## VERMONT DEPARTMENT OF FINANCIAL REGULATION DOCKET NO. 13-058-B

IN RE:

OCWEN FINANCIAL CORPORATION and OCWEN LOAN SERVICING, LLC,

Administrative Proceeding No.

Respondents.

# SETTLEMENT AGREEMENT AND CONSENT ORDER OCWEN FINANCIAL CORPORATION AND OCWEN LOAN SERVICING, LLC

WHEREAS, Ocwen Financial Corporation is a publicly traded Florida corporation headquartered in Atlanta, Georgia and Ocwen Loan Servicing, LLC is a limited liability company and wholly owned subsidiary servicing company of Ocwen Financial Corporation located in Palm Beach, Florida (collectively, "Ocwen").

WHEREAS, on or about September 1, 2011, Ocwen acquired Litton Loan Servicing, LP ("Litton"), a servicer of residential mortgages and a Delaware limited partnership.

WHEREAS, on or about December 27, 2012, Ocwen acquired Homeward Residential Holdings, Inc., including its subsidiary Homeward Residential, Inc. (together, "Homeward"), which previously operated under the name American Home Mortgage Servicing, Inc., a servicer of residential mortgages and a Delaware corporation.

WHEREAS, the Alabama State Banking Department, Alaska Division of Banking and Securities, Arizona Department of Financial Institutions, Arkansas Securities Department, California Department of Business Oversight, Connecticut Department of Banking, Delaware Office of the State Bank Commissioner, District of Columbia Department of Insurance, Securities and Banking, Florida Office of Financial Regulation, Georgia Department of Banking and Finance, Idaho Department of Finance, Illinois Department of Financial and Professional Regulation, Indiana Department of Financial Institutions, Iowa Division of

Banking, Kansas Office of the State Bank Commissioner, Kentucky Department of Financial Institutions, Louisiana Office of Financial Institutions, Maryland Office of Financial Regulation, Massachusetts Division of Banks, Michigan Office of Financial and Insurance Regulation, Minnesota Department of Commerce, Mississippi Department of Banking and Consumer Finance, Missouri Division of Finance, Montana Division of Banking and Financial Institutions, Nebraska Department of Banking and Finance, Nevada Department of Business and Industry, New Hampshire State Banking Department, New Jersey Department of Banking and Insurance, New Mexico Financial Institutions Division, North Carolina Office of the Commissioner of Banks, North Dakota Department of Financial Institutions, Ohio Division of Financial Institutions, Oregon Division of Finance and Corporate Securities, Rhode Island Department of Business Regulation, South Carolina Department of Consumer Affairs, South Dakota Division of Banking, Tennessee Department of Financial Institutions, Texas Department of Savings and Mortgage Lending, Utah Department of Financial Institutions, Vermont Department of Financial Institutions, Virginia Bureau of Financial Institutions, Washington Department of Financial Institutions, West Virginia Division of Financial Institutions, Wisconsin Department of Financial Institutions, Wyoming Division of Banking, (hereinafter referred to as the "State Mortgage Regulators") are members of the Conference of State Bank Supervisors ("CSBS") and/or American Association of Residential Mortgage Regulators ("AARMR") and have agreed to address enforcement concerns with Ocwen in a coordinated manner, working through its Multi-State Mortgage Committee.

WHEREAS, the Alabama, Alaska, Arizona, Arkansas, California, Connecticut, Delaware, District of Columbia, Florida, Georgia, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri,

Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, North Carolina, North Dakota, Ohio, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming (collectively, "Participating States") have agreed, through their respective regulatory agencies to negotiate and enter into this Settlement Agreement and Consent Order (hereinafter referred to as the "Agreement"). For the purpose of this agreement, the law of the Participating States means the laws within the jurisdiction of the Participating States.

WHEREAS, the State Mortgage Regulators and Ocwen ("the Parties") enter into this Agreement with the understanding that the Consumer Financial Protection Bureau and Participating States Attorneys General, as plaintiffs, have entered a Consent Judgment against Ocwen in the United States District Court for the District of Columbia (the "Consent Judgment") with terms and conditions that are further outlined herein.

WHEREAS, Ocwen is licensed as a mortgage lender or servicer under the law of the Participating States.

WHEREAS, Litton and Homeward were licensed as mortgage lenders or servicers under the law of the Participating States prior to acquisition by Ocwen.

WHEREAS, on or about December 1, 2010, the State Mortgage Regulators commenced a Multi-State Examination (the "Multi-State Examination") of Ocwen covering the period of December 1, 2010 to October 24, 2011, in order to determine Ocwen's compliance with applicable Federal and State laws and regulations, financial condition, and control and supervision of the licensed servicing operation. The Multi-State Examination of Ocwen was conducted pursuant to their respective statutory authorities, and in accordance with the protocols established by the CSBS/AARMR Nationwide Cooperative Protocol for

Mortgage Supervision and the Nationwide Cooperative Agreement for Mortgage Supervision dated January 15, 2008.

WHEREAS, on or about November 29, 2010, the State Mortgage Regulators commenced an examination of Litton covering the period of January 1, 2009 to October 31, 2010, in order to determine Litton's compliance with applicable Federal and State laws and regulations, financial condition, and control and supervision of the licensed servicing operation. The Multi-State Examination of Litton was conducted pursuant to their respective statutory authorities, and in accordance with the protocols established by the CSBS/AARMR Nationwide Cooperative Protocol for Mortgage Supervision and the Nationwide Cooperative Agreement for Mortgage Supervision dated January 15, 2008. In addition, the Florida Office of Financial Regulation conducted an independent concurrent examination of Litton covering the period of January 1, 2008 to December 31, 2010.

WHEREAS, on or about October 29, 2010, the State Mortgage Regulators commenced a multi-state examination of Homeward covering the period of January 1, 2009 to November 5, 2010 in order to determine Homeward's compliance with applicable Federal and State laws and regulations, financial condition, and control and supervision of the licensed servicing operation. The Multi-State Examination of Homeward was conducted pursuant to their respective statutory authorities, and in accordance with the protocols established by the CSBS/AARMR Nationwide Cooperative Protocol for Mortgage Supervision and the Nationwide Cooperative Agreement for Mortgage Supervision dated January 15, 2008. In addition, the Florida Office of Financial Regulation conducted an independent concurrent examination of Homeward covering the period of January 1, 2008 to December 31, 2010.

WHEREAS, reports of examination were issued pursuant to the Multi-State

Examinations of Ocwen, Litton, and Homeward and the independent concurrent examinations of Litton and Homeward by the Florida Office of Financial Regulation (collectively, the "Reports of Examination"). Ocwen, Litton, and Homeward subsequently responded to the Reports of Examination as required by the State Mortgage Regulators.

WHEREAS, Ocwen acknowledges that it has full knowledge of its rights to notice and hearing pursuant to the law of the Participating States.

WHEREAS, Ocwen enters into this Agreement solely for the purpose of resolving disputes with the State Mortgage Regulators concerning their findings as communicated in the Reports of Examination in their entirety and without admitting any allegations or implications of fact, and without admitting any violations of applicable laws, regulations, or rules governing the conduct and operation of its mortgage servicing business. Ocwen acknowledges that the State Mortgage Regulators have and maintain jurisdiction over the underlying dispute and subsequent authority to fully resolve the matter.

WHEREAS, the intention of the State Mortgage Regulators in effecting this settlement is to remediate harms resulting from the alleged unlawful conduct of Ocwen, Litton, and Homeward identified in the Reports of Examination and related inquiries and investigations undertaken by the State Mortgage Regulators in the course of supervision.

#### **EXAMINATION FINDINGS**

WHEREAS, "Examination Findings" means Reports of Examination and related inquiries and investigations by the State Mortgage Regulators that identified practices that may otherwise violate the laws and regulations of the Participating States and related Federal law,

including but not limited to the allegations and Releases that are the basis of the Consent Judgment and specifically including:

- a. Lack of controls related to document execution, including evidence of robo-signing, unauthorized execution, assignment backdating, improper certification and notarization, chain of title irregularities, and other related practices affecting the integrity of documents relied upon in the foreclosure process;
- b. Deficiencies in loss mitigation and loan modification processes, including but not limited to:
  - 1. Failure to effectively communicate with borrowers regarding loss mitigation and other foreclosure avoidance alternatives;
  - 2. Failure to account for documents submitted in tandem with application for loss mitigation assistance;
  - 3. Lack of reasonable expedience in approving or denying loss mitigation applications;
  - 4. Providing false or misleading reasons for denial of loan modifications; and
  - 5. Failure to honor the terms loan modifications for transferred accounts and continued efforts to collect payments under the original note terms.
- c. Lack of controls related to general borrower account management, including but not limited to:
  - 1. Misapplication of borrower payments;
  - 2. Inaccurate escrow accounting and statements; and
  - 3. Assessment of unauthorized fees and charges.
- d. Inadequate staffing and lack of internal controls related to customer service;

- e. Deficiencies in control and oversight of third-party providers, including but not limited to, local foreclosure counsel;
- f. Deficiencies in document maintenance processes, including but not limited to, failure to produce documents requested in tandem with examinations; and
- g. Deficiencies in management control and supervision necessary to ensure compliance with applicable laws and regulations.

## AGREEMENT OBLIGATIONS

- 1. Consent Judgment. This Agreement incorporates the Consent Judgment as entered in the United States District Court for the District of Columbia in the matter brought against Ocwen by the Consumer Financial Protection Bureau and Participating State Attorneys General, as plaintiffs. The Consent Judgment, including all of its exhibits, are fully integrated into this Agreement and appended hereto, and the Consent Judgment, along with its exhibits, set forth the terms and conditions applicable to Ocwen and the State Mortgage Regulators, apart from and supplemented by the terms and conditions in this Agreement. To the extent that the terms and conditions contained in this Agreement conflict with any provisions of the Consent Judgment or its exhibits, the terms and conditions of this Agreement shall control.
- 2. Servicing Standards, Cash Payments, and Other Consumer Relief. Ocwen shall comply with the following servicing standards, payment obligations, and other consumer relief:
  - a. Servicing Standards. Ocwen shall comply with the Servicing Standards set forth in Exhibit A of the Consent Judgment.

- b. Payments to Foreclosed Borrowers. Ocwen shall pay or cause to be paid the sum of \$127.3 million (the "Borrower Payment Amount") pursuant to the terms of the Consent Judgment and Exhibit B into an interest bearing escrow account to provide cash payments to borrowers whose homes were sold in a foreclosure sale between and including January 1, 2009 and December 31, 2012 and who otherwise meet criteria set forth by the Monitoring Committee as set forth in the Consent Judgment, and to pay the reasonable costs and expenses of the Administrator, including taxes and fees for tax counsel, if any. This payment obligation shall be satisfied through payment under the Consent Judgment.
- c. Other Consumer Relief. Ocwen shall provide \$2 billion of relief pursuant to the Consent Judgment and Exhibit C to consumers who meet the eligibility criteria in the forms and amounts described under the Consent Judgment to remediate harm to consumers caused by the alleged unlawful conduct of Ocwen, Litton, and Homeward.

### MONITORING AND ENFORCEMENT

3. No Restriction on Existing Examination and Investigative Authority. This Agreement shall in no way preclude the State Mortgage Regulators from exercising their examination or investigative authority authorized under the law of the Participating States; however, retention of examination and investigative authority shall not be construed as affecting the scope of the release in Paragraph 8 of this Agreement. Retention of examination and investigative authority shall not be construed as affecting or limiting the terms or conditions set forth in Paragraph 5 of this Agreement for bringing

- an enforcement action for a violation of this Agreement or the Consent Judgment.
- 4. Sharing of Information and Cooperation. The State Mortgage Regulators may collectively or individually request and receive any information or documents in the possession of the Administration and Monitoring Committee (the "Monitoring Committee") established under the Consent Judgment subject to the procedural safeguards for documents designated as "CONFIDENTIAL" as set forth in Paragraph F of Exhibit D. This Agreement shall not limit Ocwen's obligations, as a licensee of the State Mortgage Regulators, to cooperate with any examination or investigation, including but not limited to, any obligation to timely provide requested information or documents to the State Mortgage Regulators upon request.
- 5. Reserved Enforcement Authority. Any failure to comply with the terms and conditions of this Agreement shall be treated as a violation of an Order of the State Mortgage Regulators and may be enforced as such pursuant to the laws of the Participating States subject to the terms and conditions set forth in this paragraph. The State Mortgage Regulators, collectively or individually, may take any administrative enforcement action authorized under the law of the Participating States. In the course of any such action, the State Mortgage Regulators may admit into evidence Monitor Report(s) and Quarterly Report(s). Such admissibility shall not prejudice Ocwen's right and ability to challenge the findings and/or the statements in the Monitor Report as flawed, lacking in probative value or otherwise. The Monitor Report with respect to a particular Potential Violation shall not be admissible or used for any purpose if Ocwen cures the Potential Violation pursuant to Section E of Exhibit D of the Consent Judgment. In addition, unless immediate action is necessary in order to prevent irreparable and immediate harm, prior

to commencing any action the State Mortgage Regulators shall provide notice to the Monitoring Committee of its intent to bring an action as set forth in paragraph I(2) of Exhibit D of the Consent Judgment. As set forth in Exhibit D, upon notice, the members of the Monitoring Committee shall have no more than 21 days to determine whether to bring an enforcement action. If the members of the Monitoring Committee decline to bring an enforcement action, the State Mortgage Regulator must wait 21 additional days after such a determination by the members of the Monitoring Committee before commencing an enforcement action. Subject to the notification requirements set forth above, the State Mortgage Regulators, as licensing authority for Ocwen, may pursue violations of this Agreement independently of the Consumer Financial Protection Bureau and Participating State Attorneys General, plaintiffs to the Consent Judgment. In the event of an action to enforce the obligations of Ocwen and to seek remedies for an uncured Potential Violation for which Ocwen's time to cure has expired, the State Mortgage Regulators sole relief available in such an action will be the forms of relief set forth in Paragraph I(3) of Exhibit D to the Consent Judgment. The State Mortgage Regulators shall not initiate an enforcement action if barred by the release in Paragraph 8 of this Agreement. In the event a Potential Violation, as defined in Exhibit D to the Consent Judgment, is cured as provided in Paragraph E of Exhibit D, then no State Mortgage Regulator shall have any remedy under this Agreement or the Consent Judgment (other than the remedies in Paragraph E(5) of Exhibit D) with respect to such Potential Violation.

#### GENERAL PROVISIONS

- 6. Consent. Ocwen hereby knowingly, willingly, voluntarily, and irrevocably consents to the execution of this Agreement pursuant to the authority of the State Mortgage Regulators and agrees that it understands all of the terms and conditions contained herein. By voluntarily entering into this Agreement, Ocwen waives any right to administrative hearing, administrative review of a hearing, or appeal concerning the terms, conditions, and related obligations set forth in this Agreement.
- 7. Effectiveness. This Agreement shall become effective upon entry of the Consent Judgment and execution of by all of the named State Mortgage Regulators (the "Effective Date").
- 8. Release. Upon payment of the Borrower Payment Amount, the State Mortgage Regulators shall individually and collectively release and forever discharge Ocwen, Litton, and Homeward from any administrative enforcement actions pertaining to or relating to the practices identified herein as Examination Findings that occurred between January 1, 2009 and December 31, 2012 (the "Release Period"). This release shall not otherwise preclude or impair the State Mortgage Regulators from taking enforcement action for any other violations of law not released herein, even if such other violations fall within the Release Period
- 9. Related Parties. The Release set forth under Paragraph 8 shall extend to all parties liable for the Examination Findings of Ocwen, Litton, and Homeward, which are the basis of this Agreement, which parties are otherwise subject to the jurisdiction of the State Mortgage Regulators, exclusively in their capacity as mortgage licensing authorities, for any violation under the laws or regulations of the Participating States and related Federal law arising from Examination Findings.

- 10. Fees Assessed to Consumers Not Subject to Release. Any fee assessed to a consumer by Ocwen, Litton, or Homeward, which is later determined to have been specifically prohibited by the laws of the Participating States remains unauthorized and is not otherwise affected by the terms of the Release as set forth under Paragraph 8. As such, claims against Ocwen for reimbursement to mortgage borrowers are not released by this Agreement. Nothing in this Agreement, however, shall require the reimbursement of fees duplicative of any prior voluntary or involuntary payment to the affected borrower, whether directly or indirectly, from any governmental program or other source.
- 11. Standing and Choice of Law. Each State Mortgage Regulator has standing to enforce this Agreement in the judicial or administrative process otherwise authorized under the Laws of the Participating State. Upon entry, this Agreement shall be deemed a final order of the State Mortgage Regulators unless adoption of a subsequent order is necessary under the laws of the Participating States. In the event of any disagreement between any State Mortgage Regulator and Ocwen regarding the enforceability or interpretation of this agreement and compliance therewith, the courts or administrative agency authorized under the laws of the Participating State shall have exclusive jurisdiction over the dispute, and the laws of the Participating State shall govern the interpretation, construction, and enforceability of this Agreement.
- 12. Adoption of Subsequent Orders to Incorporate Terms. Ocwen consents to the issuance by each State Mortgage Regulator, if deemed necessary under the law of the Participating States by the State Mortgage Regulator, of a separate administrative order to adopt and incorporate the terms and conditions of this Agreement. Ocwen hereby waives review and approval of any such subsequent orders prior to entry provided the subsequent order

does not amend, alter, or otherwise change the terms of the Agreement. In the event a subsequent order amends, alters, or otherwise changes the terms of the Agreement, the terms of the Agreement as set forth herein will control.

13. Attorney's Fees. Ocwen waives and shall not assert any claim for fees, costs or expenses against the State Mortgage Regulators, or any of their agents or employees, related in any way to this enforcement matter or the Consent Judgment or Settlement Agreement and Consent Order, whether arising under common law or under the terms of any statute; for these purposes, the Parties agree that neither Ocwen nor the State Mortgage Regulators are the prevailing party in this action because the Parties have reached a good faith settlement.

WHEREFORE, in consideration of the foregoing, including the recital paragraphs, the State Mortgage Regulators and Ocwen intending to be legally bound do hereby execute this Agreement.

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who upor	n being duly	sworn, states that (s	s)he has read an	d understands th	ne foregoing St	ipulation
and volu	ntarily signed	same. Sworn to a	nd subscribed b	efore me this	day of	
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By:	Signature	Date
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	Before me, the undersigned not	ary public, personally appeared
	as	of Ocwen Loan Servicing, LLC,
who ı	upon being duly sworn, states that	(s)he has read and understands the foregoing Stipulation
and v	oluntarily signed same. Sworn to	and subscribed before me this day of,
2013.	i li	•
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		Notary Public
Perso	nally KnownOR Produced I	

BY:

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WHEREFORE, in consideration of the foregoing, including the recital paragraphs, the State Mortgage Regulators and Ocwen intending to be legally bound do hereby execute this Agreement.

BY: O	OCWEN FINANCIAL CORPORATION	
By:	77 My 12-19-	3
Its:	Signature Socretary Sxirunse Vice President & General Coopsie	
1	Title Timothy M. Hayes	
	Print Name	
Territ	tory of the United States Virgin Islands	
County o	vof St. Crony	
В	Before me, the undersigned notary public, personally appear	ed
Timot	thy M. Hayes as EUP & General Counse of Ocv	ven Financial Corporation,
who upo	pon being duly sworn, states that (s)he has read and understan	ds the foregoing Stipulation
and volu	duntarily signed same. Sworn to and subscribed before me th	is 19 day of <u>December</u>
2013.		n ar a c
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	Notary Public	
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BY:	OCWEN LOAN SERVICING, LLC
By:	Signature 12-19-13 Date
Its:	Secretary
	Title
	Timothy M. Hayes  Print Name
Terr	itory of the United States Virgin Islands
Count	y of St CROIN
	Before me, the undersigned notary public, personally appeared
Time	thy W. Hayes as Securtary of Ocwen Loan Servicing, LLC,
who u	pon being duly sworn, states that (s)he has read and understands the foregoing Stipulation
and vo	poluntarily signed same. Sworn to and subscribed before me this 19 day of becember
2013.	Beatuce Menalin
	Notary Public BEATRICE MCMAHON
	nally KnownOR Produced Identification My COMMISSION # 080-11 MY COMMISSION EXPIRES SEPTEMBER 21, 2019
Туре	of Identification Produced <u>Pass port #212671.913</u> Exp: 01/27/2016
	exp: 01/9/1900

# **Ocwen Settlement State Mortgage Regulator Signatures**

John D. Harrison

Superintendent of Banks

State of Alabama State Banking Department

Kevin Anselm

Director, Alaska Division of Banking & Securities

Department of Commerce, Community and Economic Development

Lauren W. Kingry

Superintendent of Financial Institutions

Arizona Department of Financial Institutions

A. Heath Abshure, Securities Commissioner

Arkansas Securities Department

CALIFORNIA DEPARTMENT OF BUSINESS OVERSIGHT

JAN LYNN OWEN

Commissioner of Business Oversight

1515 K Street, Suite 200 Sacramento, CA 95814

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Howard F. Pitkin Banking Commissioner Department of Banking State of Connecticut

Robert A. Glen

State Bank Commissioner

State of Delaware

Market 1

Interim Commissioner
Distric of Columbia Department of Insurance
Securities and Banking

Drew Breakspear

Commissioner

Florida Office of Financial Regulation

Commissioner

Department of Banking and Finance

State of Georgia

Gavin M. Gee

Director

Idaho Department of Finance

**Manuel Flores** 

**Acting Secretary** 

Illinois Department of Financial and

**Professional Regulation** 

**David Mills** 

Commissioner

**Indiana Department of Financial Institutions** 

James M. Schipper, Superintendent

Iowa Division of Banking

Judi M. Stork

**Acting Bank Commissioner** 

Office of the State Bank Commissioner

State of Kansas

Cha A. 1/26

Commissioner

**Kentucky Department of Financial Institutions** 

John Ducrest

Commissioner

John Oucraso

Louisiana Office of Financial Institutions

Mark A. Kaufman

Commissioner of Financial Regulation

Maryland Department of Labor, Licensing and Regulation

Commissioner

Massachusetts Division of Banks

annette E. Harl

Annette E. Flood

Director

Michigan Department of Insurance and Financial Services

Mike Rothman

Mike Rothman
Commerce Commissioner
Minnesota Department of Commerce

Jerry Wilson Commissioner

Mississippi Department of Banking and Consumer Finance

Milen Wearor

Richard J. Weaver Commissioner of Finance Missouri Division of Finance

Melanie G. Hall Commissioner

Division of Banking and Financial Institutions

State of Montana

John Munn

Director

Department of Banking and Finance

State of Nebraska

James Wastin

JAMES WESTRIN
COMMISSIONER
State of Nevada, Department of
Business and Industry, Division of
Mortgage Lending

Glen Perlow

New Hampshire Bank Commissioner New Hampshire Banking Department

By:

KENNETH E. KOBYLOWSKI, Commissioner New Jersey Department of Banking & Insurance

Cynthia Richards

Commissioner

**New Mexico Financial Institutions Division** 

Commissioner

North Carolina

Office of Commissioner of Banks

lober J. Entrinser

Robert J. Entringer Commissioner North Dakota Department of Financial Institutions

Commissioner

**Division of Financial Institutions** 

State of Ohio

Administrator David Tatman

Oregon Division of Finance and Corporate Securities

Paul McGreevy

Director

Rhode Island Department of Business Regulation

Division of Banking

Carri Gruber Lybarker

Administrator

South Carolina Department of Consumer Affairs

Bret Afdahl

Director

**SD Division of Banking** 

**Greg Gonzales** 

Commissioner

**Tennessee Department of Financial Institutions** 

Douglas B Faster

Douglas B. Foster

Commissioner

Texas Department of Savings and Mortgage Lending

G. Edward Leary

Commissioner

State of Utah, Department of Financial Institutions

Acting Commissioner

Vermont Department of Financial Regulation

E. J. Face, Jr. Commissioner of Financial Institutions Bureau of Financial Institutions State Corporation Commission of Virginia

Scott Jarvis, Director

Washington State Department of Financial Institutions

Sara M. Cline Commissioner

West Virginia Division of Financial Institutions

Peter Bildsten

Secretary

Wisconsin Department of Financial Institutions

Albert L. Forkner

State Banking Commissioner

Wyoming Division of Banking