
OFFICE OF THE COMMISSIONER OF FINANCIAL REGULATION

Mortgage Compliance Unit



MANAGER'S QUESTIONNAIRE

The Office of the Commissioner of Financial Regulation (the "Agency") has scheduled an examination of your organization pursuant to Md. Code Ann., Fin. Inst. ("FI"), Title 11, Subtitle 5, (the "Maryland Mortgage Lender Law" or "MMLL").

This Manager's Questionnaire (the "Questionnaire") consists of requests for pre-examination information and documents and must be completed in its entirety. Additional information and documentation may be requested by the examination team as the examination proceeds. Under the MMLL, a licensee is required to provide the requested information and documentation to the Commissioner of Financial Regulation (the "Commissioner") and is otherwise obligated to be responsive in a timely manner to the examination team. Should a licensee fail to provide the requested information and documentation or otherwise obstruct the examination, the Commissioner is authorized to compel production as well as seek other administrative relief which could result in the imposition of fines, license suspension and/or license revocation.

Please return the completed Questionnaire within 10 business days of receipt of the license item on the NMLS notifying you to complete the Questionnaire.

The Questionnaire with supporting documentation may be submitted in hard copy (paper) or an electronic equivalent (*pdf files) by either electronic mail at mortgage.examination@maryland.gov or by mail at:

Office of the Commissioner of Financial Regulation
500 North Calvert Street
Baltimore, Maryland 21202
Attn: Mortgage Compliance Unit

All inquiries should be submitted by electronic mail to mortgage.examination@maryland.gov.

Mortgage Manager's Questionnaire instructions:

The Questionnaire is divided into (4) sections: General Information, Origination, Servicing and other Mortgage Businesses.

Completing the questionnaire instructions:

- You must respond to all questions applicable to your business.
- If you are ceasing business altogether or in MD only and you are still licensed on the date the questionnaire is sent through NMLS, you are required to complete the questionnaire and contact the compliance unit in regarding the rest of the examination process.
- If you have not transacted any business as of the date the questionnaire is submitted through NMLS, you are still required to complete the questionnaire.
- If a question or request is not applicable to your business, insert "N/A".
- If a section does not apply to your business, please mark the "N/A" block at beginning of the section.
- Unless otherwise stated, the timeframe for all questions is the 36 months prior to the date of receipt of this questionnaire. Note, future exams will be based on the new 5 year exam schedule, so we will be requiring a full 61 months of information.
- Unless otherwise stated, all information is based on your Maryland loan business.
- Do not embed pages into the questionnaire. The questionnaire should remain intact.
- Electronic naming convention for additional documentation should be; section # and question #.
- If there is inadequate space to fully answer any question, please attach additional sheets or material and use naming convention above.
- Do not use the phrase "see attached" when the questionnaire asks for a dollar amount or quantity, please complete the question in the appropriate space.
- The final page of the questionnaire contains a Certification Page. This page must be completed, signed and dated for your submission to be complete.

Submitting the questionnaire instructions:

- Submit manager's questionnaire and supplemental documentation one submission/ one format. Any deviation from this could result in delays in the examination process. (Example: Do not send part of questionnaire via email & part by flash drive.)
- When submitting the questionnaire the legal name of the licensee should be used on the reference line or mailing label.
- When submitting through email, make sure that reference line also includes license number or NMLS number.
- When submitting through email, if it is necessary to send multiple emails, please send a separate email stating the total number of emails and total number of attachments. Label the emails 1 of ___, 2 of ___ etc.
- When submitting questionnaire through email, create a new email chain. Do not attach Manager's Questionnaire submission to prior email chains.
- When submitting Manager's Questionnaire through FTP site, if possible please create one folder containing all documents to be downloaded in one step.
- Other ways to submit manager's questionnaires are as follows: paper copies only (do not send originals), pdf format copies on disc or flash drive.
- If you submit documentation or files via password protected disc or flash drive, please provide the password via the email address at the time you ship the data.

Questionnaire terms:

- **Adverse Action:** includes denials, withdrawals and turndowns.
- **Correspondent Lender/ Mini Correspondent Lender:** This type of lender is a subset of the retail lender and originates loans with their own funds, then immediately sells the loan to an investor for servicing. A true Correspondent/Mini Correspondent Lender's name will appear on the closing disclosure, note and deed of trust as the lender.
- **Broker:** a licensee who for financial gain will assist borrowers in obtaining a loan from a licensed lender. Brokers handle taking applications, ordering credit reports, appraisals and other duties requested by the lender.
- **Direct servicer:** Holds servicing rights and collects payments directly from borrowers.
- **Master Servicer:** Holds servicing rights; may or may not collect payments from borrowers.
- **Mobile home:** any structure, which does not currently match HUD or FHA definition of manufactured home or the definition of a traditional home. This will for the purposes of this questionnaire include "tiny homes" and other moveable trailer homes.
- **Mortgage:** any loan primarily for personal, family or household use that is secured by owner occupied real property located in Maryland on which a dwelling is constructed or intended to be constructed. This includes 1st and 2nd homes.
- **Primary servicer:** Same as Direct servicer.
- **Retail Lender:** lender who originates the loan for themselves. This type of lender may retain the loan in portfolio or they may sell the loan, with or without selling the servicing rights.
- **Servicer:** refers to any licensee who partakes in the servicing of mortgages. Either by acting as a Direct Servicer, Sub-Servicer or Master Servicer.
- **Sub-servicer:** refers to a servicer that does not own the right to perform servicing, but that performs servicing on behalf of the master servicer.
- **Wholesale Lender:** lender who funds loans from independent Mortgage Brokers. The wholesale lender does not directly originate the loan or have direct consumer contact during the origination process.

SECTION #1: GENERAL INFORMATION

- 1) The Licensee's legal name:
- 2) List any and all trade names or acronyms not registered in NMLS:
- 3) MMLL (Maryland) License Number for main office: _____
- 4) NMLS License/ Registration Number for main office: _____
- 5) Is principal address in NMLS correct? Y N
Provide the mailing address if different from NMLS:
- 6) Does licensee have a corporate website? Y N
Corporate Website Address: _____
- 7) Does the Licensee utilize a P.O. Box? Y N
If yes, describe purpose and provide address:
- 8) Provide the following information for the contact person for this examination:
- Name and Title: _____
- Telephone number: _____
- Email Address: _____

RECORDS INFORMATION

- 9) List the physical location of the following types of records (if electronic then location of server):
- Mortgage origination records: _____
- Mortgage servicing records: _____
- Corporate accounting records: _____

10) File storage format (check all that apply):

Primary

Secondary

Paper

Electronic- private server, self-contained

Electronic- file hosting service or Cloud server (3rd party provider)

Electronic- portable storage devices (CD, DVD or portable hard drive)

11) If the primary files are not stored at the Licensee's licensed location or are in a format other than paper, has licensee received approval letter from this office? Y N

Provide a copy of the letter or email of approval.

Please note if you have not previously received approval, you may fill out the Attestation located on our industry page. Once completed, form is to be uploaded to NMLS.

<https://www.dllr.state.md.us/forms/licenseeselectronicoffsitestorage.pdf>

12) What software does the Licensee use? (e.g. Loan Origination Software (LOS); Mortgage Servicing Software; Mortgage Processing Software; Mortgage Underwriting Software)

OPERATIONS INFORMATION

13) CORPORATE ENTITY ORGANIZATION CHART.

- Has licensee submitted this information through NMLS? Y N
- Is the current chart in NMLS up to date? Y N
- If either of the above answers are no, then please provide a copy of the corporate entity organization chart.

14) DEPARTMENT ORGANIZATION CHART.

- Has licensee submitted this information through NMLS? Y N
- Is the current chart in NMLS up to date? Y N
- Provide a department organization chart including names, titles and contact numbers.
- Provide a brief description of operational responsibilities for each department.

NOTE: If the Licensee is a small corporation or sole proprietorship and does not have the above listed organizational chart, please complete Schedule A on page 20.

15) Complete “Schedule B” attached to this Questionnaire.

16) Does the licensee have a Business Plan? Y N

17) Was Business Plan uploaded to NMLS? Y N

18) If yes, is the Business Plan in NMLS the most recent and up to date? Y N

19) Since the Licensee’s last Maryland examination, has the Licensee been affiliated with, or shared office space with, any of the following types of businesses? (check all that apply)

- If this is the Licensee’s first examination, answer this question from the effective date of the license.
- If you check any box, on a separate page provide a list of the names of the business(es), services provided by those businesses, and the nature of the affiliation.

| Type of Company | Affiliated | Shared Office Space |
|---------------------------------------|------------|---------------------|
| Title Company | _____ | _____ |
| Appraisal Company | _____ | _____ |
| Real Estate Company | _____ | _____ |
| Credit Reporting Company | _____ | _____ |
| Credit Counseling Company | _____ | _____ |
| Credit Service Company | _____ | _____ |
| Insurance Company | _____ | _____ |
| Securities Company | _____ | _____ |
| Home Builder | _____ | _____ |
| Home Improvement Contractor | _____ | _____ |
| Real Estate Developer | _____ | _____ |
| Auction Company | _____ | _____ |
| Property Preservation Company | _____ | _____ |
| Any other settlement service provider | _____ | _____ |

20) Complete “Schedule C” attached to this Questionnaire, excluding mortgage loan originators.

21) Provide a copy of the most recent quality control reports prepared either internally and/or externally.

22) Provide a list of the most recent (last 5 years) audits or examinations performed by any government (state or federal) agency or entity for which the Licensee originates or services loans. Please include the date of the examination and a contact name and contact number. Do not send reports.

23) Provide a list of any audit reports conducted by any investors or other government agencies such as HUD, FHA, VA, Fannie Mae or Freddie Mac. Please include the date of the examination and a contact name and contact number and, if permitted, please provide a copy of the report.

24) Provide a copy of the Licensee's Policies and Procedures Manual. The manual should include, but are not limited to, the following:

- Disaster Recovery Plan
- BSA/AML
- Third party contractor oversight
- Origination policy and procedures
- Servicing policy and procedures
- Ability to repay
- Social media use and advertising
- Elder Financial Abuse
- Complaint resolution
- Consumer protection
- Data Security

FINANCIAL INFORMATION

25) Provide a copy of the most recent (if not available in NMLS):

- Unaudited financial statement, e.g. QuickBooks, (since last NMLS submission), including balance sheet, income statement and expense statement.
- Listing of all assets that the Licensee owns but are not on the books.
- Listing of all bank accounts utilized by the Licensee since the Licensee's last examination or during the last 5 years (whichever is more recent), including:
 - Name and address of the depository institution(s);
 - Account number(s)- last 4 digits
 - Purpose of each account; and
 - Status of each account (open, closed, or past due).

26) Is an internal auditor employed by Licensee?

Y N

- If yes, describe the reporting procedures, including to whom the internal auditor reports and audit program used:
- If no, please list the name of the auditing firm and/or partner:

- 27) Is the Licensee currently past due on any obligation including open or closed-end credit, accounts payable, income tax or other tax? Y N
- If yes, provide a detailed list of the creditor(s), the amount, and the reason for the past due status:

- 28) Is the Licensee, on its own behalf, or any officer, principal, partner (general or limited), owner, director or employee, on the Licensee's behalf, contingently liable as an endorser, guarantor, or otherwise? Y N
- If yes, provide details:

BSA, CYBER SECURITY AND DATA PROTECTION

- 29) Anti-Money Laundering (AML) and Suspicious Activity Report (SAR) program. Provide the following information:
- Name, job title and contact information for the individual compliance person overseeing the program.
 - Complete description of the on-going training process, including training schedule.
 - Provide a brief description of the internal controls, if not thoroughly explained in the policies and procedures requested in question # 24.
 - Copy of your most recent BSA/AML/OFAC risk assessments.

- 30) Has licensee had an Independent 3rd party review/audit the licensee's BSA/AML program? Y N
- If "yes", please provide contact information for the individual or company that provides the independent review/audit. Provide name, company, title and phone number.

- 31) Is the licensee aware of the Maryland regulation, effective Oct. 4, 2019, regarding security breaches and other significant data protection requirements? Y N
- If licensee is unaware, please refer to COMAR 09.03.06.24 Data Protection.

- 32) Does the licensee have a contingency plan in the case of a data breach? Y N
- If no, please explain when licensee will have a contingency plan in place.

- 33) If mortgage files are stored electronically, does the licensee have an SAS 70 (Statement of Auditing Standards #70) or an SSAE 16 (Statement on Standards for Attestation Engagements #16) or any other certificate stating the vendors due diligence to security of borrower Personally identifiable information (PII). Y N
- If yes, provide a copy of your vendors due diligence verification or certificate.

CIVIL, CRIMINAL, and ADMINSTRATIVE ACTIONS and COMPLIANCE ISSUES

34) Does the Licensee have any direct or indirect knowledge, or have a reason to believe, that an act of fraud, theft or forgery has been committed by a regulated person or any officer, principal, partner, member, owner, director, employee, or agent of a regulated person since your last exam?

Y N

If yes, complete the fraud, theft and forgery reporting form found at www.dllr.state.md.us/finance, and attach a copy of the completed form to this Questionnaire.

35) Does the Licensee have any direct or indirect knowledge that any officer, principal, partner, owner, member, member, director, employee or agent of the Licensee misused, embezzled, absconded with, or willfully misapplied any funds or valuables for which the Licensee was responsible during the past five (5) years not accounted for in question 41?

Y N

If yes, provide details and copies of all applicable documents.

36) Has the Licensee had a claim filed against its surety bond, letter of credit or other similar instrument during the past five (5) years?

Y N

If yes, provide details and copies of all applicable documents.

NOTE:

- If you replied yes to any of the above questions, provide documentation, which explains you answering in the affirmative.
- Pursuant to COMAR 09.03.10.02(A)(2) the Licensee is required to report to the Agency within five (5) business days after learning of a felony conviction or a misdemeanor conviction involving fraud, theft, or forgery of itself or any owner, director, officer, member, partner, employee, or agent of the Licensee.
- Pursuant to COMAR 09.03.10.02(A)(1), the Licensee is required to report to the Agency within thirty (30) business days after discovering, or having a reason to believe, that an act of fraud, theft or forgery has been committed by a regulated person, including any officer, principal, partner, member, owner, director, employee, or agent of a regulated person.

TYPE OF BUSINESS

37) Indicate the type(s) of residential mortgage business in which the Licensee is engaged (check all that apply):

| | | |
|---|--------------------------|--------------------|
| Mortgage Broker | <input type="checkbox"/> | Complete section 2 |
| Mortgage Lender | <input type="checkbox"/> | Complete section 2 |
| Mortgage Servicer | <input type="checkbox"/> | Complete section 3 |
| Mortgage Processors, Underwriters & Portal (or Lead Generators) | <input type="checkbox"/> | Complete section 4 |

** Please see definitions on page 3 of this questionnaire**

SECTION #2: LOAN ORIENTATION INFORMATION

_____ N/A – CHECK IF THE LICENSEE DOES NOT ORIGINATE LOANS
THEN CONTINUE TO SECTION 3.

Brokers & Lenders

- 1) What was the Licensee’s main source(s) for obtaining business during the past three (3) years? (check all that apply)
- Referral
 - Telephone Solicitation
 - Print Advertisement
 - Television/Radio Advertisement
 - Third Party Loan Brokers
 - Social Media
 - Other (specify): _____

- 2) Does the Licensee receive any monies from consumers prior to loan closings? Y N
If yes, explain:

- 3) Has the Licensee had approval surrendered, removed or restricted, with any of the following during the past (3) years:
- Check all that apply and provide the type of action and date upon which approval was surrendered, restricted, or removed.

| | | Action | Date |
|--|-------------|--------|------|
| | Fannie Mae | | |
| | Freddie Mac | | |
| | Ginnie Mae | | |
| | FHA | | |
| | VA | | |

- 4) During the past three (3) years, has the Licensee required consumers to sign a security agreement or a promissory note for residential mortgage loans prior to all conditions being satisfied to fund the loan – a practice often referred to as conditional or accommodation closings? Y N
- 5) Does the Licensee have any agreements with any other licensed or non-licensed entity (“Third-Party Provider”) to provide or receive mortgage related services (such as origination, loan processing or underwriting). Y N

- 6) Does the Licensee permit the Third-Party Provider to identify itself as the Licensee when providing said services? Y N

If yes, provide a list of the name, address, and primary contact information for any entity in which such a third-party agreement exists. In addition, provide a copy of the contract or service agreement between the Licensee and the entity, the security arrangements taken by the third-party vendor to protect your borrower's information, your procedures to ensure compliance.

- 7) Does the licensee have policies and procedures regarding borrower's ability to repay? Y N

Please provide any documents not included in the Ability to repay policies and procedures provided in section 1 question #28.

REPORTING

- 8) Is the Licensee required to file a Home Mortgage Disclosure Act (HMDA) Report with the U.S. Department of Housing and Urban Development (HUD)? Y N

If yes, attach a copy of the filing confirmation receipt. [NOTE: Do not send HDMA reports.]

If no, explain why the report was not filed.

COMPENSATION

- 9) If applicable, complete "Schedule D" attached to this Questionnaire by listing all mortgage loan originators who were employed by the Licensee within the examination period but who are no longer employed by the Licensee.

- 10) Provide a sampling of the Licensee's Mortgage Loan Originator Compensation Agreement.

NOTE: A licensee with 1-10 mortgage loan originators shall provide three (3) sample agreements. A licensee with more than 10 mortgage loan originators shall provide five (5) sample agreements.

If licensee uses exact same compensation agreement with all MLOs, please provide one agreement and a memo stating that only one agreement is used for all MLOs.

- 11) How often does the Licensee renegotiate loan originator compensations with your loan originators?

SALES AND MARKETING

- 12) Provide copies of all sales, marketing and promotional materials used by the Licensee in the State during the previous 90 days, including mail, telemarketing scripts, flyers or related items.
- 13) Provide the internet address(es) of web sites used to generate or facilitate the Licensee’s business. Include any web pages maintained by an individual mortgage loan originator employed by the Licensee.
- 14) Does the licensee utilize social media as a means for marketing? Y N
- 15) What social media platforms does the licensee use for marketing?
- 16) Does the Licensee offer loss mitigation/loan modification assistance to borrowers? Y N
- 17) Does Licensee offer any single premium, credit life, credit disability or other insurance products? Y N
- 18) Types of loans offered: (check all that apply)
- | | | | |
|---------|--------------|--------------|-------|
| Forward | Reverse | HELOC | FHA |
| VA | Construction | Conventional | USDA |
| ARM | Jumbo | 203k rehabs | Other |

BROKERS

- 19) If the Licensee acts as a mortgage broker, provide a copy of the Licensee’s anti-steering documentation.
- 20) BROKERED residential mortgage loan totals for the previous thirty-six (36) calendar months (Maryland Properties ONLY):

NOTE: This table is for BROKERED residential mortgage loan information covering the preceding thirty-six (36) month period from the date of receipt of this questionnaire. If this is the Licensee’s first examination, complete this table from the effective date of the license.

NOTE: Please complete this grid with quantities, do not enter see attached.

| | Quantity 1st liens | Quantity of 2nd liens |
|----------------|--------------------|-----------------------|
| Closed loans | | |
| Adverse Action | | |
| 2 in 24 month | | |

- 21) Broker: Provide a list of lenders the Licensee did business with during the examination timeframe. Include lender name and NMLS #.

LENDERS

22) Residential mortgage loan totals, in which the Licensee was the LENDER, for the previous Thirty-six (36) calendar months (Maryland Properties ONLY):

NOTE: This table is for residential mortgage loan information, in which the Licensee was the LENDER, covering the preceding thirty-six (36) month period from the date of receipt of this questionnaire. If this is the Licensee’s first examination, complete this table from the effective date of the license.

| | Quantity 1st liens | Quantity of 2nd liens |
|-----------------|--------------------|-----------------------|
| Closed loans | | |
| Adverse Action | | |
| Rescinded loans | | |

23) Lender: If the Licensee is a wholesale mortgage lender, funding residential mortgage loans through a mortgage broker or an independent 3rd party provider, provide a list of the brokers or 3rd party providers used, including their NMLS#.

LENDER: SALE OF LOANS AND LOAN FUNDING

24) What percentage of the loans originated in the past twelve (12) months have been sold into the secondary market? _____

25) Are all warehouse lines of credit repaid directly by the investor? Y N

26) During the past three (3) years, has the Licensee made any loans, which defaulted within the first three (3) months? Y N
If yes, provide details:

27) Has the Licensee had any warehouse or other borrowing lines of credit terminated within the past three (3) years? Y N
If yes, provide details:

28) Has the Licensee been requested or required to repurchase any mortgage loan, pay a settlement in lieu of repurchasing the mortgage loan, or returned a yield spread premium to a lender/investor within the last three (3) years? Y N

If yes, provide details:

29) Has the Licensee been required to execute an indemnity agreement in connection with any mortgage loan during the past three (3) years? Y N

If yes, provide details:

LENDER: FUNDING

30) Provide a list of all warehouse lines of credit available to the Licensee at the end of the last quarter. The Excel spreadsheet should include the following:

- Name and address of the creditor;
- Total dollar amount of the line; and
- Amount currently in use
- Borrower(s) name;
- Property address;
- Dollar amount of loan; and
- Total number of days outstanding.

31) Provide list of all secondary market sources and commitments as of the end of the last quarter. Include:

- Name of investor;
- Amount of commitment;
- Expiration date; and
- Amount currently available under the commitment.

BROKER & LENDER: LOAN FILES FOR REVIEW

32) Provide in an Excel spreadsheet (or compatible workbook file) a list of all Maryland residential mortgage loans originated, made, procured, or denied (includes all Adverse Action). Do not include investment properties or commercial loans. The list should include the loans originated in the last 36 months or from date of original Maryland licensure (whichever is more recent).

Create separate sortable tabs for each of the following categories:

- Loans in process;
- Loans closed;
- Denied/cancelled/withdrawn applications;
- Loans rescinded; and
- Loans that were a refinance of a prior loan originated by the Licensee.

Each loan list is required to contain the following information:

- Borrower(s) name;
- Loan number;
- Property address;
- Property zip code
- Application date
- Borrowers FICO score
- Lien Position (i.e. first or second);
- Loan amount;
- Loan rate
- Status of Loan (processing, underwriting, closed, withdrawn, denied, rescinded)
- Date of Loan Status;
- Type of loan (refinance, purchase money, or HELOC);
- Loan program (conventional, FHA, VA, Reverse, etc.);
- Mortgage loan originator's name; and
- Name of broker (if applicable).

The Examiner assigned to your exam will request submission of files. Once requested provide a complete copy of the FULL LOAN FILE (no originals, submitted documents will not be returned) for each of these mortgage loans. These files should include, but are not limited to, the following documentation:

- All Federal required documents (e.g. final HUD-1, Promissory Note, Deed of Trust, initial 1003 or 1009);
- All Maryland required documents (e.g. Broker Agreements, Financing Agreements, Commitment Letters, NTB);
- All Correspondence relating to the loan (e.g. emails, phone logs or letters);
- All reports and invoices for third-party fees charged to borrowers either POC or at settlement;
- Copy of check or remittance of funds received from lender, title company, settlement agent, borrower, or any other third-party;
- All reverse mortgage documents (if applicable);
- Copy of sale/purchase agreement (if the mortgage transaction is purchase money);
- Any and all other disclosures signed by the borrower(s); and
- Notice of Adverse Action (if applicable).

NOTE: If Licensee is a Lender please note that depending on portfolio size or scope of examination you may be requested by the Examination Team to provide (in addition to your loan list) a ComplianceEase file in accordance with instructions. The instructions will be sent to you separately after the Manager's Questionnaire has been reviewed.

SECTION #3: SERVICING INFORMATION

___N/A – CHECK IF THE LICENSEE IS NOT INVOLVED IN MORTGAGE SERVICING
COMPLETE CERTIFICATION PAGE ON FINAL PAGE.

Note: Direct servicers, subs-servicers, and/or licensees retaining servicing rights (Master Servicers) in mortgage debt should complete this section.

- 1) Is the licensee a Master Servicer retaining servicing rights? Y N
- 2) Is the licensee a Direct Servicer accepting payments from borrowers? Y N
- 3) Did Licensee originate some or all of the loans that they are servicing? Y N
- 4) Is the licensee a 3rd party Sub-Servicer accepting payments for a Master Servicer? Y N
- 5) Does the licensee use one or more 3rd party sub-servicers to collect payments on from borrowers? Y N
- 6) If licensee answered “yes” to question #5, does Licensee permit the 3rd Party provider to identify itself as the Licensee when providing said services? Y N
- 7) How many Maryland loans has the licensee serviced or had serviced by a 3rd party during the last thirty-six (36) months? Please state the total number _____. (Do not state, “see attached.”)
- 8) If the Licensee stated above that they have contracts or agreements with one or more 3rd Party Providers to service their Maryland loans, provide the following information for each provider:
 - Name
 - NMLs or MD license number
 - Address if NMLS # not provided
 - Copy of contract
- 9) If the Licensee stated above that they are a 3rd Party Servicer or Sub-Servicer, provide a list of investors for whom servicing is done, including the following information:
 - Name
 - NMLs or MD license number
 - Address if NMLS # not provided
 - Copy of contract

ORGANIZATION AND MANAGEMENT

- 10) Provide a copy of the training and/or educational materials used to train employees for compliance with state and federal laws and regulations governing mortgage servicing.
- 11) Provide a list of all current and former (within the past thirty-six (36) months) employees of the Licensee or its affiliates that are assigned to a managerial unit engaged in compliance, regulatory affairs, and/or customer complaint activities related to the business of mortgage servicing.

AGGREGATED DATA

12) Provide the following data points regarding the Licensee's mortgage servicing portfolio, in which the Licensee is servicing mortgage loans for the benefit of other persons, and break out the response into two separate responses: Maryland specific data and overall national data. These data points should be provided in a MS Excel, CSV, or compatible, workbook files in digital format (i.e. .xls, .xlsx, .csv) spreadsheet, as separate sortable attachment from the rest of the Questionnaire. Each of the following data points shall be on its own tab in the spreadsheet:

- Portfolio breakdown by:
 - a. Investor type;
 - b. Type of servicing (master serviced, subserviced, 3rd party serviced.); and
 - c. FICO score.
- Transfer activity since completion of last Maryland examination. If this is the Licensee's first Maryland examination, include transfer activity for the last three years.
- Total number of delinquent loans, broken out by <30, 30+, 90+, and 360+ days delinquent.
- Total Unpaid Principal Balance.
- Total number of loss mitigation applications received and, separately, total number of loss mitigation agreements entered into since last examination, broken out by the following types of agreements:
 - a. Forbearance;
 - b. Loan extension;
 - c. Loan modification;
 - d. Principal reduction;
 - e. Principal deferral;
 - f. Refinance;
 - g. Reinstatement;
 - h. Repayment plan;
 - i. Short sales; and
 - j. Deeds in lieu of foreclosure.
- Total number of Foreclosures:
 - a. Filed; and
 - b. Completed.
- Total number of borrower complaints.
- Total number of community outreach events.

ACCOUNT INQUIRIES

13) Provide in an Excel spreadsheet (or compatible workbook file) a list of all Maryland residential mortgage loans serviced. Do not include investment properties or commercial loans. The list should include the loans serviced in the last 36 months or from date of original Maryland licensure (whichever is less).

Create a separate sortable tab for each of the following categories:

- Current
- Delinquent
- Foreclosure
- Loss Mitigation
- Modifications
- Paid off loans
- Complaints/ Qualified written requests/ Notice of Error
- Forbearance/ Repayment plan(s)
- Forced placed insurance/ Lender placed insurance

Each list entry should include the following information:

- account number
- borrower name
- property address
- account balance
- Loan program (conventional, FHA, VA, etc.)
- interest rate type (fixed or adjustable)
- servicing acquisition date
- Prepayment penalties

Include the following items only if applicable:

- Number of days in delinquency
- Order to Docket filed status
- Foreclosure status (pending sale, pending ratification, REO, sold to third party, dismissed)
- Loss Mitigation status
- Type of Loss mitigation and outcome of process
- Requests for Mediation
- Mediation date
- Mediation status/ outcome
- Modification application date (most recent request)
- Modification approval date
- Modification process status (denied, approved for trial payment plan, trial payment plan in progress, failed trial modification, approved for final modification, modification completed)
- Repayment/ forbearance plan (Hamp or proprietary)

SERVICING: LOAN FILES FOR REVIEW

14) The Examiner assigned to your exam will request submission of files. Once requested provide a complete **copy** of the **FULL LOAN FILE** (no originals, as any submitted documents will not be returned) for each of these mortgage loans. These files should include, but are not limited to, the following documentation:

- Full origination loan file- including but is not limited to Deed of Trust, Note, Application, Loan Estimate, Closing Disclosure, Transfer of Servicing Notice
- Annual escrow statements
- Monthly billing statements
- All correspondences between borrower and licensee (include correspondence with sub-servicer and/or master servicer if applicable.)
- Full transaction history – including but not limited to; payments, NSF fees, late charges, property inspection fees, all fees associated with the initiation of foreclosure proceedings, and any other charges and credits.
- Invoices for all 3rd party charges assessed to the borrower
- Additional servicing documentation including but not limited to; loan modification, foreclosure, complaints, forced placed insurance, bankruptcy and other process documentation.

15) Provide a list of fees charged for servicing of residential mortgage loans.

16) Provide a key of all transaction codes appearing in the transaction history, including a description of the meaning of each code.

SECTION #4: MORTGAGE LOAN PROCESSORS, UNDERWRITERS and LEAD GENERATORS

____ N/A – CHECK IF THE LICENSEE DOES NOT PROVIDE THE SERVICES ABOVE
→ COMPLETE CERTIFICATION PAGE ON FINAL PAGE.

1. Does Licensee provide mortgage loan processing services to other mortgage lenders and/or brokers? Y N

If yes, provide a list of all mortgage lenders and/or brokers for whom such services were provided, including the following information for each individual or entity:

- Name of mortgage lender or broker
- NMLS identification number
- Address if NMLS # not provided
- Copy of mortgage loan processing services contract

2. Does Licensee underwrite mortgage loans for other mortgage lenders and/or brokers? Y N

If yes, provide a list of all mortgage lenders and/or brokers for whom such services were provided, including the following information for each individual or entity:

- Name of mortgage lender or broker
- NMLS identification number
- Address if NMLS # not provided
- Copy of mortgage underwriting services contract

3. If Licensee answered yes to either questions 1 or 2, does licensee directly access the mortgage lender and/or broker's Loan Origination System? Y N

If no, how are borrower files transferred to the Licensee?

4. Does Licensee act as a third-party mortgage lead generator or portal company? Y N

If yes, provide a list of all mortgage lenders and/or brokers for whom such services were provided, including the following information for each individual or entity:

- Name of mortgage lender or broker
- NMLS identification number
- Address if NMLS # not provided
- Copy of lead generation/portal services contract

5. If Licensee answered yes to question 4, how does licensee securely send leads to mortgage lenders and/or brokers?

Schedule A

(Complete this schedule in lieu of supplying Organizational /Management Charts in Section #1)

| Name | Title | Percent of Ownership | Area of Responsibility |
|------|-------|----------------------|------------------------|
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Schedule B

Complete this schedule if any officer, principal, partner, owner, director or employee owns more than 1% of the following types of companies: title, appraisal, real estate, credit reporting, credit counseling, credit service, insurance, securities, processing or builder, home improvement contractor, real estate developer or any other settlement service provider.

| Name of owner | Name of Company | Type of Business | Address | Relationship | Amount of Ownership |
|---------------|-----------------|------------------|---------|--------------|---------------------|
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Schedule C

Complete this schedule for all employees (excluding all mortgage Loan Originators). This list should include name, job title, job description or area of responsibility and dates of employment.

| Name | Job Title | Job Description or Area of Responsibility | Dates of Employment |
|------|-----------|---|---------------------|
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Schedule D

Complete this schedule for all MORTGAGE LOAN ORIGINATORS employed in the past 24 months who have left, been terminated or retired individuals. List will include name, MD license #, NMLS registration number and dates of employment.

| Name | MD License # | NMLS Registration # | Dates of Employment |
|------|--------------|---------------------|---------------------|
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CERTIFICATION PAGE



The material provided pursuant to this Manager's Questionnaire shall be provided under the following Certification:

_____, certifies that he/she is _____, of _____ and that,
(Title of Authorized Representative) (Name of Licensee)

I solemnly affirm under the penalties of perjury and upon personal knowledge that the contents of the foregoing answers, the information contained therein and attached to supplemental schedules, and all other information and documentation submitted in response to this Manager's Questionnaire are true.

Certified this _____ day of _____, 20____

(Signature of Authorized Representative) (Representative's Title)

Return completed Manager's Questionnaire with executed Certification Page by electronic mail at mortgage.examination@maryland.gov or by mail at:

Office of the Commissioner of Financial Regulation
500 North Calvert Street
Baltimore, Maryland 21202
Attn: Mortgage Compliance Unit