

# COMBINED COMMUNITY BANK ADVISORY COUNCIL AND CREDIT UNION ADVISORY COUNCIL MEETING

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August 12<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: 199 872 6145  
Passcode: 97296377

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 Racardo McLaughlin, CUAC Chair, TwinStar Credit Union</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></ul>	WebEx	<i>Racardo McLaughlin, CUAC Chair, TwinStar Credit Union Mark McArdle, Assistant Director, Office of Markets Kristin Wong, Financial Analyst, Office</i>



**Community Bank Advisory Council/Credit Union Advisory Council**

	<ul style="list-style-type: none"><li>• <b>Work/Development on Recovery Related Bureau Resources</b></li><li>• <b>Consumer Response Complaint Snapshot</b></li><li>• <b>Member Discussion</b></li></ul>		<p><i>of Markets</i> <i>Terry Randall, Senior Counsel, Office of Regulations</i> <i>Jessica Russell, Program Manager, Office of Markets</i> <i>Barbara Maurice, Senior Product and Strategy Advisor, Office of Consumer Response</i></p>
2:45 p.m. –	<b>HMDA Session: A Conversation about 2020 Mortgage Lending Data</b>	WebEx	<i>Racardo McLaughlin, CUAC Chair, TwinStar Credit Union</i> <i>Feng Liu, Senior Economist, Office of Research</i>
4:00 p.m. –	<b>Student Lending Session</b>	WebEx	<i>Racardo McLaughlin, CUAC Chair, TwinStar Credit Union</i>
5:00 p.m.	<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>		<i>Robert Cameron, Private Education Loan Ombudsman, Director's Front Office</i> <i>Patricia Scherschel, Student Lending Program Manager, Office of Markets</i> <i>Kristen Evans, Section Chief, Students and Young Consumers, Office of Consumer Education</i>
5:00 p.m.	<b>Meeting Adjourns</b>		<i>Racardo McLaughlin, CUAC Chair, TwinStar Credit Union</i> <i>Manny Mañón, Staff Director, Advisory Board and Councils Section</i>



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