



## **2 Hour SAFE CE: Consumer Protections for Reverse Mortgage Clients-Familiarizing With Fair Lending Laws**

### **Course Syllabus**

#### **Course Purpose:**

The purpose of the course is to provide instruction on the safeguards that have put into place to protect consumers who inquire or apply for the Home Equity Conversion Mortgage. Focus will be placed on ethics, awareness of fraud, consumer protections put into place in the Reverse Mortgage Industry, and the review of Fair Lending laws applicable to said consumer.

#### **Course Description:**

The course is broken into two segments plus exam totaling 2 hours. The first segment will be 60 minutes and focuses on the Consumer protections for Reverse Mortgage clients. The second segment will be 40 minutes and examines Fair Lending laws and examples applicable to the Reverse Mortgage industry. The exam will represent the last 20 minutes of the second segment. Each segment is live and taught by a subject matter expert (s).

The course provides vital knowledge that is critical to a student's overall success in assisting potential reverse mortgage clients.

#### **Course Dates and Times:**

Monday, November 16, from 4 pm to 6 pm.

This course is being offered during NRMLA's Annual Meeting & Expo, at the Palace Hotel, 2 New Montgomery St, San Francisco, CA 94105

#### **Instructor Contact Information**

**Instructor:** Lorraine Geraci

**Email:** lgeraci@ufareverse.com

**Phone number:** (704) 271-1957 or (845) 541-1147

**Office Hours:** M-F 8 am-5 pm; EST and I regularly check my email

#### **Instructor Background:**

*Vice President – Learning and Development*

*Urban Financial of America, Huntersville, NC*

*Trained many Reverse Mortgage Sales Professionals and Reverse Mortgage Sales and Management background since 2004*

*Certified Professional Coach*

## Instructor Contact Information

**Instructor:** Mary Katherine Quasarano

**Email:** mquasarano@gmail.com

**Phone number:** (517) 749-9194

**Office Hours:** M-F 8 am-5 pm; EST and I regularly check my email

### **Instructor Background:**

*Principal/Owner of MK & Company - Master Trainer Certification (ATD)*

*Marketing Communications - Celink, Lansing, Michigan*

*MK has served in an assistant and advisory role to the CEO and Celink leadership and has overseen Marketing Communication efforts since 2009.*

### **Course Objectives:**

Students should possess a fundamental understanding of the original intent of the Reverse Mortgage program and the many safeguards that protect older adult homeowners. They will understand the ethical standards that have been placed against the industry as well as the lending institutions, and be reminded of the many Fair Lending laws applicable to the industry as a whole. The proper way to advertise and promote the program will become a group exercise to demonstrate the importance of ethical standards via communication.

- **Required Course Material:**

- [Code of Ethics & Professional Responsibility](#)
- [Ethics Advisory Opinion 2013-4: Ethical Considerations Affecting HECM Loan MIP Premium Decisions](#)
- [Ethics Advisory Opinion 2013-3: Ethical Refinancing of HECM Single Disbursement Lump Sum Payment Option Loans and Anti-Churning Practices](#)
- [Ethics Advisory 2013-02: Full Draw HECM Loan Repayment Considerations](#)
- [Ethics Advisory 2013-1: Ethical Product Offerings](#)
- [Ethics Advisory 2012-1: Ethical Advertising Practice Requirements](#)
- [Ethics Advisory 2011-2: Ethical Refinancing of Reverse Mortgage Loans](#)
- [Ethics Advisory 2011-1: Wholesale Lenders, TPOs and Ethical Advertising](#)
- [Ethics Advisory 2010-2: Additional Ethical Advertising Practice Requirements](#)
- [Ethics Advisory 2010-1: Ethical HECM to HECM Refinancing and Anti-Churning Practices](#)
- [Ethics Advisory 2009-2: Lead Generation State Licensing Requirements and Ethical Advertising](#)
- [Ethics Advisory 2009-01: Ethical Offers of Other Financial and Insurance Products and Services](#)
- [Ethics Advisory 2008-01: Ethical Advertising](#)
- [A Closer Look at Reverse Mortgage Advertisements and Consumer Risks](#) published by Consumer Financial Protection Bureau

### **Grading Policy:**

To successfully complete the course, students must attend both course segments and sign the attendance sheets. A brief exam will be given at the conclusion of each course segment. Passing score is 70 percent. Students may retake one additional time.

Upon completion all students will receive a course completion certificate and 2 hours of continuing education credit.

**Course Policies:**

All students must be honest and forthright in their academic studies. To falsify the results of one's research, to steal the words or ideas of another, to cheat on an assignment, or to allow or assist another to commit these acts corrupts the educational process.

Students are expected to do their own work and neither give nor receive unauthorized assistance. Any violation of this standard could lead to automatic withdrawal from the course without credit or refund.

**Course Outline:**

**Introduction:**

This course is a live, instructor-led course. This means the instructor(s) will facilitate and encourage the class to get to know each other, foster a sense of community in the class, and help students learn from each other.

**Section 1: Consumer Protections for Reverse Mortgage Clients**

**Modules:**

- 1.1 Course Overview and Expectations (5 minutes)
- 1.2 Common Understanding: Defining Ethics (5 minutes)
- 1.3 NRMLA Ethics Advisory Board and Committee (15 Minutes)
  - 1.3.1 Ethical Advertising
  - 1.3.2 Dirty Dozen
  - 1.3.3 Lead Generators
- 1.4 Group Exercise and Case Study 1(20 Minutes)
- 1.5 Financial Safeguards for Older Adults (15 Minutes)
  - 1.5.1 Types of Financial Abuse and Fraud
  - 1.5.2 Examples of Reverse Mortgage Fraud/Perpetrators
  - 1.5.3 HECM Benefits and Safeguards
  - 1.5.4 Fighting Elder Abuse with Financial Safeguards
  - 1.5.5 Resources
- 1.6 Polling Questions (5 Minutes)

**Section 2: Familiarizing with Fair Lending Laws**

**Modules:**

- 2.1 What is Fair Lending? (5 Minutes)
- 2.2 Explanations of Fair Lending ACTS (5 Minutes)
- 2.3 Types of Discrimination- examples aka case studies (10 Minutes)
- 2.4 Examples of settlements deriving from non-compliance with FLA (5 Minutes)
- 2.5 Examinations from regulatory bodies (5 Minutes)
- 2.6 Lenders responsibilities (5 Minutes)
- 2.7 Q&A (10 minutes)

### **Section 3: Exam Time (10 minutes)**

The instructors will lead a group discussion around these questions which would summarize the information presented.

#### **End of Course Assessment**

Multiple Choice Exam (10 minutes)

Students will have 10 minutes to complete a 15-question multiple choice exam administered at the conclusion of the course.

Students must receive a 70% score to pass. Students will be notified of their test scores within three business days.

If a student fails the exam, he or she may retake the exam one additional time. NRMLA will email a different set of questions to the student and then the student will email back the responses. NRMLA will notify the student of the results within three business days.