



## Nationwide Multistate Licensing System

### Information About NMLS Consumer Access

January 26, 2015

In order to provide the general public with greater information concerning companies and professionals in the financial services industry and in fulfillment of the federal SAFE Mortgage Licensing Act of 2008<sup>1</sup>, the Nationwide Multistate Licensing System and Registry (NMLS)<sup>2</sup> launched a website called *NMLS Consumer Access*. *NMLS Consumer Access* is a fully searchable website that allows the public to view information concerning state-licensed companies, branches and individuals licensed and registered through NMLS.

#### Background

As part of their efforts to assist consumers, state regulators have provided information, typically on their agency websites, concerning licensed companies, branches and individuals in their state. While nearly all state regulators provide public information concerning licensees or registrants either through their agency website or other means, such information is sometimes isolated and lacks standardization across states. This has often made it difficult for the public to distinguish between different companies with similar names or a single company using multiple trade names (“DBAs”) operating across state lines.

When state regulators launched NMLS in January 2008, one of the goals was to provide a central source of standardized information concerning mortgage companies and mortgage professionals to promote transparency throughout the states.

Title V of the Housing and Economic Recovery Act of 2008 (H.E.R.A.), “the SAFE Act,” became effective July 30, 2008 and mandates that NMLS provide consumers with easily accessible information, offered at no charge, regarding the employment history of, and publicly adjudicated disciplinary and enforcement actions against, state-licensed and federally registered mortgage loan originators.

NMLS originally combined the goals of state regulators with the mandates of the SAFE Act to create a national website of mortgage licensing and registration information called *NMLS Consumer Access*. Since then, *NMLS Consumer Access* has grown to include information on a variety of financial services industries including consumer finance, money services businesses and debt.

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<sup>1</sup> The SAFE Act (Public Law 110-289) was signed into law on July 30, 2008 and requires the licensure or registration of all mortgage loan originators through the Nationwide Mortgage Licensing System & Registry maintained by the Conference of State Bank Supervisors (CSBS). More information about the SAFE Act can be found at [www.csbs.org](http://www.csbs.org).

<sup>2</sup> NMLS is the national system for license processing created by state mortgage regulators and launched in January 2008. Currently, 64 state agencies use NMLS to manage licensing for the mortgage, money services businesses, debt and consumer finance industries. More information about NMLS can be found at: [www.csbs.org/nationwide-multistate-licensing-system](http://www.csbs.org/nationwide-multistate-licensing-system).

## ***NMLS Consumer Access***

Found online at [www.NMLSConsumerAccess.org](http://www.NMLSConsumerAccess.org), *NMLS Consumer Access* is a stand-alone website, separate from NMLS, that contains administrative and licensing information for companies, branches and individuals licensed or registered through NMLS.

*NMLS Consumer Access* is populated with a subset of the information contained in NMLS provided by licensees and regulators. (See Appendix A for a complete list of information to be made available).

Information will be automatically populated from NMLS to *NMLS Consumer Access* generally on the next business day after input or approval. As a result, publicly available information inputted or changed in NMLS by a licensee or a regulator will be available automatically on *NMLS Consumer Access* the following business day.

No personal identifying information concerning individuals (such as social security number, date of birth, etc.) will be made available on *NMLS Consumer Access*.

Additional *NMLS Consumer Access* highlights:

- *NMLS Consumer Access* provides a generic search ‘textbox’ that allows a consumer to enter a search word (or combination of words) that is compared against pre-defined NMLS fields. This method of search is more user-friendly, especially for users that are not computer savvy and provides greater search success even when a consumer has limited information about an entity.
- *NMLS Consumer Access* shows only licenses that are in a “reportable” status. For example, a license that has been approved by a regulator is in a reportable status and will be shown in *NMLS Consumer Access*. An application for licensure that is still pending review by a regulator is not in a reportable status and will not be shown on *NMLS Consumer Access*.
- *NMLS Consumer Access* shows a simplified representation of reportable license statuses with an indicator whether or not the licensee is “authorized to conduct business.” This makes it easy for a consumer to quickly determine if an entity, branch or person is approved to do business in a particular state. For a list of reportable statuses and non-reportable statuses, see Appendix B.
- State regulators may post regulatory action information to company and individual records in NMLS. State regulatory actions are administrative, or enforcement actions taken by a state agency in connection with a person or entity that is engaging in a business activity that is regulated by the agency. This information is viewable in *NMLS Consumer Access* for the public. While some state agencies may add actions taken in previous years against a licensee, the majority are adding only new actions from 2012 or later. To view complete information regarding regulatory actions posted by the [state agency](#), visit the state’s website.
- Mortgage loan originators (MLOs) who are employed by banks, thrifts, credit unions or other institutions that are federally chartered or federally insured are required to disclose

information regarding certain final disciplinary actions. These actions can be issued by various authorities, such as criminal courts, civil courts, and regulatory agencies. The information displayed in *NMLS Consumer Access* reflects information the individual provided and attested to in his or her most recent federal registration filing. This information has not necessarily been verified by NMLS or federal regulators.

- Individuals may request full or partial suppression of their information from being displayed in *NMLS Consumer Access* for bona fide safety concerns supported by legal documentation. In these cases, *NMLS Consumer Access* will display a “Data Not Available” message. Requests for suppression may be made to the NMLS Call Center at 1-855-NMLS-123 (1-855-665-7123).

## APPENDIX A

### Company Record

- **NMLS Unique ID**
- **License # by jurisdiction**
- **License name by jurisdiction**
- **License status and history by jurisdiction**
- **Entity Name**
- **Entity Main Address** (City, State, Zip)
- **Business Phone, Toll Free Phone Number**
- **Business Fax**
- **Business Email Address**
- **Mailing Address if different from Main Address** (City, State, Zip)
- **Indication whether or not entity conducts business in branches**
- **Other and Prior Business Names** (Other trade names, fictitious names, DBAs or forced DBAs)
- **Resident/Registered Agent** (Entity that receives service of legal process on behalf of the company)
- **Sponsored MLOs** (Number of MLOs sponsored by company)
- **Web Address** (Corporate websites or website used for customer solicitation)
- **Legal Status** (Fiscal Year End, Formation State, Formation Country, Date of Formation, Stock Symbol  
(if applicable), Choice of: Corporation, LLC, Partnership, Sole Proprietor or other)
- **State Regulatory Actions** (Regulator, Action Type, Date of Action, Action ID, Docket Number, Associated Documentation) **Self-reported Disciplinary Actions – Federal Only** (Authority Type, Action Type, Date of Action, Associated Documentation)

### Branch Record

- **NMLS Unique ID**
- **Entity Name**
- **License # by jurisdiction**
- **License name by jurisdiction**
- **License status and history by jurisdiction**
- **Branch Address** (City, State, Zip)
- **Branch Phone**

- **Branch Fax**
- **Other and Prior Business Names or DBA used at that Branch** (Business names, fictitious names, DBAs or forced DBAs)
- **Web Address** (Corporate websites or website used for customer solicitation)
- **Branch Manager Name** (First, MI, Last, Suffix)

**Licensed Individual Record**

- **NMLS Unique ID**
- **Name** (First, Middle, Last, Suffix)
- **Business Phone**
- **Business Fax**
- **Indication as to whether individual is engaged in other business as director, owner, employee, etc.**
- **Other Names** (Names: First, MI, Last, Suffix), other than the legal name, individual has used since the age of 18)
- **Employment History** (Full legal name of companies the individual has worked for including the current employer as supplied by the individual for the past 10 years; indication if financial-services related)
- **License # by jurisdiction**
- **License name by jurisdiction**
- **License status and history by jurisdiction**
- **Sponsorship for License** (Companies that have sponsored this individual)
- **Branch location associated with the individual**
- **State Regulatory Actions** (Regulator, Action Type, Date of Action, Action ID, Docket Number, Associated Documentation)
- **Self-reported Disciplinary Actions – Federal Only** (Authority Type, Action Type, Date of Action, Associated Documentation)

**APPENDIX B**

***Reportable License Statuses***

<b>License Status</b>	<b>Will be displayed as....</b>	<b>Authorized to conduct business?</b>
Approved	Approved	Yes
Approved-Conditional	Approved	Yes
Approved-Deficient	Approved	Yes
Approved-Failed to Renew	Approved	Yes
Approved-Inactive	Approved-Inactive	No
Approved-On Appeal	Approved	Yes
Approved-Surrender/Cancellation Requested	Approved-Surrender/Cancellation Requested	Yes
Denied	Denied	No
Revoked	Revoked	No

Revoked-On Appeal	Revoked-On Appeal	No
Suspended	Suspended	No
Suspended-On Appeal	Suspended-On Appeal	No
Temporary Cease and Desist	Temporary Cease and Desist	No
Terminated-Expired*	Expired	No
Terminated-Failed to Renew*	Expired	No
Terminated-Ordered to Surrender*	Ordered to Surrender	No
Terminated-Surrendered/Cancelled*	Voluntary Surrender	No

\* Information regarding licenses in these statuses is viewable for a period of five (5) years after the date the status was assigned (i.e. the 'Status Date' associated with the status).

### ***Non-Reportable License Statuses***

<b>License Status</b>
Denied-On Appeal
Pending-Accepted
Pending-Deficient
Pending-Incomplete
Pending-Withdrawal Requested
Terminated-Expired (not in approved status within the last 5 years)
Transition Cancelled
Transition Rejected
Transition Requested
Withdrawn-Application Abandoned