



Outline – Compliance

1. What's Happening Now?

- Recent CFPB Consent Orders
- Recent State AG action
- Review of CFPB Quarterly Report on Servicing
- States Moving to Regulate Non-Bank Servicers
- *Obduskey* and its Fallout

2. What's on the Horizon?

- CFPB ANPR Debt Collection
- "Making FHA More Affordable Act" (Rep. Waters)
- Recent Focus of the House Committee on Financial Services

3. Compliance in the Modern Office

- Transition towards remote staffing and working from remote devices
- Protection of Proprietary, Private and Confidential Information
- Diversity and Inclusion Strategic Plan Updating

4. The Process of Change

- Pending Legislation: Your firms are your best resource
- There's been a change, now what?
 - o Template changes and Outside Vendors