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2-01 Compliance Manager – Duties and Responsibilities

The Compliance Manager is responsible for overseeing the mortgage and regulatory compliance program for Company Name. This includes a system of internal operating procedures to ensure compliance and minimize violations. The compliance program covers, but is not limited to, the following consumer laws:

- Equal Credit Opportunity Act & Fair Lending Program
- Home Mortgage Disclosure Act
- Gramm-Leach-Bliley Act
- FACT Act – Information Security and ID Theft
- Real Estate Settlement Procedures Act (RESPA)
- Truth-in-Lending Act
- Unfair, Deceptive or Abusive Acts or Practices(UDAAP)
- Fair Credit Reporting Act
- Fair Debt Collection Practices Act
- Service Members’ Civil Relief Act
- USA Patriot/Consumer ID Theft
- OFAC/Bank Secrecy Act/Anti-Money Laundering (AML/BSA)
- Dodd-Frank Financial Reform Act
- Flood Disaster Protection Act
- Qualified Mortgage/QRM
- SAFE Act
- Loan Officer Compensation – Anti-Steering Rule
- Federal and State Foreclosure and Bankruptcy
- State regulations related to mortgage origination and servicing in the Company Name Mortgage footprint
- HAMP Program (or other government sponsored loss mitigation programs).

This list of duties and responsibilities is not intended to be a complete list of all the duties and responsibilities.

Detailed Duties and Functions

Lead and direct the development and updating of regulatory compliance policies and procedures to ensure continuous compliance with federal and state regulations related to mortgage origination and servicing.

The following rubric describes the periodic reviews that the compliance manager must undertake. Ingrain these milestones in your time management/corporate calendar to ensure adherence. In this way the Compliance Manager can address the compliance policies and procedures and ensure that they remain current and distributed to employees.

Functional Area	Description	Daily	Weekly	Monthly	Quarterly	Semi-Annually	Annually
Surveillance of Regulatory Changes	Review industry news and publications to maintain current knowledge of industry and regulatory changes	X					
Distribute Regulatory Changes	Compile and Assemble		X				
Edit Current Policies Based on Changes	Review changes and updates and submit changes for management approval		X				
Evaluate Forms Based on Changes	Review changes and updates and submit changes for management approval		X				
Periodic Training	Assign New and Re-Train for all employees Anti Money Laundering, Fair Lending, UDAAP, FACTA. Evaluate training to validate correct information.					X	
Operational Audit	Anti Money Laundering					X	
	Fair Lending (Origination, Processing, Underwriting, Vendors)			X	X		X
	Unfair, Deceptive Practices (Originating, Servicing)						X
	Compliance (Quality Control)			X			
	Fair Credit Reporting (Origination - ordering, Servicing)					X	
	Privacy						X
	Appraisal						X
Branch Audit	Evaluate each branch location to ensure licensing compliance						X
Employee Audit	Evaluate each employee for compliance with licensing, performance, required training, and background checks					X	
Advertising/Messages Approval	Review all outgoing commercial messages for compliance	X					
	Assemble Messages for pre-approval against policy			X			
Complaint Management	Review Databases for Complaints - CFPB, State, BBB, Qualified Written Request (HUD) and respond		X				
Investor Suspense	Review investor findings and rebut-correct	X					
Assemble HMDA Data	Assemble, review and submit HMDA data			X	X		X
	Audit HMDA Data Collection Process						X
NMLS Call Reporting	Assemble, review and submit Call Report data				X		X
Vendor Management	At inception and annually						X
Licensing	Assemble, review and submit all State/Local licensing and renewal data						X
Reporting	Operating Policies and Procedures			X			
	Compliance Committee				X	X	X
	Audit Committee				X	X	X
	Quality Control			X			
	Organizational Issues, Vendor Management			X			
	HR/Employee/Originator Compensation			X			

Surveillance of Regulatory Changes

Review the following information resources to receive prompt notification of industry changes. Compile these changes into the existing policies and procedures on a weekly basis and distribute to all employees.

Suggested Resources

- Mortgage Industry Websites
- Mortgage Bankers Association Website
- CFPB Website
- Federal Reserve Website
- Newsletter Subscriptions
- Mortgage News Daily - reports@mortgagenewsdaily.com
- MortgageMag.com –
- National Mortgage News
- DocMagic - news@docmagic.com
- Official NMLS Course Provider Newsletter
- HOMEOWNERSHIP-L@hudlist.hud.gov
- Buckley & Sanders Infobytes
-

Review Changes

Review, coordinate, and address new or proposed regulations or significant changes to existing laws to ensure continuous compliance. Review forms and disclosures to ensure that they comply with all applicable state and federal laws and regulations Responsible for ensuring that the company's compliance practices are in line with current laws and regulations

Periodic Testing

Monitor periodic compliance testing programs and assist with the development and implementation of any required corrective actions.

Training

Ensure the company has implemented adequate training with respect to compliance issues, laws and regulations.

Advertising Approval

Examine promotions, advertising or solicitations to ensure compliance with applicable state and federal regulations.

Provide input regarding any compliance concerns relevant to products and services offered.

Complaint Management

Review and validate investor regulatory compliance suspense/rejects and provide any appropriate rebuttals and/or corrective action necessary.

Respond to customer complaints directed through any applicable government agencies and/or other interested third parties.

Regulatory Reporting

Direct and manage the company's data and reporting for both internal and external purposes:

- Oversee the quarterly review of HMDA data and the annual HMDA reporting function for the Company.
- Oversee and manage the NMLS Call Reporting data assembly and delivery.

Licensing Management

Ensure Company Name obtains and renews all licenses necessary to conduct business in each state that the company conducts, or plans to conduct, business in. Manage and report on licenses for each licensed individual.

Personnel Compliance

In addition to monitoring licensing, monitor all company personnel to ensure compliance with semi-annual training requirements, background checks, disbarment and satisfactory performance evaluations.

Compliance Automation

Assist in overall maintenance and development of automated compliance system

Compliance Manager - Qualifications

Required Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Level of Education

Bachelor's degree

Required Minimum Experience

- 5 years recent retail lending experience
- 2 years management or supervisory experience
- Aptitude for mathematics of consumer finance
- Certified Regulatory Compliance Manager (CRCM) designation

2-02 Federal Regulatory Compliance Program Overview

Company Name is subject to and complies with all State and Federal Laws and Regulations. We provide detailed instruction to our employees. We are providing this brief summary of our policies in action.

Management of Compliance Process

In order to effectively manage the compliance elements of our business we have implemented the following management reporting procedures.

Operating Policies and Procedures – Operating Committees

We have structured our operating policies and procedures to intersect with those of compliance. On a weekly basis we evaluate changes in the industry and update our procedures. On a monthly basis, the management committee meets to evaluate and approve the activities of the firm and to approve any changes to policy. The following committees and subjects are covered:

- Regulatory Compliance Committee
- Audit Committee
- Quality Control
- Organizational Reporting
- Discipline Policies and Records of Disciplinary Actions
- Oversight of Employees and Third Party Vendors

2-05 Compliance Manager Duties – State Regulatory Surveillance

The compliance manager must identify state-specific regulations and requirements to ensure that the company understands and compliance with local practices. Assembling a rubric, state by state, allows the compliance officer to understand and source all requirements. We use the following checklist to identify all requirements and validate we meet them.

Checklist of Questions that must be answered for each state summary	
	Name of State
	Name of agency/division/department responsible for mortgage regulation
	Address of agency/division department
	Phone Number
	Fax Number
	Website
Licensing Laws	
	Type of regulation requirement:
	a. registration
	b. certification
	c. licensing
	8. Above for:
	a. mortgage lenders, branch location
	b. mortgage brokers, branch location
	c. operations managers, other responsible individuals d. loan originators/loan officers
	e. loan solicitors
	f. loan processors
	Exemptions to Licensing - Exemption for extending mortgage loans with personal funds? How many?
	Prior to registration/ licensing requirements?
	Testing requirement for above categories?
	Education requirements prior to registration/licensing?
	Continuing education requirements?
	Education requirements- live classes/ on line courses?
	Reciprocal education requirements procedure allowed?
	Passing score required? How is result given? Retesting if failed?
	Can registration (ownership) be transferred? How? Time frames for notification of changes? Penalties for failure to timely notify?
	Do loan originators/loan officers retain their license upon leaving a lender/broker? Transfer procedure explained?
	How are license/registrations to be posted/displayed?
	Do licensees/registrants get wall certificates/wallet cards ?
	Net worth requirements? How documented?
	Surety Bond requirements? Irrevocable letters of credit permitted? Bonding requirements? Errors and omissions insurance requirements?
	Liquid asset requirements?
	CPA documentation requirements? Full? Certified? Attested?
	Dual licensing for real estate brokers/mortgage broker allowed? Restrictions?
	Credit reports of applicants for registration/licensing?
	State law and child support, state tax collection enforcement affect on registration/licensing
	Personal residence as address of conducting business allowed? Under what conditions, if any?

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	j. warehouse-lending mortgage loan
	k. predatory lending, high cost loans