

FEATURES

4 The Long Shadow COVID-19 Continues to Pose Significant Compliance Challenges for Mortgage Servicers

BY JASON BUSHBY, ESQ. AND GREG PIPES, ESQ.

Compliance challenges must be top-of-mind for mortgage servicers as they continue to service loans for borrowers impacted by COVID-19. These challenges, if not thoroughly considered and appropriately handled, could pose significant regulatory and/or litigation risk to mortgage servicers.



14 New Rules for Debt Collectors: New Risks for Creditors

BY STEFANIE JACKMAN AND RENE MCNULTY

The Final Rule on Debt Collection was released in two parts and is currently set to take effect on November 30, 2021. This article outlines several key considerations for creditors when evaluating the compliance impact and managing the new or expanded risks presented in the principles set forth in the Final Rule.



22 Avoiding UDAAP Pitfalls: Recognizing and Addressing Risks in Marketing and Advertising

BY TRACEY LEVANDOSKI, CRCM

With the presidential administration change and a new CFPB director, enforcement actions are likely to increase. Now is the time to review your bank's marketing and advertising plans with an eye on potential UDAAP pitfalls.



28 Speaking to Their Hearts: Considerations for Serving Limited English Proficiency Consumers

BY SARA ERICKSON, CRCM, CAMS

Here we discuss your bank's compliance management system as well as many other considerations to help you better serve limited English proficiency customers.



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