

# CONSUMER ADVISORY BOARD MEETING

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August 11<sup>th</sup>, 2021

Consumer Financial Protection Bureau  
1:00 p.m. – 5:00 p.m. EST  
Held via WebEx

Dial in option (Listen only):

US Toll: 14043971590

Access Code: 199 191 5429

Passcode: 93773579

TIME	AGENDA	LOCATION	SPEAKER
1:00 p.m. – 1:30 p.m. –	<b>Welcome</b> <ul style="list-style-type: none"><li>• <b>Staff Director Opens Meeting</b></li><li>• <b>Acting Director Provides Remarks</b></li><li>• <b>Chair Provides Remarks</b></li></ul>	WebEx	<i>Acting Director David Uejio Manny Mañón, Staff Director, Advisory Board and Councils Section Eric Kaplan, Milken Institute, Consumer Advisory Board Chair</i>
1:30 p.m. – 2:30 p.m.	<b>COVID-19 Session</b> <ul style="list-style-type: none"><li>• <b>Recent Bureau Research on Mortgage Challenges</b></li><li>• <b>Mortgage Servicing Final Rule Overview</b></li><li>• <b>Work/Development on Recovery Related Bureau Resources</b></li><li>• <b>Consumer Response Complaint Snapshot</b></li></ul>	WebEx	<i>Eric Kaplan, Milken Institute, Consumer Advisory Board Chair Mark McArdle, Assistant Director, Office of Markets Kristin Wong, Financial Analyst, Office of Markets Terry Randall, Senior Counsel, Office of Regulations Jessica Russell, Program Manager, Office of Markets Barbara Maurice, Senior Product and</i>

## **Consumer Advisory Board Meeting**

	<ul style="list-style-type: none"><li>• <b>Member Discussion</b></li></ul>		<i>Strategy Advisor, Office of Consumer Response</i>
2:45 p.m. – 3:45 p.m.	<b>HMDA Session: A Conversation about 2020 Mortgage Lending Data</b>	WebEx	<i>Eric Kaplan, Milken Institute, Consumer Advisory Board Chair Feng Liu, Senior Economist, Office of Research</i>
4:00 p.m. – 5:00 p.m.	<b>Student Lending Session</b> <ul style="list-style-type: none"><li>• <b>Overview of the Annual Report of the CFPB Private Education Loan Ombudsman 2020</b></li><li>• <b>Recent Bureau Work on Student Lending</b></li><li>• <b>Member Discussion</b></li></ul>	WebEx	<i>Eric Kaplan, Milken Institute, Consumer Advisory Board Chair Robert Cameron, Private Education Loan Ombudsman, Director's Front Office Patricia Scherschel, Student Lending Program Manager, Office of Markets Kristen Evans, Section Chief, Students and Young Consumers, Office of Consumer Education</i>
5:00 p.m.	<b>Meeting Adjourns</b>		<i>Eric Kaplan, Milken Institute, Consumer Advisory Board Chair Manny Mañón, Staff Director, Advisory Board and Councils Section</i>



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