



**North Carolina 1 Hour SAFE CE Elective**  
**New Dynamics In State Regulation**

Course Syllabus

NMLS Approved Course Numbers 2351 & 2352

July 2011

**Course Name:** North Carolina 1 Hour SAFE CE Elective - New Dynamics In State Regulation

**Dates:** Various

**Times:** Varied, but normally delivered in one day

**Provider Info:** Abacus Mortgage Training and Education  
PO Box 780 / 4527 US Hwy 220 North  
Summerfield, NC 27358  
PH: 888-341-7767  
FX: 800-773-4187  
[www.GetYourEd.com](http://www.GetYourEd.com)  
[Info@GetYourEd.com](mailto:Info@GetYourEd.com)  
Office hours: Mon-Fri 8:30AM - 5:30PM EST  
\*class venues vary

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**Instructors:** Paul Donohue  
Kathy Godin  
Tom Estes  
\*Instructor resume's attached in Appendix A.

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**Course Description:** Through lectures and discussion, students will learn how the events that led to the Great Recession resulted in Federal recognition and augmentation of state regulation. Students will be introduced to the North Carolina Commissioner of Banks' newest regulatory tool, the Mortgage Call Report. Students will learn which licensees are required to file the Mortgage Call Report.

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**Course Objectives, Goals and Purpose:** The purpose of this course is to: make students aware of the places of Federal and state regulation in the mortgage industry. They will become familiar with the term "cooperative Federalism" and understand how that philosophy produced current Federal regulation. The State regulator will be presented as an integral partner with the Federal regulators in enforcing the Dodd-Frank Act as it related to mortgage law.

This course was developed in order to satisfy the national continuing education requirements of the non-traditional mortgage products component of Continuing Education as required by the Secure and Fair Enforcement for Mortgage Licensing Act.

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**Required Course Material:** Textbook: North Carolina 1 hour SAFE CE Elective - New Dynamics In State Regulation  
Authored by Thomas Estes, Jr. and Paul F. Donohue

This course is always taught in the exact order of the textbook.

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**Completion Expectations:** For classroom and classroom equivalent offerings, the students will be required to attend the entire course of instruction before receiving a completion certificate or having their credit hour reported to the NMLS. Live students are given a name tent with their required registration information upon arrival at class and are expected to proof read the information, sign the card and return it to our live class facilitator upon completion of the course. Students at a distance are required to complete an identity survey used to verify their identity and are polled throughout the class to assure attendance.

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**Policies and Technical Specifications for Live Classroom Offerings:** Students generally register at least 24 hours before the scheduled date/time of a live class offering via our website or on the phone.

At the time of registration, all students are e-mailed a receipt for their purchase and confirmation of their registration with directions and guidelines for attending. Their confirmation also includes driving directions, venue information and tips on being prepared for class.

Live classroom attendees are required to check in with a course facilitator who verifies their registration information and identity and also provides them with their textbook and nametag/name tent. The name tent lists their required reporting and registration information and must be proof read and signed by the student. These name tents are collected at the conclusion of the live class by the live class facilitator.

All required class materials are issued by the facilitator at the time of check-in on the first day of class.

Textbooks are made available for download to students taking the class from a distance. The textbooks are also available to be shipped to all students prior to the class date if the student wishes to pay the cost of shipping.

No electronic devices are permitted to be used in the live classroom. Professional decorum is expected and no disruptions will be tolerated. Though we do not enforce a dress code, we discourage students from wearing lounge wear and want them to consider their education the first day(s) of their new career and to dress accordingly.

Students generally do not attend for more than 60 minutes without the instructor providing them with a break. Longer breaks are provided for meals when the class day exceeds six hours. Classes less than six hours, as a general rule, do not include a meal break.

Though spontaneous questions or comments are discouraged because they disrupt the continuity of the course, students have the ability to ask questions at the end of class and the instructor not only answers one-on-one questions during breaks, but remains in the classroom for up to an hour after the conclusion of each class day to answer questions.

Attendance/Roll call is taken first thing in the morning at the beginning of each class day and once the class commences after each meal break.

Certificates of completion are distributed via email once the roster is reconciled by a company administrator within 7 business days of the conclusion of the course. Name tents are issued to all students at the original check-in. Any students not present to return their name tent at the conclusion of the course is considered to not have completed their course time.

Students spending excessive amounts of time out of the classroom will be asked to reschedule for a date where they are able to spend the required time in the classroom unimpeded.

Students who are disruptive and interfere with the experience of other students in the classroom will be asked to leave. Refunds to those asked to leave will be determined at our discretion.

If a student has to leave before the entire course is completed, they may be asked to return and complete the current segment of the course from the beginning to promote comprehension of complete ideas and information. This may require the student to retake a portion of a course. Where in the material the student must resume the course will be decided by the instructor and the facilitator based on the level of the student's experience, their level of attentiveness and the complexity of the subject matter that was not completed.

Registered students that fail to attend class can request a refund. A \$50 administrative fee is retained for all refunds. If, within that same calendar year, a student reregisters for another class, they are given credit for the \$50 fee.

Our policy is to never cancel a scheduled class, but in the rare event that that would occur, each registered student would be given the option of rescheduling or receiving a full refund.

\*Note: All of our venues are special needs accessible.

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**Policies and Technical Specifications for Classroom Equivalent Offerings:** Our intention is to provide to remote students an event as near as possible to an actual live, in-person classroom experience. This delivers not simply the “content” but the value-added experience of taking education with an industry expert personally.

We teach the NMLS “Classroom Equivalent” courses in two modes:

- 1) **Instructor to One** - remote **individual** student on a computer, no live facilitator present, extra controls engaged (one student per connection).
- 2) **Instructor to Group** - remote **group of students** viewing a screen onto which the class is projected/displayed. A non-student facilitator is present on-site, in the room (multiple students per connection) during the entire class time.

In both cases the experience of live a presenter teaching directly to a live audience is captured on camera and streamed in real-time to remote students over a Virtual Private Network (VPN) driven by ILinc™. The presenter also relates to the remote students consistently through the camera. The audio/visual presenter stream is supplemented by the course text (either in the form of a textbook or a simultaneously viewed PDF), PowerPoint presentation, polls, quizzes, handouts/exercises, Q&A session with the presenter, chat interaction (mainly for one-to-one with off-site facilitator) and filmed segments.

Abacus deploys proven systems and hardware plus a full technical/production/accountability team to assure excellence for classroom equivalent mode.

- 1) **ILinc™**: The ILinc™ product provides a SaaS based web and video collaboration tool that enables businesses, state government, and education institutions to break down traditional barriers and efficiently and cost-effectively engage, learn and collaborate. The tools embedded in ILinc™ exceed our needs by far and those services/options we use are top notch.
- 2) **Team Member 1** - Event producer: not engaged in streaming content or monitoring remote students. Responsible for the live students. This may also be the class instructor.
- 3) **Team Member 2** - Camera Operator/Audio Tech: A video camera is used at the live event with a professional cameraman. Live stream is sent to a computer and out through high-speed, hard-wired VPN. Video and audio qualities are high-resolution and stable.
- 4) **Additional Team Member(s)** - Facilitator: We provide one facilitator station per 50 students. This is separate from the camera/stream technician and the overall event producer. The facilitator controls identity/attendance, assures interaction for remote students, relays remote Q&A and monitors delivery of all content to their assigned students.
- 5) **Student course manual:**
  - a) Adobe Acrobat (PDF) format file separately scrollable during class
  - b) Adobe Acrobat (PDF) format downloadable and printable on standard office printers
  - c) Hard copy available for separate purchase (not required)

- 6) **Interactive Activities:** Polling, Quizzes and Exercises to assure interaction and attention.
  - a) For **Instructor to One:** student engages by typing on a keyboard. Responses are monitored and considered evidence of attendance and attention. Student interaction is required at least once every 20 minutes.
  - b) For **Instructor to Group:** students engage when directed by presenter, just as with live classroom formats. Attendance and attention are monitored by on-site facilitator and communicated back to the main facilitator.
- 7) **Receptive Activities:** Whiteboard/flipchart, desktop applications, film clips, audio interviews,
- 8) **Inquiry Activities:** Q&A and Chat: We do not allow "shout out" and/or spontaneous arguments in class. Live classroom participants wait until the designated Q&A period. Classroom Equivalent students submit questions in writing through ILinc™ channels, either by directly typing them in (Instructor to One) or by handing them to the on-site facilitator (Instructor to Group) who submits them through ILinc™ to the main facilitator, who then delivers them to the presenter during designated Q&A periods. Facilitators/individuals can also interact via chat with the live classroom location.
- 9) **Hardware redundancy:** Streaming and all facilitator computers, plus all audio delivery systems, projectors and auxiliary equipment present in redundancy to assure continuity.
- 10) **Proactive Identity Check:** (Instructor to One mode only)

**Question Challenge:** During registration the student interacts with a special form on our website, responding to a series of personal questions. These vary from student to student. During class the facilitator randomly puts the question back to the student. Lack of immediate reply or a wrong answer constitutes an attendance breach.

Using best judgment and experience the facilitator may invalidate attendance/completion due to breaches. This is a strict but fair methodology, no more strict, however, than that required of live classroom in-person.

11) **Remote system requirements, minimums:**

- a) **Instructor to One:** Each participant must have a PC running Windows XP or later; Macintosh running OS-X. 15" monitor, 512 MB RAM. Solid internet connection with at least 768K download speed. Speakers or headphones are required.
- b) **Instructor to Group:** Each group must have a PC running Windows XP or later; Macintosh running OS-X. 15" monitor, 512 MB RAM. Solid internet connection with at least 768K download speed. Speakers or headphones are required. The ability to project the image of the instructor and/or the ILinc™ desktop onto a projection surface adequately sized as to allow easy viewing for all attendees. Facilitator station with computer.

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This course consists of one unit taught in one section which is called out in the attached chart with a description of each. Each section is broken down with learning objectives, methods of instruction and timeframes for each section. The instructor will take questions at the end of each section.

North Carolina 1 Hour SAFE CE Elective - New Dynamics In State Regulation

NMLS Provider Number 1400011

Course Numbers 2351 & 2352

| Table of Contents  | Learning Objectives  | Teaching Method  | Time Segment   |
|--|--|--|--|
| <p>The class is always taught in one unified session</p> | <ul style="list-style-type: none"> <li>• Be familiar with the history of and development of mortgage regulation on the Federal level and how that regulation developed over time.</li> <li>• Understand the place of state regulation in consumer protection.</li> <li>• Understand the tension between state regulation and Federal regulation of the mortgage industry and know how that was resolved through “cooperative Federalism”.</li> <li>• Know the place of state regulators in the Dodd-Frank Act.</li> <li>• Receive an update of the Mortgage Call Report requirements and know how that will be used on the state level to regulate the mortgage industry.</li> </ul> | <p>This class uses lecture, Power Point Presentation, and the Book</p> <p>This class is designed to be an update on the development of state regulation of the mortgage industry. It will focus on the Dodd-Frank Act, the Secure and Fair Enforcement for Mortgage Licensing Act and pay special attention to the Mortgage Call Report.</p> | <p>50 minutes of class time is always mandated. Students may be offered a 10 minute break at the end of the class.</p> |

# Appendix A

## Instructor Resume's



# Paul Donohue

Author, Instructor, Founder

Known as a mortgage visionary and industry activist, Paul Donohue was one of the early pioneers of strategic mortgage planning. As a master loan officer, Paul has personally originated more than 4,000 mortgage loan applications.

Paul started his career as a custom home builder, crafting unique architecture in Blacksburg, VA. He entered the mortgage industry in 1987 and founded MoneyNet Mortgage Planning Services in North Carolina in 1989.

Having managed hundreds of employees and having met a payroll for over 30 years, Paul knows first hand the importance of proper execution and how to inspire people to peak performance.

Teaching from a lifetime of accomplishment and personal experience, his purpose is to give the mortgage industry the tools, skills and vision it needs to thrive in an ever changing marketplace. Paul's personal code of integrity and personal philosophy of reciprocity are woven throughout his teachings and storytelling.

Paul grew up in Buffalo, NY and as a young adventurer spent three years traveling the country before settling in Southwest Virginia. Married since 1978, he and his wife Deonna have raised two sons, Austin and Francis. They are currently building and living on the horse farm of their dreams in Summerfield, just north of Greensboro, NC.

Member of the National Education Provider Working Group for the National Mortgage Licensing System (NMLS) and Conference of State Bank Supervisors (CSBS) - present

Developed and launched MyMortgageJob.com - 2009

Founded Abacus Mortgage Training and Education

Author of a number of courses approved for mandatory mortgage education

Regularly featured columnist in industry magazines and newspapers

Since 2000, trained and educated more than 18,000 Loan Officers

Founded Paul Donohue Presents - 2001

Author "Fundamentals of Residential Mortgage Loan Origination" - 2002

NAMB Annual Writing Award - Article of the Year in 2000

National Speaker and Trainer for Lending Industry since 2000

NAMB Teamwork in Education Award - 1997

Contributing Author, NAMBEF "Marketing Your Services" - 1998

NAMB Ethics Task Force - 1996

NCAMP Ethics Chair and Author of Code of Ethics - 1994

NC representative to NAMB Delegate Council - 1994-1998

Developed two 30 min. mortgage planning infomercials - 5 yrs running

Host of radio financial talk show "HomeNet" - 1997 to 1998

Certified Instructor, NAMB Education Foundation - 1997

Education Chairman, NCAMP - 1996

NAMB Regional Broker of the Year - 1998

Selected Mortgage Broker of the Year by NCAMP members - 1996

President, North Carolina Association of Mortgage Professionals (NCAMP) - 1997

Certified Residential Mortgage Specialist (CRMS) - 1998 - present

President, MoneyNet Mortgage Planning Services - 1989 to 2007

Custom Home Builder - 1976 to 1986

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Email: info@getyoured.com ✧ Website: www.abacusmortgagetraining.com



# Abacus

## Mortgage Training and Education

Known as a tenacious producer, Kathy Godin is an award winning mortgage planner, committed to providing homeowners with a high level of mortgage planning and guiding them into informed decisions for their finances.

Trusted in the role of teacher early in her career in the mortgage industry, her goal is to provide students with the tools, skills and courage needed to excel in an ever changing marketplace.

Kathy's personal code of ethics and a business philosophy of persistence and common sense are woven throughout her teachings. She impacts her audience in a practical way since she learned training on the firing line - preparing employees to be ready to deal with the public. As a result, her students receive training from someone who really has been there and still is!

Kathy has been married since 1974. She and her husband, Gilles, have two grown daughters, Stella and Barbara.

Branch Manager MoneyNet Mortgage Planning Service - 1990

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Selected North Carolina Association of Mortgage Professionals (NCAMP) Elite Award - 1996

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Selected North Carolina Association of Mortgage Professionals (NCAMP) Guts Award -1997

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Masters in Education, Providence College - 1977

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Bachelor of Science, Bryant College - 1971

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Instructor at Eastern Michigan University – 1975-1977

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Teacher/Counselor – Detroit County Schools – 1977-1979

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Manager at management recruitment firm, DesMoines, IA – 1979-1980

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Director of Education at Sawyer Business School – 1971-1975

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Instructor, Paul Donohue Presents - 2003

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Branch Manager, Allied Home Mortgage Capital Corp. - 2007

7100 Rockledge Drive  
Charlotte, North Carolina 28210

Phone 704 554-8949  
Email toместes22004@yahoo.com

# Tom Estes Resumé

## Synopsis

- I have been successful in both retail and wholesale business ventures, with a special focus on state and Federal compliance and loan quality control
- I have extensive experience in recruitment, training, and management. I have developed and taught training classes in motivational, Quality Control, and compliance topics. I developed the first classes for The North Carolina Association of Mortgage Professionals, a National Mortgage Licensing System and Registry approved education provider.
- I have taught mortgage industry seminars in both North Carolina and South Carolina and am broadly known in by loan originators in both states. Across the last decade, I have taught hundreds of classes on various subjects.
- I serve on the Board of Directors of the North Carolina National Association of Mortgage Brokers affiliate, NCAMP. I am an approved instructor for The North Carolina Association of Mortgage Professionals and for the National Association of Mortgage Brokers. I have held this position since 1999.
- I specialize in FHA lending. In this capacity I have served as liaison to the Department of Housing and Urban Development. I am on a first name basis with national FHA trainers. I have undergone DE training from the Department of Housing and Urban Development in both underwriting property and underwriting credit.
- I have worked successfully in all aspects of the mortgage lending industry, including wholesale and retail originations in all types of mortgage loan products, including government, conforming and sub-prime loans. I know mortgage origination, mortgage processing, closing and post closing processes.

## Experience

**April 2010 – Present**      **Abacus Mortgage Training & Education**      **Charlotte, NC**  
**Quality Control and Compliance Manager**

My responsibilities include writing, developing and managing course content and design. One of my chief responsibilities is the development and support of the Abacus Mortgage Training & Education Exam Cram, an online hosted test preparation tool. I am occasionally called upon to teach

## Experience ctd.

**April 2007 – April 2010**      **Residential Mortgage Center\***      **Charlotte, NC**  
**Quality Control and Compliance Manager**

I trained and put in place the FHA lending program. I taught the loan originators and helped organize the sales floor to transition from a self generated purchase based team to become a lead based sales team. I set up the leads purchases, put in place the lead distribution model using leads 360, and setup the quality control program in the operations center of the company. I setup the company new-hire training and manage the continuing education for Residential Mortgage Center. My ongoing responsibilities include quality control, compliance and Loan Officer training. I am the company executive in charge of fielding consumer complaints and resolving them. I wrote the revised quality control program for Residential Mortgage Center and am responsible for managing it.

**2004 – 2007**      **MortgageTree Lending Corporation**      **Modesto, CA**  
**Regional Manager**

I have essentially the same duties as with American Mortgage Express Corporation. (See below) I managed a number of offices throughout the southeast.

**Experience ctd.****2001-2004****American Mortgage Express Corporation      Wilmington, DE**  
**Regional Manager of Wholesale Operations**

- Set up new wholesale territory for the company, covering North Carolina, South Carolina, Georgia, Mississippi, Florida, Virginia, and Tennessee.
- Developed a marketing plan which was the most successful in the wholesale division.
- Setup over 200 brokers and ran a record volume for the company.

**Regional Manager of Retail Operations      Tyson's Corner, VA**

- In October of 2003, the wholesale division was assimilated into the retail side. My job changed into Regional Manager, covering stores in North Carolina and South Carolina.
- I recruited and trained staff on all phases of loan origination, including training on loan handling systems such as Microsoft Word, Calyx Point, Excel and automated underwriting. I opened three successful offices in Charlotte, Cary and Raleigh, North Carolina.
- I developed lead systems, oversaw production and processing, and trained staff.
- Our loan volume was 85% purchase loans and 15% refinance loans. 80% of our originations was FHA, 15% conforming and 5% sub-prime and jumbos. My job included recruitment and training.
- I was also the Managing Principal for American Mortgage Express Corporation. (*Managing Principal* is a state designation. In this capacity I insured compliance with both federal and state lending law.

**Experience ctd.****1998-2001****New Jersey Mortgage and Investment Corp.      Roseland, NJ**  
**Regional Sales Manager and Account Executive**

- Setup and developed new territory, signing up over 100 brokers. I managed all of these accounts and managed the NJMIC team which serviced these accounts.
- Was the top performing outside sales manager in the company for two years, averaging over \$12,000,000 per year in closed funded loans
- Developed a creative program for soliciting, managing, and maintaining accounts.
- Established New Jersey Mortgage and Investment, Corporation as a presence in the North Carolina and South Carolina sub-prime mortgage industry through energetic industry involvement.
- In August of 2001, NJMIC sold to American Business Credit of Pennsylvania which purchased the company as a secondary market conduit for sub-prime leases. The wholesale outside sales division was sold to American Mortgage Express Corporation.

**Education****1975-1979****Crichton College****Memphis, TN**

- B. A. Was class president one year and student body president two years.
- Did graduate work at Memphis State University and Westminster Theological Seminary

**Technology**

- I know and use Encompass and Calyx loan origination software.
- I know and use Leads 360 lead management software.
- I know and use DU, DO, and LP.
- I have designed and maintained web sites and conduct Webinars via CITRIX.
- I have a thorough knowledge of Microsoft Office Pro, Visio, Share Point, Microsoft Publisher, Adobe Acrobat, Microsoft Front Page and several graphics programs.
- I have designed multimedia computer presentations, produced finished materials for publication, know and use spreadsheets, and understand rudimentary relational database theory, especially those databases which use SQL. I have done graphics layouts using a number of graphic design programs.
- I have cutting edge specialized skill sets which focus on areas of quality control, compliance, security, technology, and business continuity practices.

**Professional  
Accomplishments**

- I have authored written several classes approved by the North Carolina Commissioner of Banks and by the South Carolina Department of Consumer Affairs, including but not limited to: *Understanding and Complying with North Carolina's Predatory Lending Act*, *North Carolina's Mortgage Lending Act*, *An Introduction to Regulation Z*, *the National Association of Mortgage Brokers' the Truth in Lending Act – Advanced*, *Complying with the Safeguards Rule*, *A Primer in Basic Loan Origination Skills*, and *The Impact of the Real Estate Settlement Procedures Act on Manufactured Housing*. I also have written a number of motivational and sales technique classes for the North Carolina Association of Mortgage Professionals, including *Ethical Telemarketing for the Mortgage Professional* and *Understanding Manufactured Housing*. I compiled the manual, *Real Estate Lending for Manufactured Housing Sales Centers*, which was used by a number of sales centers to train their salesmen on the art real estate lending. I have authored three classes on identifying and detecting mortgage fraud - one bases on materials presented in the department of Housing and Urban Development's seminar, *Mortgage Fraud, Spot It! Stop It!*; the others based on training movies by Interthinx, *Fraud Scheme Investigation*, *the Movie* and *Fraud Angels*. In 2006, using the Fannie Mae Foundation's booklet, *Knowing and Understanding Credit*, I developed a class to teach consumers about credit. In 2007, I created an adult education course for Central Piedmont Community College on basic principles of home ownership. I have written approved classes on Truth in Lending Act, Fraud and Ethics, and the FHA 203(k) Streamline loan for the National Mortgage Licensing System in the areas of continuing education and Fundamentals. I wrote one of the first classes approved by the National Mortgage Licensing System and Registry on the new RESPA Rule.
- In response to the foreclosure crisis, I designed and ran the North Carolina Help Now Save 100 Program which brought together the Department of Housing and Urban Development, the North Carolina Office of the Commissioner of Banks, the Federal Reserve Board, Alliance Consumer Credit Counseling, Fannie Mae and the North Carolina Association of Mortgage Professionals to help distressed homeowners in North Carolina.
- Before National Mortgage Licensing System and Registry, I was approved by the North Carolina Commissioner of Banks and the South Carolina Department of Consumer Affairs to teach official classes in both required areas of Fundamentals and Continuing Education. I act as a researcher and subject expert to several education providers.
- I have written articles which have been published in *National Mortgage Broker Magazine*, *the Mortgage Press*, *Manufactured Housing News*, *the Charlotte Observer*, *Cabarrus Business & Lifestyles Magazine*, and *The Charlotte Business Journal*. I was honored to win the prestigious National Association of Mortgage Brokers' award for Article of the Year in 2001 for my article "Understanding Predatory Lending" which is the only article to be published twice in the same year by *National Mortgage Broker Magazine*.
- I am a ten year member of the Board of Directors of The North Carolina Association of Mortgage Professionals, the state National Association of Mortgage Brokers affiliate. In that capacity I participated on the Legislative Committee, The Membership Committee, and chaired the Bylaws Committee, the Technology Committee and the Education Committee. I am currently the chair of the Accreditation Committee which oversees the professional certification of affiliated companies. I oversaw the rewriting of the organizational bylaws and testified before The Federal Reserve Board on behalf of NCAMP. I also testified as an expert witness before the South Carolina state Senate on legal issues. In 2007, I acted as a special consultant to LogicEase Solutions, Inc's ComplianceEase division to help them develop North Carolina specific IT compliance solutions on the North Carolina Predatory Lending Act. I have acted as a liaison for The North Carolina Association of Mortgage Professionals to the North Carolina Office of the Commissioner of Banks. I have been honored with several industry related awards, including the North Carolina Association of Mortgage Professionals' esteemed "Most Valuable Team Player" award in 2003.