



# Nationwide Mortgage Licensing System Conference

**Making NMLS Work for your Company**



# Industry's Role

- Issue Spotter
- User in Good Faith
- Tour Guide for Others
- Proponent

# Who can industry consult?

- When a licensee's situation requires flexibility, who decides what is permissible?
- Or when we need someone to opine, who should the licensee consult?
  - NMLS Staff?
  - Regulator?
- BOTH!

# Problem Solving Process Flow for Industry

## ■ Discrete Questions:

- User issue or technical problem → NMLS call center
- Application status, regulator posting's, etc. → state regulator

## ■ Bigger Picture Questions

- How do we handle it when ....
- What if the licensee cannot ....

# Problem Solving Process Flow for Industry – Bigger Picture Questions

- I suggest you call the state first.
  - Consider their suggestion.
  - It may get you to the end result in one state, but remember that the licensee's profile is seen by all
- If you're concerned, call the NMLS call center.
  - Explain the issue and ask for feedback

# Problem Solving Process Flow for Industry - Bigger Picture Questions

- The NMLS administrators may contact the state to discuss a solution or workaround
  - They may call a regulator panel to confer about the matter
  - NMLS call center tracks the issue until it is resolved
- NMLS administrators are not just software managers

# NMLS Tips and Takeaways

- System instantaneously captures licensee data and history forever
- Mistakes Happen (on both sides)
- “Yes or No” can be more than yes and no
- Licensee’s profile is viewed by all
- Beware the Power of the “Ping”