


From: ANDERSON Kirsten L * DCBS Kirsten.L.Anderson@oregon.gov 
Subject: Thank you
Date: December 27, 2016 at 7:18 AM
To: Nathan Knottingham nathan@knowledgecoop.com



Nathan,

Thank you for sending me the links to the first videos completed for the 2017 continuing education. Once again, I appreciate that you give DCBS the opportunity to speak directly to our licensees through continuing education each year. It's so nice that I can poll our staff in licensing, compliance, advocacy and enforcement to find out what issues we are seeing and then use the continuing education as a means to reach out to licensees to tell them what our expectations are for them to be in compliance with what matters to Oregon. I love when I get the calls and emails each year from people telling me they just saw our message when they took their continuing education. We get such positive feedback from these efforts. I appreciate that you provide us another tool in our toolbox to get the message out.

Thank you again for agreeing to come down to our office this year to tape the continuing education. There just wasn't much room in my schedule this year and that made it so much easier to find the right block of time. I think it turned out even better since I was able to "volunteer" Joyce to work with you on what she's been seeing in the complaints that she reviews. Joyce has that perfect combination of empathy, openness and tenacity in her style that I think loan originators will really connect with her message. I think that's a very nice addition this year since maybe some sage messages from the woman who handles the complaints will help the loan originators avoid complaints in the first place and help better protect consumers. Maybe I'll be able to get one of the examiners to join us next year for the taping and we can do the same on the examination side. They are a little camera shy, but I'll work on that.

Anyhow, thank you again. I look forward to hearing the feedback from our licensees to this latest round of education.

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