

CFPB Update

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Compare and Prioritize Across Product Markets, Institutions and Charters

Product Markets	Market Size	Market Risk
	<ul style="list-style-type: none"> • \$ market size • # of consumers • # of accounts/loans 	<ul style="list-style-type: none"> • Potential for SUP to prevent harm to consumers • Based on CFPB's strategic priorities
Institution Product Lines	Institution Product Size	Field & Market Intelligence (FMI)
	<ul style="list-style-type: none"> • Portfolio size • Origination volume • Workforce size • Revenue 	<ul style="list-style-type: none"> • Financial • Operational • IPL-level analysis of consumer response data <hr/> <ul style="list-style-type: none"> • Fair Lending FMI

Mortgage Origination Exam Work

Recent Areas of Focus:

- Title XIV rules
- Existing Truth in Lending Act and Real Estate Settlement Procedures Act disclosure provisions
- Compliance Management Systems

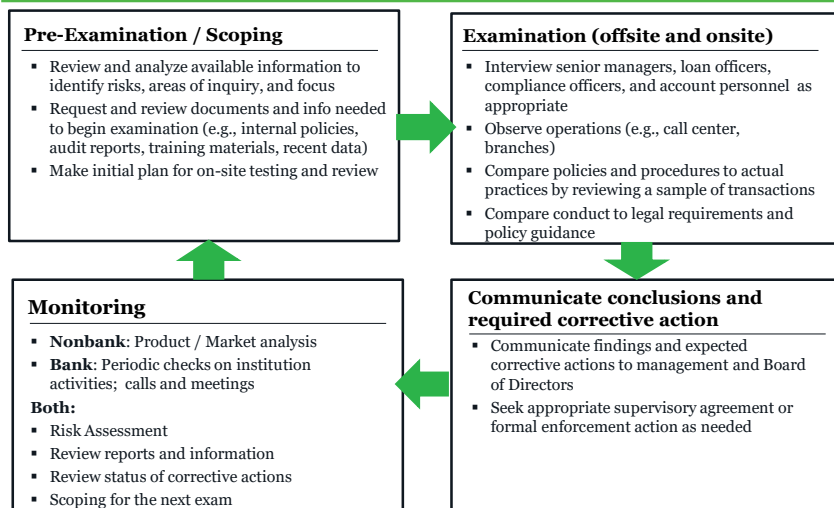
See June 2016 Supervisory Highlights

Mortgage Servicing Exam Work

- Mortgage servicing examinations now generally focus on reviewing for compliance with these servicing rules as well as for unfair, deceptive, and abusive acts or practices.
- Examinations have found that outdated and deficient servicing technology continues to pose considerable risk to consumers in the wider servicing market.

See June 2016 Special Edition of Supervisory Highlights

Our Supervision/Examination Cycle



Communicating Findings During Exams

- Communications may include:
 - Meetings, emails, other informal means
 - Where there are more significant violations:
 - Potential Action and Request for Response (PARR) letter
 - Action Review Committee (ARC) process

Follow-Up and Monitoring

- Pursue appropriate supervisory agreement or public enforcement action as needed
 - Supervisory Resolutions - Matters Requiring Attention (MRAs) & Memorandum of Understanding (MOU) provisions
 - Supervision follows up through:
 - Reviewing reports and information
 - Periodic checks on institution activities; calls and meetings
 - Potential on-site work with supervisory letter



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Upcoming Regulatory Agenda

- Debt Collection
- Home Mortgage Disclosure Act
- Know Before You Owe clarifications
- Mortgage Servicing amendments
- Arbitration
- Payday, auto title, and similar lending products
- Prepaid
- Overdraft
- Larger Participant Rule



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