

**OVERVIEW**

Compliance Program, Policy & Procedures, Manuals, Quality Control Plans, and Self-Assessments to manage the regulatory requirements associated with mortgage loan originations.



**Lenders Compliance Group**

167 West Hudson Street  
Suite 200  
Long Beach, NY 11561  
Phone: (516) 442-3456  
Fax: (516) 706-7070  
lenderscompliancegroup.com

# Policy Guides

## Procedures and Guidelines Comprehensive Manuals

Our Policy and Procedure Guides are comprehensive in scope and conform to all federal, state, GSE, and FHA/VA requirements. We also offer unique manuals that provide self-assessments to be used as part of an on-going compliance program.

**Compliance Program**

- Comprehensive program providing the framework of a company’s overall approach to enforcement of mortgage and lending regulations.

**Policies and Procedures**

- Advertising & Telemarketing
- Anti-Predatory Lending & Subprime
- Bank Secrecy Act (USAPA)
- CAN-SPAM
- Collection (Interim and Full Servicing)
- Consumer Complaints and Resolution
- Consumer Information Protection
- Consumer Privacy & GLBA
- Fair Credit Reporting Act & FACTA
- Fair Lending
- Federal Compliance
- Gifts, Meals, and Entertainment
- HMDA Collection and Reporting
- Identity Theft
- Information Security & Internet Technology
- Outsourcing
- Quality Control
- Record Retention
- State Compliance
- Web Content
- Wholesale Lending

**HUD/FHA, VA, Fannie and Freddie - Quality Control Plans**

- QC Plans conform to FHA, VA, and GSE guidelines