NMLS Ombudsman Meeting
Hyatt Regency Miami
Miami, Florida
Regency Ballroom
2:00 - 5:00 p.m. Eastern
February 18, 2014

Agenda:

1. Sue Clark – Director, Regulatory and Consumer Affairs-Vermont Department of Financial Regulation; NMLS Policy Committee Chair; Acting NMLS Ombudsman
   - Ombudsman update
   - Update on previously submitted issues

2. Ellen Smith – Licensing Manager, Envoy Mortgage
   - Text of system generated notifications
   - Use of state checklists
   - Licensed MLO supervision of underwriters
   - Branch manager requirement for branch surrenders

3. Cindy Corsaro – Licensing Specialist, FirstKey Mortgage
   - Reporting test scores in NMLS notifications
   - Compiling deadlines for reports managed outside NMLS
   - Presentation of information on the NMLS Resource Center
   - Call center processes

4. Trish Lagodzinski – Senior Compliance Professional, Chartwell (Exhibit 1)
   - Enhanced reporting and uploading capability in NMLS
   - Licensing process
   - Renewal/Transition Process
   - Ongoing Reporting

5. Haydn Richards – Member, Dykema
   - Advance Change Notice policy and functionality in NMLS
6. Kristie Battershell – Director of Compliance, Quicken Loans
   • NMLS as the system of record

7. Amy Greenwood – Counsel, Dykema (Exhibit 2)
   • Accuracy of state checklists
   • Alerts for changes to state checklists

8. Kathy Hurt – Vice President, Pulte Mortgage (Exhibit 3)
   • Multi-state examinations

9. Andrew Hall – Licensing Manager, Royal United Mortgage (Exhibit 4)
   • Portal for state licensed companies to access credit and criminal background reports prior to hire for MLOs
   • Individual watch list
   • Direct contact info for any regulator adding a license item/deficiency in the NMLS system and status requirements/timelines
   • License status use in NMLS
   • Availability of testing centers and appointments

10. Open Discussion