fingerprints on file.	<b>NMLS</b>

## REQUIREMENTS/DOCUMENTS UPLOADED IN NMLS

Complete	CT Mortgage Servicer Branch License	Submitted via...
<input type="checkbox"/>	<p><b>Branch Manager:</b> A Branch Manager (on-site manager) is required to:</p> <ul style="list-style-type: none"> <li>• Hold physical employment at the branch office location</li> <li>• Have at least three years of experience in the mortgage business, within the five years immediately preceding the application</li> <li>• Reside within 100 miles of the branch or show capability of full-time supervision</li> </ul> <p>A work experience form or resume must be uploaded to NMLS recognizing dates of employment (month/year), employer, job title, and work functions for each position held by the individual for a period of at least five years immediately preceding the date of application. <a href="#">Click to download experience form.</a></p>	<p><b>Upload in NMLS:</b> under the Document Type <u>Verification of Experience</u> in the <i>Document Uploads</i> section of the Individual Form (MU2).</p>
<input type="checkbox"/>	<p><b>Surety Bond Rider:</b> Submit an Electronic Surety Bond Rider through the applicant's Company Form (MU1) to increase the bond amount of the Mortgage Servicer License Surety Bond by \$100,000 to satisfy this requirement.</p> <p>Contact the surety bond producer to inform them of the application, so the producer can initiate the Surety Bond Rider Process in NMLS. Visit the NMLS Resource Center for more information.</p>	<p><b>Electronic Surety Bond in NMLS</b></p>