



NEW YORK STATE  
DEPARTMENT *of*  
FINANCIAL SERVICES

---

Instructions for Preparation of the  
**Registered Mortgage Broker  
Volume of Operations Report**

For Calendar Year 2011

# Registered Mortgage Broker Volume of Operations Report

## For Calendar Year 2011

### General Instructions

1. Complete the Registered Mortgage Broker Volume of Operations Report (“VOOR”) for Calendar Year 2011. **Be sure that you are using the Broker VOOR form dated 2011. Other versions of the form will not be accepted.**

2. If you are submitting the VOOR by mail, also complete and sign the attached Affidavit in the presence of a notary public. Note that the Affidavit can only be signed by an owner or principal officer of the Registrant.

3. **Deadline for Online Submission:** If you are completing the VOOR online, it **must** be submitted no later than April 6, 2012. Late, incomplete, or inaccurate submissions may result in fines and/or other regulatory actions.

4. **Deadline for Submission by Mail:** Submissions by mail **must** be postmarked no later than April 6, 2012. Mail the completed VOOR and Affidavit to:

ATTN: MD – VOOR  
New York State Department of Financial Services  
One State Street  
New York, NY 10004-1511

**Note:** Failure to file the VOOR on or before April 6, 2012 may result in a penalty of \$2,000 per day for every day your VOOR filing remains outstanding. Additionally, the Department may levy a penalty for late, incomplete or inaccurate submissions.

### Specific Instructions

**Filing Requirements:** The VOOR is submitted pursuant to Section 597 of the New York Banking Law, which requires that each Registrant file an annual report concerning its business and operations for the preceding calendar year.

The New York State Department of Financial Services utilizes the information provided on the VOOR to assess the level of resources needed in its overall regulation and oversight of mortgage-related entities. Furthermore, gross revenue figures are an integral part of the Department’s assessment process. Late filing of the VOOR and submission of erroneous information weaken the Department’s ability to effectively assign examiner resources, timely finalize its billing process, and adequately analyze industry trends.

**Section 44-a of the Banking Law allows the Superintendent to assess a penalty of up to \$2,000 per day for late or inaccurately filed reports. Furthermore, such penalty can be increased to \$20,000 per day, if the Department determines that the errors or omissions were not inadvertent or unintentional.**

**Important Note Regarding Dollar Amounts:** Report actual whole dollar amounts. For example, \$7,000,012.53 **must** be stated as \$7,000,013. If dollar amounts are reported in any other manner, the VOOR may be deemed incomplete or inaccurate and subject to penalty.

**Broker Number:** If you are submitting the VOOR by mail, enter your Broker Number in the upper right-hand corner of the first page. Your Broker Number has been assigned to your institution by the Department of Financial Services and can be found in the Department’s letter to you dated **January 18, 2012**. **Note:** your Broker Number is **not** the number printed on your registration certificate.

**Nationwide Mortgage Licensing System & Registry number (NMLS):** You are required to provide your NMLS number whether you are filing on-line or by mail. The NMLS field requires all ten spaces to be filled. Therefore, you are required to input preceding zeros before your NMLS number (e.g. 000000xxxx).

**Note:** If you do not have an NMLS number you will need to register with the NMLS. Instructions for registering with the NMLS can be down loaded at: [www.nationwidelicingsystem.org](http://www.nationwidelicingsystem.org).

**For questions relating to applications taken,** please provide responses for all application taken regardless of the process employed in taking such application. Common manners in which applications are taken include in-person, via mail, by telephone, via the internet, by electronic media, etc. Report all application taken, regardless, of whether or not they have closed.

**Pre-filled Information:** The VOOR form will, in part, contain pre-populated information from the NYSDFS database. **Note:** The following data fields cannot be modified: Main Business Name and Location, Social Security numbers, Legal Business Structure, Executive Officers, Ownership, and Ownership Percentage.

---

# Volume of Operations Report

## A. CONTACT INFORMATION

### Item A-1. Main Business Location

The legal name and principal address of the Registrant's business is pre-populated and cannot be changed during the online or manual VOOR filing process.

If the primary telephone number and/or fax number has changed, please provide updated information.

Changes in the Registrant's name and address **must** have prior approval of the Department of Financial Services. For further information, consult the Department's website ([www.dfs.ny.gov/banking/iambchname.htm](http://www.dfs.ny.gov/banking/iambchname.htm)).

### Item A-2. Head of Organization

If the title, telephone number, and/or e-mail address for the head of the organization (i.e., the chairperson, president, chief executive officer, or principal owner) has changed, please provide updated information.

### Item A-3. Overall Contact

The Registrant **must** designate an Overall Contact who has the authority and ability to coordinate general Department of Financial Services business and inquiries, as well as to receive all Department mail. The Overall Contact should be able to address compliance issues such as financial reporting, audits, and fraud or abuse reports.

State the Overall Contact's full name, title, telephone number, fax number, and e-mail address.

State the Overall Contact's mailing address only if it is different from the primary address listed in Item A-1.

### Item A-4. Billing Contact (Optional)

A Billing Contact receives bills from the Department of Financial Services and should have the authority to discuss such issues as late or otherwise delinquent bills. If you choose to designate a Billing Contact, be sure that this contact is a different person than the Overall Contact named in Item A-3.

State the Billing Contact's full name, title, phone number, fax number, and e-mail address.

State the Billing Contact's mailing address only if it is different from the primary address listed in Item A-1.

### Item A-5. Examination Contact (Optional)

An Examination Contact coordinates examinations by the Department of Financial Services. If you choose to designate an Examination Contact, be sure that this contact is a different person than the Overall Contact named in Item A-3.

State the Examination Contact's full name, title, phone number, fax number, and e-mail address.

State the Examination Contact's mailing address only if it is different from the primary address listed in Item A-1.

## B. GENERAL BUSINESS INFORMATION

### Item B-1. Alternate Business Names

This section is pre-populated with **all** names (other than what is listed in Item A-1) under which the Registrant conducted mortgage business on 1 - 4 family, owner-occupied, residential properties in New York State. Including d/b/a, assumed, fictitious, and/or other names used by the Registrant and cannot be changed during the online or manual VOOR filing process.

### Item B-2. Offices

You are required to provide the Nationwide Mortgage Licensing System & Registry number (NMLS#) for each branch office listed regardless of whether such branch office was previously surrendered.

Provide the date of birth for each listed branch manager or primary person in charge. If the provided office telephone number has changed, provide the updated number.

**Note:** This section is pre-populated with information relating to each office authorized by the Department and branch manager or primary person in charge and cannot be changed during the online or manual VOOR filing process.

---

# Volume of Operations Report

**Note:** The Social Security number **cannot** be inputted online. This field is protected for security reasons.

**Note:** Changes of address and/or changes of branch manager **must** have prior approval by the Department of Financial Services. In addition, if you no longer conduct business at an office, you **must** surrender that office's registration. Consult the Department's website ([www.dfs.ny.gov/banking/iambcmoa.htm](http://www.dfs.ny.gov/banking/iambcmoa.htm)) for further information.

## Item B-3. General Information

Please complete the Yes/No questions by placing a check mark in the appropriate box.

**Note:** Pursuant to Banking Law Section 590.5-a and Superintendent's Regulations Part 38.13 and 413, a broker **must** have prior approval of the Superintendent to **make** FHA-insured mortgage loans under HUD's FHA Loan Correspondent program. To submit an application for the Superintendent's approval, consult the aforementioned law and regulations. Visit [www.dfs.ny.gov/legal/regulations.htm](http://www.dfs.ny.gov/legal/regulations.htm) for information on mortgage regulations and statutes.

**Note:** Prior approval of the Superintendent is not required if you act only as a broker under HUD's FHA Loan Correspondent program **and** loans are not closed in your name as the mortgagee or lender.

**Note:** The first part of this section is pre-populated with one of the legal business structures that best represents the Registrant's present legal business structure and cannot be changed during the online or manual VOOR filing process: The business structure categories are: Sole Proprietorship, Partnership, Corporation, Limited Liability Company ("LLC"), or Series LLC.

**Note:** Any changes or corrections to the Registrant's legal business structure **must** be submitted on company letterhead and signed by an owner or a senior executive officer. Mail the letter to: Deputy Superintendent Rhonda L. Ricketts, New York State Department of Financial Services, One State Street, New York, NY 10004-1511.

## C. OWNERSHIP INFORMATION

**Note:** Changes in ownership may trigger a change in control as defined in Section 594-b of the Banking Law. A change of control **must** have prior approval of the Superintendent. The Department of Financial Services' website ([www.dfs.ny.gov/banking/iambrca.htm](http://www.dfs.ny.gov/banking/iambrca.htm)) provides instructions for submitting a change of control application.

To notify the Department of a change in ownership that does not involve a change in control, submit a letter on company letterhead, signed by an owner or a senior executive officer. Mail the letter to: Deputy Superintendent Rhonda L. Ricketts, New York State Department of Financial Services, One State Street, New York, NY 10004-1511.

### Item C-1. Ownership by Other Business Entities

If the provided address, telephone number and/or email address have changed, please provide the updated information.

**Note:** This section is pre-populated with the ownership by another business entity and percentage of ownership and cannot be changed during the online or manual VOOR filing process.

### Item C-2. Ownership by Individuals

Provide the date of birth for each listed owner. If the provided individuals' title, **home** address and **home** telephone number have changed, please provide the updated information.

**Note:** This section is pre-populated with the ownership by individual and percentage of ownership and cannot be changed during the online or manual VOOR filing process.

**Note:** The Percentage of Ownership for a sole proprietorship is 100%.

**Note:** The Social Security number **cannot** be inputted online. This field is protected for security reasons.

---

# Volume of Operations Report

## D. DIRECTOR AND OFFICER INFORMATION

**Important Note:** Changes in the Registrant's directors, three most senior executive officers, and qualifier **must** be submitted in writing, pursuant to Part 410.7 of the Superintendent's Regulations. Follow the relevant instructions at the Department's website ([www.dfs.ny.gov/banking/iambnewdir.htm](http://www.dfs.ny.gov/banking/iambnewdir.htm)), and mail the submission to: Deputy Superintendent Rholda L. Ricketts, New York State Department of Financial Services, One State Street, New York, NY 10004-1511.

### Item D-1. Directors

Provide the date of birth for each listed Director. If the provided individuals' title, **home** address and **home** telephone number have changed, please provide the updated information.

**Note:** This section is pre-populated with the Directors' name and cannot be changed during the online or manual VOOR filing process.

**Note:** The Social Security number **cannot** be inputted online. This field is protected for security reasons.

### Item D-2. Executive Officers

Provide the date of birth for each listed Executive Officer. If the provided individuals' title, **home** address and **home** telephone number have changed, please provide the updated information.

**Note:** This section is pre-populated with the Executive Officers' name and cannot be changed during the online or manual VOOR filing process.

**Note:** The Social Security number **can not** be inputted online. This field is protected for security reasons.

## E. OTHER INFORMATION REGARDING INDIVIDUALS

### Item E-1. Total Number of Individuals

For the reported calendar year, state the total number of individuals who had any **direct dealing** with mortgage loan applications for 1 - 4 family, owner-occupied, residential properties in New York State.

Direct dealing is defined as soliciting, processing, placing, negotiation, and/or lending. These categories include all individuals who discuss loan terms, interest rates, product type, maturity, etc, with the borrower. Individuals who have had direct dealing with mortgage loan applications will include **some** (but not necessarily all) of the following: the Registrant's owners, partners, stockholders with 10% or more voting stock, directors, agents, employees, independent contractors, consultants, and any other person(s) having a relationship with the Registrant similar to that of a consultant, regardless of where they live or work.

### Item E-2. Qualifier Information

The Qualifier is the person who, at the time of registration, was deemed by the Department of Financial Services to have met the minimum business experience requirements under Superintendent's Regulations Part 410.3(b).

**Note:** This section is pre-populated with the Qualifiers' name and title and cannot be changed during the online or manual VOOR filing process.

**Note:** Changes in the Registrant's directors, three most senior executive officers, and qualifier **must** be submitted in writing, pursuant to Part 410.7 of the Superintendent's Regulations. Follow the relevant instructions at the Department's website ([www.dfs.ny.gov/banking/iambnewdir.htm](http://www.dfs.ny.gov/banking/iambnewdir.htm)), and mail the submission to: Deputy Superintendent Rholda L. Ricketts, New York State Department of Financial Services, One State Street, New York, NY 10004-1511.

### Item E-3. Criminal Background Checks for Determining Felony Convictions

This Item asks whether the Registrant conducts criminal background checks to determine whether the following individuals associated with it have felony convictions: directors, officers, agents, employees, independent contractors, consultants, new owners, new partners, and any other persons having a relationship with the Registrant similar to that of a consultant.

Mark Yes or No, as appropriate. If you mark Yes, also mark the box that best describes how often you conduct these background checks.

---

# Volume of Operations Report

**Note:** “Semi-annually” is defined as twice a year. “Bi-annually” is defined as once every two years.

## **Item E-4. Individuals with Felony Convictions**

This Item seeks information regarding convicted felons who have served in any role at or with the Registrant during the reported calendar year or at any time since. You **must** list all such felons. Attach additional pages as necessary.

**Item E-4-a.** Mark Yes or No, as appropriate. If you mark Yes, continue with Items E-4-a-1 through E-4-d. If you mark No, skip to Item F-1.

**Item E-4-a-1.** Provide each convicted felon’s full name, title (if applicable), date of birth, social security number, relationship with the Registrant, date of hire, and date of termination (if any).

**Item E-4-b.** Provide details of each offense, including the crime committed, the date of the conviction, the case number, and the court in which the case was adjudicated.

**Item E-4-c.** Mark Yes or No, as appropriate. If you mark Yes, also answer Item E-4-c-1. If you mark No, skip to Item E-4-e.

**Item E-4-c-1.** Mark Yes or No, as appropriate.

**Item E-4-d.** Mark Yes or No, as appropriate. If you mark Yes, also answer Item E-4-d-1. If you mark No, skip to Item F-1.

**Note:** Eligible individuals can obtain a Certificate of Relief from Disabilities from the State of New York. The Certificate relieves the holder from some bars to employment, licensing, and registration resulting from a criminal conviction.

**Item E-4-d-1.** Mark Yes or No, as appropriate. If you mark No, you **must** attach a copy of the Certificate of Relief from Disabilities.

**Note to Online Filers:** If this report is being submitted online, mail the copy of the Certificate to: ATTN: MD – VOOR, New York State Department of Financial Services, One State Street, New York, NY 10004-1511. Be sure to reference your internet submission confirmation number.

**Item E-4-e.** Mark Yes or No, as appropriate. If you mark Yes, provide the individuals mortgage loan originator number (NMLS#). If you mark No, skip to Item F-1.

## **F. LITIGATION, BANKRUPTCY, AND REGULATORY ACTIONS**

### **Item F-1. Litigation**

This Item asks whether the Registrant is involved in any financial services-related litigation.

Mark Yes or No, as appropriate. If you mark Yes, provide the caption (name of case), index number, and court name for each case. Attach additional pages as necessary.

If you mark Yes, **you must also attach a signed statement from legal counsel** opining on whether the legal action(s), when aggregated, would materially impact the Registrant’s financial condition and/or ability to meet obligations.

**Note to Online Filers:** If this report is being submitted online, mail the signed statement to: ATTN: MD – VOOR, New York State Department of Financial Services, One State Street, New York, NY 10004-1511. Be sure to reference your internet submission confirmation number.

### **Item F-2. Bankruptcy**

This Item asks whether the Registrant or certain individuals associated with it filed for bankruptcy in the reported calendar year or at any time since. These individuals include the Registrant’s owners, partners, stockholders with 10% or more of voting stock in the Registrant, directors, and officers.

Mark Yes or No, as appropriate. If you mark Yes, state the entity or individual filing for bankruptcy, the type of bankruptcy (Chapter 7, Chapter 11, etc), and the date of filing. Attach additional pages as necessary.

### **Item F-3. Regulatory Actions**

This Item asks whether, during the reported calendar year or at any time since, any state, federal, or foreign regulatory authority has denied, suspended, revoked, or restricted the authorization to conduct a financial ser-

---

# Volume of Operations Report

VICES-related business by Registrant or certain individuals associated with it. These individuals include the Registrant's owners, partners, stockholders with 10% or more of voting stock in the company, directors, and officers.

Mark Yes or No, as appropriate. If you mark Yes, state the name of the regulatory authority, the type of regulatory action, the entity or individual that was subject to the action, the amount of the fine (if applicable), and the date of the action. Attach additional pages as necessary.

## G. THIRD-PARTY RELATIONSHIPS

**Note:** Information on real estate appraisers and title insurance agencies **must** be provided regardless of who arranged and who paid for those services. You may need to request the information from the banking institutions assigning the appraisers, the borrowers, their closing attorneys, or other entities and individuals involved in the mortgage applications and loans related to 1 – 4 family owner occupied properties located in New York State.

### Item G-1. Real Estate Appraisers

List the **three** real estate appraisal management companies that processed the largest volume of the brokers' closed loans in connection with 1 – 4 family owner occupied properties for New York applications and loans you are reporting in Part H of this report.

State the full name, address, and phone number of the management company and contact person, if known.

### Item G-2. Title Insurance Agencies

List the **three** title insurance agencies that obtained the largest number of payments from the Registrant and the Registrant's mortgage applicants in connection with the New York applications and loans you are reporting in Part H of this report.

State each title insurance agency's name, address, and phone number, as well as the full name of a contact person at each agency.

## H. APPLICATION AND LOAN INFORMATION

**Note: Report actual whole dollar amounts.** Figures containing cents equaling 50 or more cents must be rounded up to the next dollar. For example, \$7,000,012.53 **must** be stated as \$7,000,013.

### Item H-1. Accounting Basis

Mark the box next to the accounting basis (accrual or cash) used to report amounts in Part H. Be sure to mark only **one** box.

**Accrual Basis:** In accrual basis accounting, revenues are recorded when they are earned, whether or not they have been received. Expenses are recorded when they are incurred, whether or not they have been paid.

**Cash Basis:** In cash basis accounting, revenues are recorded when they are received, and expenses are recorded when they are paid.

**Note:** You **must** use one accounting basis consistently throughout Part H. If you are unsure which basis is used by the Registrant, consult your accountant.

**Note:** Pursuant to Part 39.5 of the General Regulations of Banking Board, credit line mortgages, including home equity lines of credit ("HELOC"), are exempt from all of the requirements of Article 12-D of the Banking Law and Part 38 of the General Regulations of Banking Board. However, if a HELOC is made simultaneously with and closed in conjunction with a first mortgage or the entire principal balance is drawn at the time of closing the amount of such HELOCs' must be reported in Section H. We direct your attention to Part 39.5 for other products exempt from the reporting requirements.

### Item H-2. Mortgage Loan Applications Taken for Properties in New York State

Report the number and dollar amount of mortgage loans applications taken in any manner by the Registrant during the reported calendar year for 1 - 4 family, owner-occupied, residential properties in New York State. Common manners in which applications are taken include: in person, via mail, by telephone, via the internet, by electronic media, etc.

---

# Volume of Operations Report

Report all applications taken, regardless of whether or not they have closed.

**Note:** Do not include applications in which you functioned solely as **back office processor** for another entity (i.e., do not include loans reported in Item H-3).

The table for reporting the number of applications taken and the dollar amount applied for is divided into five categories, as follows:

1. VA: Include VA loans here. **Do not** include High Cost Home Loans.
2. FHA: Include FHA loans here. **Do not** include High Cost Home Loans.
3. Conventional: Include Conventional loans (i.e., non-VA/FHA loans) here, regardless of whether they are conforming to secondary market requirements or standards. **Do not** include High Cost Home Loans.
4. High Cost Home Loans: Include High Cost Home Loans here.
5. Total: The sum of VA, FHA, Conventional, and High Cost Home Loans to get the total number of loans. **Note:** This field is protected and **cannot** be altered.

**Note:** The vast majority of bankers and brokers have provided data in the range of \$25,000 to \$1,000,000 per application/loan on average. If you have entered data that resulted in an average application/loan amount of less than \$25,000 or more than \$1,000,000, it is not necessarily wrong, however it should be checked. The average application/loan amount can be calculated by dividing a dollar amount by the corresponding number of applications/loans.

## **Item H-3. Mortgage Loan Application Processed for Properties in New York State**

Report the number and dollar amount of mortgage loan applications processed by Registrant for other entities during the reported calendar year for 1 - 4 family, owner-occupied, residential properties in New York State.

**Note:** Include only applications for which you **functioned solely as a back office processor for another entity**.

Report all applications processed during the reported calendar year, regardless of the final decision on the application.

The table for reporting the number of applications processed and the dollar amount applied for is divided into five separate categories, as follows:

1. VA: Include VA loans here. **Do not** include High Cost Home Loans.
2. FHA: Include FHA loans here. **Do not** include High Cost Home Loans.
3. Conventional: Include Conventional loans (i.e., non-VA/FHA loans) here, regardless of whether they are conforming to secondary market requirements or standards. **Do not** include High Cost Home Loans.
4. High Cost Home Loans: Include High Cost Home Loans here.
5. Total: The sum of VA, FHA, Conventional, and High Cost Home Loans to get the total number of loans. **Note:** This field is protected and **cannot** be altered.

**Note:** The vast majority of bankers and brokers have provided data in the range of \$25,000 to \$1,000,000 per application/loan on average. If you have entered data that resulted in an average application/loan amount of less than \$25,000 or more than \$1,000,000, it is not necessarily wrong, however it should be checked. The average application/loan amount can be calculated by dividing a dollar amount by the corresponding number of applications/loans.

## **Item H-4. Mortgage Loans Closed on Properties in New York State**

Report the number and dollar amount of mortgage loans brokered by the Registrant and closed by a third-party lender during the reported calendar year for 1 - 4 family, owner-occupied, residential properties in New York State.

Also report loans closed in the Registrant's name under the FHA loan correspondent program.

---

# Volume of Operations Report

**Do not** include loans for which you functioned solely as a **back office processor** (i.e., do not include the loans reported in Item H-3).

The table for reporting number of loans closed and the dollar amount of loans closed are divided into three separate categories, as follows:

1. **FHA Loans Closed in Registrant's Name:** Include only FHA loans closed in the Registrant's name here.

2. **Other Loans Closed:** Include other mortgage loans closed here (i.e., VA, FHA Brokered Only, Conventional High Cost Home Loans).

3. **Total:** The sum of FHA Loans Closed in Registrant's Name and the number of Other Mortgage Loans Closed to get the total number of loans closed. **Note:** This field is protected and **cannot** be altered.

**Note:** The vast majority of bankers and brokers have provided data in the range of \$25,000 to \$1,000,000 per application/loan on average. If you have entered data that resulted in an average application/loan amount of less than \$25,000 or more than \$1,000,000, it is not necessarily wrong, however it should be checked. The average application/loan amount can be calculated by dividing a dollar amount by the corresponding number of applications/loans.

## Item H-5. Revenue Earned

**General Instructions:** For the reported calendar year, provide information on revenue earned in connection with (a) mortgage loans closed (as reported in Item H-4), (b) applications taken (as reported in Item H-2), and (c) applications processed (as reported in Item H-3), for 1 - 4 family, owner-occupied, residential **properties located in New York State**.

Be sure to include all points and fees earned by the Registrant, whether or not they were recorded on the HUD settlement statement. Also include all points and fees earned by the Registrant on loan applications that did not close.

**Exclude** the following supplemental income (i.e., exclude the income reported in Item H-6):

**Note:** Exclusions are allowed only if the Registrant has clear documentation of the points and fees collected and passed through for each application or loan.

**Amounts Not Subject to Exclusion:** The Registrant may **not** exclude any amounts paid to (a) its owners, partners, stockholders, directors, officers, agents, employees, independent contractors, consultants, or any other person(s) having a relationship with the company similar to that of a consultant, or (b) an unlicensed mortgage banker or unregistered mortgage broker. Immediately report all dealings with an unlicensed mortgage banker or unregistered mortgage broker to the Banking Department in writing.

**Note: All revenue figures must be reported as gross numbers. Expenses should not be netted out.**

**Reporting Format:** Revenue earned is reported in four categories, as follows:

(i) **Total Points Paid to Registrant by Borrowers:** Be sure to state total points paid as a dollar amount.

(ii) **Total Points Paid to Registrant by Lenders, Including Yield Spread Premiums:** Be sure to state total points paid as a dollar amount.

(iii) **Other Earnings:** Include interest income, revenues generated from mortgage loan modification activities, reverse mortgage income and application and processing fees. Include all revenues from modification activities whether or not the borrowers' loan was successfully modified. **Do not** include points recorded in (i) and (ii).

(iv) **Total New York-Related Gross Revenue:** The sum of (i) plus (ii) plus (iii). **Note:** This field is protected and **cannot** be altered.

**Note:** If you reported Mortgage Loans Processed under Item H-3 or Mortgage Loans Closed under Item H-4, it is likely you would have a Total New York-Related Gross Revenue of greater than zero.

---

# Volume of Operations Report

## Item H-6. Supplemental Income Information

For the reported calendar year, provide information on the following income related to 1 - 4 family, owner-occupied, residential **properties located in New York State**:

1. Earnings from Loan-Servicing Activities;
2. Earnings from the Secondary Market (i.e., service release premiums and gain on sale); and
3. Points and Fees Collected and Passed Through to (a) a third-party mortgage loan service provider, such as a credit report provider, appraiser, or attorney, or (b) another registered mortgage broker, licensed mortgage banker, or exempt institution (such as a commercial bank).

## Item H-7. Lenders

List the **three** lenders, other than the Registrant, who funded the largest number of mortgage loans reported during the reported calendar year for 1 – 4 family, owner-occupied, residential properties located in New York State.

State each entity's name, phone number, and mailing address, as well as, the full name of a contact person. Also state the total number of loans funded and the total dollar amount of loans funded by each lender.

**Note:** The aggregate number of loans and aggregate dollar amount of loans funded by the top lenders should **not** exceed the total number of loans and total dollar amount of loans closed as reported in Item H-4.

## I. LOANS SERVICED

**Note: Report actual whole dollar amounts.** Figures containing cents equaling 50 or more cents must be rounded up to the next dollar. For example, \$7,000,012.53 **must** be stated as \$7,000,013.

### Item I-1. Mortgage Loans Serviced

This Item asks whether the Registrant serviced mortgage loans for other entities in the reported calendar year. It applies to loans secured by 1 - 4 family, owner-

occupied, residential **properties located in New York State**.

Mark Yes or No, as appropriate. If you mark Yes, provide the following information for each entity: the entity's name, phone number, and address; the full name and title of a contact person; the total number of loans serviced for the entity; and the total outstanding principal amount of the loans serviced for the entity (calculated as of the end of the reported calendar year). Attach additional pages as necessary.

**Note:** If you have entered data that resulted in an average loan amount of less than \$1,000 or more than \$1,000,000, it is not necessarily wrong, however it should be checked. The average loan amount can be calculated by dividing a total outstanding principal amount by the corresponding total number of loans serviced.

## J. LEAD INFORMATION

**Note: If you do not generate Leads, please skip Section J.**

**Note: Report actual whole dollar amounts.** Figures containing cents equaling 50 or more cents must be rounded up to the next dollar. For example, \$7,000,012.53 **must** be stated as \$7,000,013.

### Item J-1. Mortgage Leads Generated for Properties in New York State

Report the number of leads and dollar amount of aggregate mortgage financing requested for lead solicitations on 1 - 4 family, owner-occupied, residential properties in New York State taken by the Registrant during the reported calendar year. Report all leads taken, regardless of whether or not they have closed.

The table for reporting the number of leads solicitation taken and the dollar amount applied for is divided into the following five categories:

1. Internet: Include leads solicitation generated from internet sites and/or email.

---

# Volume of Operations Report

2. Telephone: Include leads solicitation generated via call centers and other telephonic means, including mobile phones.

3. Mail: Include leads solicitation taken via U.S. mail, including UPS, Fedex and other ground delivery services.

4. Others: Include leads solicitation generated via any other media not reported in categories 1 through 3 above.

5. Total: The sum of items 1 – 4 of J-1 above.  
**Note:** This field is protected and **cannot** be altered.

## Item J-2. Mortgage Leads Sold for Properties in New York State

Report the number and aggregate dollar of financing requested for mortgage leads sold by Registrant to related entities and or third-party lenders during the reported calendar year for 1 - 4 family, owner-occupied, residential properties in New York State.

The table for reporting the number of leads sold and the dollar amount applied for is divided into the following three categories:

1. Related Entity: Represents leads sold to related entities (i.e., parent, subsidiaries and affiliates)

2. Third-party: Represents leads sold to unrelated third party lenders or brokers.

3. Total: The sum of the information reported in item 1 – 2 in J-2 above. **Note:** This field is protected and **cannot** be altered.

## Item J-3. Mortgage Leads Closed on Properties in New York State

Report the number and dollar amount of mortgage leads which are brokered by the Registrant as mortgage loans and closed by a third-party lender during the reported calendar year for 1 - 4 family, owner-occupied, residential properties in New York State.

Also report leads closed in the Registrant's name under the FHA loan correspondent program.

The table for reporting number of leads closed and the dollar amount of leads closed are divided into the following three categories:

1. FHA Loans Closed in Registrant's Name: Include only FHA loans closed in the Registrant's name that resulted from leads taken by Registrant.

2. Other Mortgage Leads Closed: represents other mortgage leads resulting in mortgage loans brokered by the Registrant.

3. Total: The total equals the sum of the information reported in item 1 – 2 in J-3 above. **Note:** This field is protected and **cannot** be altered.

## Item J-4. Revenue Earned from Leads

**General Instructions:** For the reported calendar year, provide information on revenue earned in connection with (i) fees from leads sold to related entities (as reported in Item J-2), (ii) fees from leads sold to thirdparty lenders (as reported in Item J-2), (iii) fees from leads closed in Registrant's name (as reported in Item J-3), and (iv) other earnings from leads.

Be sure to include all points and fees earned by the Registrant, whether or not they were recorded on the HUD settlement statement. Also include all points and fees earned by the Registrant on lead solicitations that did not close. **Note:** Do not report revenue information reported in Section H-5 or H-6.

**Reporting Format:** Revenue earned is reported into the following five categories: Information should be included as dollar amounts.

(i) Fees from leads sold to Related Parties.

(ii) Fees from leads sold to Third Parties.

(iii) Fees from leads closed in Registrant's name.

(iv) Other Earnings from Leads. **Do not** include leads fees recorded in (i), (ii) and (iii).

(v) Total Related Earned Revenue from Leads: The sum of the information reported in item i – iv in J-4 above. **Note:** This field is protected and **cannot** be altered.

---

# Volume of Operations Report

## Item J-5. Lenders

List the top **three** entities, other than the Registrant, provided funded the largest number of mortgage leads closed reported during the reported calendar year for 1 – 4 family, owner-occupied, residential properties located in New York State.

State each entity’s name, phone number, and mailing address, as well as, the full name of a contact person. Also state the total number of loans funded and the total dollar amount of loans funded by each lender.

Note: The aggregate number of mortgage leads closed and aggregate dollar amount of leads closed funded by the top lenders should **not** exceed the total number of loans and total dollar amount of loans closed as reported in Item J-3.

## K. TYPES OF LOANS MODIFIED

**Note: Report actual whole dollar amounts.** Figures containing cents equaling 50 or more cents must be rounded up to the next dollar. For example, \$7,000,012.53 **must** be stated as \$7,000,013.

Only include loans where terms of a mortgage loan, including changes to the interest rate, loan balance or loan term changes that does not result in the origination of a new loan.

### Item K-1. Mortgage Loans Modified

Report the number and dollar amount of mortgage loans the Registrant successfully obtained a modification on behalf of the borrower during the reported calendar year for 1 - 4 family, owner-occupied, residential properties in New York State.

The table for reporting K-1 is divided into the following five categories:

1. Government Sponsored Enterprise: Include loans modified under the Home Affordable Modification Program (“HAMP”) here.
2. VA: Include VA loans here.
3. FHA: Include FHA loans here.

4. Others: Include other mortgage loans modified here.

5. Total: The sum of 1 - 4 of K1 above. **Note:** This field is protected and **cannot** be altered.

### Item K-2. Further Details of Loans Modified on Properties in New York State

Provide details regarding the number and dollar amount of loans the Registrant successfully obtained a modification on behalf of the borrower during the reported calendar year for 1 - 4 family, owner-occupied, residential properties in New York State.

#### Table 2-A. Modifications (NYS Only)

Report first liens and second liens modified.

Total: The sum of (i) first lien and (ii) second lien. **Note:** This field is protected and **cannot** be altered.

#### Table 2-B. Fixed Rate/Adjustable Rate/Interest Only (NYS Only)

Report the number and dollar amount of Fixed Rate, Adjustable Rate and Interest Only Loans that were modified during the calendar year. The information should be based on rate structure prior to loan modification. **Do not** include refinancing or CEMA transactions.

Total: The sum of (iv) fixed rate, (v) adjustable rate, and (vi) interest only. **Note:** This field is protected and **cannot** be altered.

#### Table 2-C. Modification Programs (NYS Only)

Report the number and dollar amount for each loan you assisted in obtaining a modification under the Home Affordable Modification Program (“HAMP”) or Non-HAMP program.

Total: The sum of (viii) HAMP, and (ix) Non-HAMP. **Note:** This field is protected and **cannot** be altered.

**Please note revenues generated from Section K “Modification activities” should be reflected in Section H-5 (iii) “Other Earnings”.**

---

# Volume of Operations Report

## L. REVERSE MORTGAGE LOANS

**Note: Report actual whole dollar amounts.** Figures containing cents equaling 50 or more cents must be rounded up to the next dollar. For example, \$7,000,012.53 **must** be stated as \$7,000,013.

### Item L-1. First Lien Reverse Mortgage Loan Applications Taken on Properties in New York

#### Table 1-A. Home Equity Conversion Mortgages (HECM)

Report the number and dollar amount of first lien HECM loan applications taken by the Registrant on 1 – 4 family, owner-occupied, residential properties located in New York State. **Note:** The number and amount reported in Table 1-A **cannot** be greater than the respective numbers and amounts reported for the entire U.S. (Table 2-A)

#### Table 1-B. Proprietary Reverse Mortgages (Section 280 and 280a Real Property Law)

Report the number and dollar amount of proprietary reverse mortgage loan applications taken under Section 280 and 280a real property law by the Registrant on 1 – 4 family, owner-occupied, residential properties located in New York State.

**Note:** The number and amount reported in Table 1-B cannot be greater than the respective numbers and amounts reported for the entire U.S. (Table 2-B)

### Item L-2. First Lien Reverse Mortgage Loan Applications Taken on Properties in the U.S. (Including New York State)

#### Table 2-A. Home Equity Conversion Mortgages (HECM)

Report the number and dollar amount of first lien HECM loan applications taken by the Registrant on 1 – 4 family, owner-occupied, residential properties located in the U.S.

**Note:** The number and amount reported in Table 2-A are for properties in all 50 states, including New York. Therefore, these numbers and amounts **cannot** be less than the respective number and amounts reported for New York State alone. (Table 1-A)

#### Table 2-B. Proprietary Reverse Mortgages (Section 280 and 280a Real Property Law)

Report the number and dollar amount of proprietary reverse mortgage loan applications taken under Section 280 and 280a real property law by the Registrant on 1 – 4 family, owner-occupied, residential properties located in the U.S.

**Note:** The number and amount reported in Table 2-B are for properties in all 50 states, including New York. Therefore, these numbers and amounts **cannot** be less than the respective number and amounts reported for New York State alone. (Table 1-B)

### Item L-3. First Lien Reverse Mortgage Loan Applications Closed on Properties in New York

#### Table 3-A. Home Equity Conversion Mortgages (HECM)

Report the number and dollar amount of first lien HECM loans brokered by the Registrant and closed by a third party lender for 1 – 4 family, owner-occupied, residential properties located in. **Note:** The number and amount reported in Table 3-A **cannot** be greater than the respective numbers and amounts reported for the entire U.S. (Table 4-A)

#### Table 3-B. Proprietary Reverse Mortgages (Section 280 and 280a Real Property Law)

Report the number and dollar amount of proprietary reverse mortgage loans brokered under Section 280 and 280a real property law by the Registrant and closed by a third party lender for 1 – 4 family, owner-occupied, residential properties located in New York State.

**Note:** The number and amount reported in Table 3-B cannot be greater than the respective numbers and amounts reported for the entire U.S. (Table 4-B)

### Item L-4. First Lien Reverse Mortgage Loan Applications closed on Properties in the U.S. (Including New York State)

#### Table 4-A. Home Equity Conversion Mortgages (HECM)

Report the number and dollar amount of first lien HECM loans brokered by the Registrant and closed by a third party lender for 1 – 4 family, owner-occupied, residential properties located in U.S.

**Note:** The number and amount reported in Table 4-A are for properties in all 50 states, including New York.

---

# Volume of Operations Report

Therefore, these numbers and amounts **cannot** be less than the respective number and amounts reported for New York State alone. (Table 3-A)

## **Table 4-B. Proprietary Reverse Mortgages (Section 280 and 280a Real Property Law)**

Report the number and dollar amount of proprietary reverse mortgage loans brokered under Section 280 and 280a real property law by the Registrant and closed by a third party lender for 1 – 4 family, owner-occupied, residential properties located in the U.S.

**Note:** The number and amount reported in Table 4-B are for properties in all 50 states, including New York. Therefore, these numbers and amounts **cannot** be less than the respective number and amounts reported for New York State alone. (Table 3-B)

## **AFFIDAVIT**

If the VOOR is being submitted by mail, an owner or principal officer of the Registrant **must** complete and sign the Affidavit in the presence of a notary public.