



NMLS Ombudsman

DEBORAH BORTNER

Director of Consumer Services
Washington Department of Financial Institutions

Deborah Bortner was appointed by the SRR Board of Managers as NMLS' first ombudsman on August 21, 2009.

For the past 28 years, Ms. Bortner has held various positions as a financial institution regulator. She currently serves as the Director of the Division of Consumer Services, a position she has held since November 2006. Her Division is responsible for the regulation of mortgage brokers, consumer loan companies, money transmitters, check cashers and sellers (including payday lenders), and independent escrow companies.

Prior to her appointment as the Director of Consumer Services she served as the Director of Securities and the Regulatory Counsel for the Department of Financial Institutions. In her tenure with the Securities Division, Ms. Bortner took a leading role in seeking restitution for investors in large multi-state securities frauds.

Ms. Bortner attended Seattle University for her undergraduate studies in Health and English. After teaching for four years, she returned to law school and earned her J.D. in 1980 from the University of Puget Sound Law School.

Ms. Bortner currently serves on the board of the American Association of Residential Mortgage Regulators. She served ten years as a trustee on the Investor Protection Trust, the main purpose of which is to educate investing consumers of all ages.

