



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

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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-Field – 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