NMLS Survival GUIDE
Dear Brave NMLS users,

Confused, scared, unsure, lost? Do any of these words describe your attempt to navigate NMLS and accomplish your needs? Well, FEAR no more I say! Thinking of common issues and requirements, we decided to create the *Declassified NMLS Survival Guide* in efforts to provide information that can help you navigate the awesomeness of NMLS.

Every tip and trick contained in this *Declassified NMLS Survival Guide* is top-notch, grade A, 100% expert information passed down from the most knowledgeable of all the NMLS creators, trainers, and support.

*Chapter 1: Boot Camp Basics*

*Chapter 2: Methods to the Madness*

*Chapter 3: MU2, Who?*

*Chapter 4: Ohhhh it’s ESB, not ESP!*

*Chapter 5: Call Reports, is that like my phone log?*

*Chapter 6: ICON-ic Glossary*

*Chapter 7: Ready to Level Up?*
## Chapter 1: Boot Camp Basics

<table>
<thead>
<tr>
<th>Filing Type</th>
<th>Cost</th>
<th>Basic Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>MU1</td>
<td>NMLS processing fee: $100</td>
<td>Filled out by a company to apply for/maintain COMPANY license information.</td>
</tr>
<tr>
<td></td>
<td>State cost: vary by license</td>
<td></td>
</tr>
<tr>
<td>MU2</td>
<td>NMLS processing fee: $0</td>
<td>Initiated and generated through a Company Form (MU1) &amp; Branch Form (MU3).</td>
</tr>
<tr>
<td></td>
<td>State cost: $0</td>
<td>Required for each: Direct Owner, Indirect Owner (if control), Executive Officer, Qualifying Individual, Branch Manager.</td>
</tr>
<tr>
<td>MU3</td>
<td>NMLS processing fee: $20</td>
<td>Filled out by a company user to apply for/maintain BRANCH license information.</td>
</tr>
<tr>
<td></td>
<td>State cost: vary by license</td>
<td></td>
</tr>
<tr>
<td>MU4</td>
<td>NMLS processing fee: $30</td>
<td>Initiated by company user or individual to apply for/maintain MLO license information.</td>
</tr>
<tr>
<td></td>
<td>State cost: vary by license</td>
<td>The account that initiates the form pays the fees.</td>
</tr>
<tr>
<td></td>
<td>CBC: $36.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Credit Report: $15</td>
<td></td>
</tr>
<tr>
<td>Financial Statement</td>
<td>NMLS processing fee: $0</td>
<td>Can be required by regulator <strong>before</strong> MU1 can be submitted and/or annually, 90 days from the fiscal year end. **Completeness Check will display on Company Form (MU1) if required at the time of license application – submission of financial statement is done separately than MU1. **A single filing must meet all license requirements.</td>
</tr>
<tr>
<td>Electronic Surety Bond</td>
<td>NMLS processing fee: $0</td>
<td>Electronic Surety Bond submitted via NMLS to satisfy state requirements.</td>
</tr>
<tr>
<td>(ESB)</td>
<td>State costs: $0</td>
<td></td>
</tr>
<tr>
<td>Mortgage Call Report</td>
<td>NMLS processing fee: $0</td>
<td>The MCR requirement is license-specific.</td>
</tr>
<tr>
<td>(MCR)</td>
<td>State costs: $0</td>
<td>RMLA required quarterly (calendar).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Financial Condition submitted annually (fiscal year).</td>
</tr>
<tr>
<td>Money Services Business Call</td>
<td>NMLS processing fee: $0</td>
<td>The MSBCR requirement is license-specific.</td>
</tr>
<tr>
<td>Report (MSB)</td>
<td>State costs: $0</td>
<td></td>
</tr>
</tbody>
</table>
Regulators may require items in addition to the Company Form (MU1). The following are examples:

- Electronic Surety Bond
- Financial Statement
- State specific items

The *State Licensing* page of the Resource Center has links to every possible resource on one page. By using the page as your starting location, you can easily navigate through state requirements, quick guides, and common requirement information.
Chapter 2: Method to the Madness

First time users should review the *Getting Started: Company* process guide on the Resource Center for detailed instructions and information on each step of the process.

Navigating NMLS is done through the use of: tabs, sub-menus and navigation panels to get to a desired function.

**Navigation Panel:** used to go to specific sections on the filing or sub menu section

**Sub-menu:** these are tab specific and will change based on the tab **selected**

**Tabs:** allows you to navigate to a major account section
The **Filing** and **Composite View** tabs are used most frequently since majority of actions take place within them.

The Filing tab is the “**DOING TAB**”: from this tab, the majority of NMLS functions are performed including MU1, MU3, Financial Statements, MCR, etc.

The Composite View tab is the “**VIEWING TAB**”: allows you to view all the information for your record compiled into one convenient area.
NMLS will require certain sections of the **Company Form (MU1)** to be completed. The completion of any section that is not required will depend on regulator requirement and company specific information.

<table>
<thead>
<tr>
<th>FORM SECTION</th>
<th>REQUIRED</th>
<th>NOTE(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Activities</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Request License</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>License/Registration</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Identifying Information</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Other Trade Names</td>
<td></td>
<td>This section is specific to an entity, therefore NMLS does not require it to be completed.</td>
</tr>
<tr>
<td>Resident/Registered Agent</td>
<td>Y</td>
<td>Although section is required, checklist may have specifics on who should be listed.</td>
</tr>
<tr>
<td>Web Addresses</td>
<td></td>
<td>This section is specific to an entity, therefore NMLS does not require it to be completed.</td>
</tr>
<tr>
<td>Contact Employees</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Books &amp; Records Information</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Approvals &amp; Designations</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Bank Accounts</td>
<td></td>
<td>The checklist will identify if this section is required to be completed.</td>
</tr>
<tr>
<td>Legal Status</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Affiliates/Subsidiaries</td>
<td></td>
<td>This section is specific to an entity, therefore NMLS does not require it to be completed.</td>
</tr>
<tr>
<td>Financial Institutions</td>
<td></td>
<td>This section is specific to an entity, therefore NMLS does not require it to be completed.</td>
</tr>
<tr>
<td>Disclosure Questions</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Disclosure Explanations</td>
<td></td>
<td>Section is required if any Disclosure Questions were answered as “yes.”</td>
</tr>
<tr>
<td>Direct Owners &amp; Executive Officers</td>
<td>Y</td>
<td>At least one owner must be listed.</td>
</tr>
<tr>
<td>Indirect Owners</td>
<td></td>
<td>This section is specific to an entity, therefore NMLS does not require it to be completed.</td>
</tr>
<tr>
<td>Qualifying Individuals</td>
<td></td>
<td>The checklist will identify if this section is required to be completed.</td>
</tr>
<tr>
<td>Document Uploads</td>
<td></td>
<td>The checklist will identify if this section is required to be completed.</td>
</tr>
<tr>
<td>MU2 Forms</td>
<td>*</td>
<td>This section automatically populates any person listed on the Direct Owners &amp; Executive Officers, Indirect Owners (control), or Qualifying Individuals.</td>
</tr>
</tbody>
</table>
When a company is paying for the MLO’s licensing fees, there will be some back and forth between the company account and individual account before the MU4 can be submitted and paid for.

“The Happy Path”
The Road to MLO Licensure
NMLS will require certain sections of the **Branch Form (MU3)** to be completed. The completion of any section that is not required will depend on regulator requirements and company specific information.

<table>
<thead>
<tr>
<th>FORM SECTION</th>
<th>REQUIRED</th>
<th>NOTE(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Activities</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Request License</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>License/Registration</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Identifying Information</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Other Trade Names</td>
<td></td>
<td>This section is specific to an entity, therefore NMLS does not require it to be completed.</td>
</tr>
<tr>
<td>Branch Manager</td>
<td>Y</td>
<td>Although this section is required, checklist may have specifics on who should be listed. One manager per industry type, for example one person can be listed as a manager for <strong>Mortgage</strong>.</td>
</tr>
<tr>
<td>Web Addresses</td>
<td></td>
<td>This section is specific to an entity, therefore NMLS does not require it to be completed.</td>
</tr>
<tr>
<td>Books &amp; Records Information</td>
<td>Y</td>
<td>Any books and records locations added on the Company Form (MU1) will be available for selection.</td>
</tr>
<tr>
<td>Operation Information</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Expense Information</td>
<td></td>
<td>Section is required if the last question in the Operation Information section is answered “yes.”</td>
</tr>
<tr>
<td>Document Uploads</td>
<td></td>
<td>The checklist will identify if this section is required to be completed.</td>
</tr>
<tr>
<td>MU2 Forms</td>
<td>*</td>
<td>This section automatically populates any person listed in the Branch Managers section.</td>
</tr>
</tbody>
</table>

After a license has been requested through NMLS, the regulators communicate with applicants and licensees through **License Items**. These are notes placed on a license via NMLS, either by NMLS or by a regulator. An email notification is automatically sent to the user. Companies can easily view all license items by selecting **Tasks → License Item List**
Company Account Administrators (AA) have the **Admin** tab to help manage workload related to the entity and its employee. The following chart identifies major functions available to an AA through this area:

<table>
<thead>
<tr>
<th>WHAT?</th>
<th>Create Organization User</th>
<th>User Account Profile</th>
<th>Manage Notifications</th>
</tr>
</thead>
</table>
|       | • Each company is allotted 2 AAs, but an AA can create a login with limited rights within the company’s account for additional users.  
• Organization Users (OU) will not get an NMLS ID number; they are simply given a user name under the company name to login. | • AAs can manage any company user (other AA’s and OUs).  
• AAs can unlock, reset a password, disable account, and delete account for OU.  
• See Tip 12 for delete/creating another AA. | • All NMLS notifications that a OU can subscribe to are defaulted to be sent to all AAs.  
• If AA no longer wants to receive certain emails, AA must identify another company user (AA or OU) to receive the specific notification. |

| HOW? | 1. Click **Admin** tab  
2. Click the **Create Organization User** link on left navigation panel  
3. Enter data for new user and go next  
4. Select roles and go next  
5. Click the **Finish** button | 1. Click **Admin** tab  
2. Click **Account Profile** link on left navigation panel  
3. Click search with no search criteria to see full list of company’s AAs and OUs  
4. Click appropriate **username** link  
5. Click the **Manage User** button | 1. Click **Admin** tab  
2. Click **Manage Notifications** link on left navigation panel  
3. Click the **Add New Contact** button  
4. Search  
5. Click appropriate **username** link  
6. Select appropriate emails and click **Save** |

If a company Account Administrator (AA) needs to be changed (added/deleted), existing AAs must contact the NMLS Call Center to initiate process. To see a list of AAs and other users under the company account navigate to the Admin tab.
Remember that these requirements are specific to a license. Be sure to review your checklist or the Resource Center to learn which ones are applicable to your company. The following are possible requirements for licensees:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>MG</th>
<th>MS</th>
<th>DC</th>
<th>CF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Renewals</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Advance Change Notice</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Financial Statements</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mortgage Call Reports</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uniform Authorized Agent Reporting</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSB Call Reports</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic Surety Bonds</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Chapter 3: MU2, Who?

Each Direct Owner, Indirect Owner (identified as a control person), Executive Officer, Qualifying Individual or Branch Manager that is listed on the Company Form (MU1) or a Branch Form (MU3) will be required to fill out an Individual Form.

State regulatory agencies can often have specific requirements for the control persons listed as Direct Owners, Indirect Owners, Qualifying Individuals or Branch Managers in the Company Form (MU1) or a Branch Form (MU3).

The requirements can be, but are not limited to:

- Specific number of years of experience in the industry
- Criminal Background Check (state specific and/or NMLS Federal)
- Credit Report
- Document Uploads
- MLO license

Individuals who are **only identified as a control person** (and not mortgage loan originators) will **only complete the Individual Form (MU2)**. These individuals cannot initiate the MU2 form from their own individual accounts. To amend an MU2 form, the following steps can be taken from the company account:

1. Log in as a company user
2. Click the **Filing** tab
3. Click the **Company (MU1)** link
4. Click the **Create New Filing** button
5. Click the **MU2 Forms** link on left navigation panel
6. Click the **Recall** icon next to the appropriate individual – this will allow you to edit the filing and/or request attestation so the individual can edit
7. Continue through the attestation process...
When a company has MU2 forms required there will be some back and forth between the company account and individual MU2 account before the MU1 and/or MU3 can be submitted and paid for.

MU2 Individuals may be required to submit a Criminal Background Check (CBC) through NMLS. The requirement is determined by each state agency. Agency Access should be granted to the relevant state regulatory agencies before criminal background check results are requested. Failure to do so requires you to authorize and pay for a new criminal background check.
Chapter 4: Ohhhh it’s ESB, not ESP!

Many state regulations require licensees to obtain a surety bond as a condition of licensure. State regulators or consumers can file claims against a surety bond to cover fines or penalties assessed, provide restitution to consumers due to failure, or require a licensee to comply with licensing or regulatory requirements.

When a license has an electronic surety bond requirement, there will be some back and forth between the state company licensee and the surety entity before the surety bond is successfully completed.

**1st Bond Submission**

- If a control person signs the bond, a company user must mark it ready before the bond will be delivered.
- The signed bond will be delivered with submission of license application.

- Licensee (company) signs & delivers

- Regulators will review the bond and can use license items to report issues or return the bond to the surety entity.
When a company receives the bond from the surety entity, they will have several options.

<table>
<thead>
<tr>
<th>Button</th>
<th>Result</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sign</strong></td>
<td>Sign and save the bond</td>
<td>The bond will need to be marked “Ready” to complete bond submission to the regulator.</td>
</tr>
<tr>
<td><strong>Sign &amp; Mark Ready</strong></td>
<td>- Sign and ready the bond for delivery with a new application, OR</td>
<td>- This button is only available for bonds that do not require a Control Person as a Designated Signatory.</td>
</tr>
<tr>
<td></td>
<td>- Sign and deliver the bond to the regulator for an existing license</td>
<td>- If the corresponding license request has not yet been submitted, the bond is delivered upon submission of the license application.</td>
</tr>
<tr>
<td><strong>Mark Ready</strong></td>
<td>- Ready the bond for delivery with a new application, OR</td>
<td>This button will only be available for bonds that have already been signed by a Control Person or Company User, but have not been delivered to the regulator.</td>
</tr>
<tr>
<td></td>
<td>- Deliver the bond to the regulator for an existing license</td>
<td></td>
</tr>
<tr>
<td><strong>Return to Surety</strong></td>
<td>Return the bond to the Surety Company/Bond Producer for correction</td>
<td>This allows the surety entity to make corrections to the bond and re-sign.</td>
</tr>
<tr>
<td><strong>Decline</strong></td>
<td>Decline the bond</td>
<td></td>
</tr>
</tbody>
</table>

*The Mark Ready Process is required for first time bond submission*
Chapter 5: Call Reports, is that like my phone log?

Call reports are quarterly activity reports that are completed on a calendar year basis. The license type and business activities identified in the MU1 determine the type of call report, if any, is needed.

<table>
<thead>
<tr>
<th>REPORTING PERIODS</th>
<th>DUE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 (Jan. 1 - Mar. 31)</td>
<td>May 15</td>
</tr>
<tr>
<td>Q2 (Apr. 1 - Jun. 30)</td>
<td>August 14</td>
</tr>
<tr>
<td>Q3 (Jul. 1 - Sept. 30)</td>
<td>November 14</td>
</tr>
<tr>
<td>Q4 (Oct. 1 - Dec. 31)</td>
<td>February 14</td>
</tr>
</tbody>
</table>

Note: Standard MCR filers will also need to submit a financial condition annually 90 days within FYE

Both types of call reports, the Mortgage Call Report (MCR) and the Money Service Businesses Call Report (MSBCR), can be accessed by selecting the Filing tab then choosing the type of report needed.
Use the “Adopting State Agencies” section from the Resource Center (path listed below) to determine if you have a Money Service Businesses Call Report requirement. Although the MSBCR button will only allow companies who hold a MSB license, it does not distinguish if your license type has adopted the process in NMLS.

NMLS Resource Center > State Licensing > Common Requirements > Money Services Businesses Call Report

There are four sections to the Money Service Businesses Call Report.

<table>
<thead>
<tr>
<th>Section</th>
<th>Information Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section I: Financial Condition Report</td>
<td>This section collects financial information at the company level; it only has to be completed once per quarter.</td>
</tr>
</tbody>
</table>
| Section II: Transaction Activity Reporting | a) Company-wide Transactions (TA) - This section collects transaction details across the company in every state where it operates.  
   b) State-level Transactions (ST) - This section collects transaction details broken down by state |
| Section III: Permissible Investments Report | This section collects details for specific license types at a company level. |
| Section IV: Transaction Destination Country Reporting | This section is only required for licensees who indicate they transmit money from the United States to a foreign country or countries; it is due annually after the fourth quarter. |
To successfully submit a Standard Mortgage Call Report (MCR), certain numbers must match to pass completeness checks. You can use the tips and tricks below to make sure that the data in the cells matches to its corresponding cells.

**Standard MCR Tips and Tricks**

- Use the Definition and FAQs for help with specific fields ([CLICK HERE](#)).
  - If the definitions are still not clear or you are unsure where a loan should be reported please send an email describing the issue to NMLSMCR@csbs.org

- All RMLAs components must be in a Ready to Submit status.

- System times out after 30 minutes of inactivity, all work is lost if “SAVE” is not pressed.
  - Entering data into the MCR fields is not considered activity, you must press save.

- The Approvals & Designations (Ginnie Mae, Fannie Mae or Freddie Mac) section of the MU1 determines if a Standard or Expanded MCR will be required.
  - If company is filing the incorrect MCR type, a user must update the MU1.
  - Once MU1 is updated it can take up to two periods to cycle before the user will have the opportunity to file a Standard MCR.

**Standard MCR Formulas**

- \( AC070 = AC190 + AC790 \)
- \( AC070 = AC900 + AC910 \)
  - Only the count from “directly received from borrower” column
- \( AC070 = AC990 \)
- \( AC070 \) = Section 1 MLO Totals
  - Loans reported in the AC070 Received from 3\textsuperscript{rd} party column are not reported in Section 1 MLOs
  - All MLOs employed during the quarter must be listed even if there was no loan activity for that employee.
  - Sole proprietors would report themselves in Section 1-MLO’s
- \( AC190, AC290, AC390, AC590 = \) same amount
- \( AC790 = AC890 \)
- \( AC066 = AC010 + AC020 - AC030 - AC040 - AC050 - AC060 - AC062 - AC064 + AC065 \)
- \( AC066 = AC090 \)
- \( AC1200\)’s do not apply to Brokers
Chapter 6: ICON-ic Glossary

Throughout NMLS certain icons display to assist regulator, company and individual users with navigation questions and printing. Additionally there is a direct link to the NMLS Resource Center website. The common system icons are displayed below with a brief description.

<table>
<thead>
<tr>
<th>Common System Icons</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Help Icon" /></td>
</tr>
<tr>
<td><img src="image" alt="Print Icon" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Common Icons Within the Filing Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Incomplete Icon" /> <img src="image" alt="Complete Icon" /></td>
</tr>
<tr>
<td><img src="image" alt="Information Icon" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Icons on the Mortgage Call Reports screen</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="View Icon" /></td>
</tr>
<tr>
<td><img src="image" alt="Undo Icon" /></td>
</tr>
<tr>
<td><img src="image" alt="Upload Icon" /></td>
</tr>
<tr>
<td><strong>Common Icons Available for Individual Filings</strong></td>
</tr>
<tr>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>![Compare Filing Icon]</td>
</tr>
<tr>
<td>![Delete Icon]</td>
</tr>
<tr>
<td>![Submit Icon]</td>
</tr>
<tr>
<td>![Recall Filing Icon]</td>
</tr>
<tr>
<td>![Request Attestation Icon]</td>
</tr>
<tr>
<td>![View Icon]</td>
</tr>
<tr>
<td>![Edit Icon]</td>
</tr>
</tbody>
</table>
Hello again,

Hopefully this *Declassified NMLS Survival Guide* has moved you closer to being an *NMLS Survivor*! We are sure that all this information and these exciting resources will help you navigate NMLS successfully.

The truth is NMLS is a complex system with features to help you satisfy many different license requirements. Sometimes you may need assistance or have questions. And *boy* do we have *just* the thing for you! That’s right folks for a low one-time fee of $0.00 we bring you:

**THE CALL CENTER**

Need Help? Call the NMLS Call Center at **1-855-NMLS123**

**Available:** Monday - Friday from 9:00AM to 9:00PM Eastern Time