

R162. Commerce, Real Estate.

R162-2c. Utah Residential Mortgage Practices and Licensing Rules.

R162-2c-101. Title.

This chapter is known as the "Utah Residential Mortgage Practices and Licensing Rules."

R162-2c-102. Definitions.

- (1) The acronym "ALM" stands for associate lending manager.
- (2) The acronym "BLM" stands for branch lending manager.
- (3) "Certification" means authorization from the division to:
 - (a) establish and operate a school that provides courses for Utah-specific prelicensing education; or
 - (b) function as an instructor for courses approved for Utah-specific prelicensing education.
- (4) "Credit hour" means 50 minutes of instruction within a 60-minute time period, allowing for a ten-minute break.
- (5) "Control person" is defined in Subsection 61-2c-102(1)(p).
- (6) "Expired license" means a license that is not renewed according to applicable deadlines, but is eligible to be reinstated.
- (7) "Individual applicant" means any individual who applies to obtain or renew a license to practice as a mortgage loan originator or lending manager.
- (8) "Incentive program" means a program through which a licensed entity may, pursuant to Section R162-2c-301b, pay a licensed mortgage loan originator who is sponsored by the entity for bringing business into the entity.
- (9) "Instruction method" means the forum through which the instructor and student interact and may be:
 - (a) classroom: traditional instruction where instructors and students are located in the same physical location;
 - (b) classroom equivalent: an instructor-led course where the instructor and students may be in two or more physical locations;or
 - (c) online: instructor and student interact through an online classroom.
- (10) "Instructor applicant" means any individual who applies to obtain or renew certification as an instructor of Utah-specific pre-licensing courses.
- (11)(a) "Lending manager" is defined in Subsection 61-2c-102(1)(aa).
- (b) "Lending manager license" includes:
 - (i) a principal lending manager license;
 - (ii) an associate lending manager license; and
 - (iii) a branch lending manager license.
- (12) The acronym "LM" stands for lending manager and includes the following licensing designations:
 - (a) principal lending manager;
 - (b) associate lending manager; and
 - (c) branch lending manager.
- (13) "Mortgage entity" means any entity that:
 - (a) engages in the business of residential mortgage lending;
 - (b) is required to be licensed under Section 61-2c-201; and
 - (c) operates under a business name or other trade name that is registered with the Division of Corporations and Commercial Code.
- (14) "Nationwide database" means the Nationwide Mortgage Licensing System and Registry.
- (15) The acronym "NMLS" stands for Nationwide Mortgage Licensing System.
- (16) "Other trade name" means any assumed business name under which an entity does business.
- (17) "Personal information" means a person's first name or first initial and last name, combined with any one or more of the following data elements relating to that person when either the name or data element is unencrypted or not protected by another method that renders the data unreadable or unusable:
 - (a) Social Security number;
 - (b) financial account number, or credit or debit card number; or
 - (c) driver license number or state identification card number.
- (18) The acronym "PLM" stands for principal lending manager.
- (19) "Qualifying individual" means the LM, managing principal, or qualified person who is identified on the MU1 form in the nationwide database as the person in charge of an entity.
- (20) "Reapplication" or "reapply" refers to a request for licensure that is submitted after the deadline for reinstatement expires and the license has become terminated.
- (21) "Reinstatement" or "reinstate" refers to a request for a licensure that is submitted after the applicable December 31 license expiration date passes and by or before February 28 of the following calendar year.
- (22) As used in Section R162-2c-201, "relevant information" includes:
 - (a) court dockets;
 - (b) charging documents;
 - (c) orders;
 - (d) consent agreements; and
 - (e) any other information the division may require.
- (23) "Restricted license" means any license that is issued subject to a definite period of suspension or terms of probation.

- (24) "Safeguard" means to prevent unauthorized access, use, disclosure, or dissemination.
- (25) "School" means
 - (a) any college or university accredited by a regional accrediting agency that is recognized by the United States Department of Education;
 - (b) any community college;
 - (c) any vocational-technical school;
 - (d) any state or federal agency or commission;
 - (e) any nationally recognized mortgage organization that has been approved by the commission;
 - (f) any Utah mortgage organization that has been approved by the commission;
 - (g) any local mortgage organization that has been approved by the commission; or
 - (h) any proprietary mortgage education school that has been approved by the commission.
- (26) "School applicant" means a director or owner of a school who applies to obtain or renew a school's certification.
- (27) "Terminated license" means a license that was not renewed or reinstated according to applicable deadlines.

R162-2c-201. Licensing and Registration Procedures.

- (1) Mortgage loan originator.
 - (a) To obtain a Utah license to practice as a mortgage loan originator, an individual who is not currently and validly licensed in any state shall:
 - (i) evidence honesty, integrity, and truthfulness pursuant to Subsection R162-2c-202(1);
 - (ii) evidence competency to transact the business of residential mortgage loans pursuant to Subsection R162-2c-202(2);
 - (iii) evidence financial responsibility pursuant to Subsection R162-2c-202(3);
 - (iv) obtain a unique identifier through the nationwide database;
 - (v) successfully complete, within the 12-month period before the date of application, five hours of Utah-specific preclicensing education as approved by the division;
 - (vi)(A) successfully complete 20 hours of preclicensing education as approved by the nationwide database according to the nationwide database outline for national course curriculum; or
 - (B) if the individual previously passed the 20-hour national course, obtained a license, and thereafter allowed the license to expire, successfully complete continuing education:
 - (I) approved by the nationwide database; and
 - (II) in the number of hours that would have been required to renew the expired license in the year in which the individual allowed the license to expire;
 - (vii) take and pass the examinations that meet the requirements of Subsection 61-2c-204.1(4) and that:
 - (A) are approved and administered through the nationwide database; and
 - (B) consist of a national test with uniform state content;
 - (viii) request licensure as a mortgage loan originator through the nationwide database;
 - (ix) authorize a criminal background check and submit fingerprints through the nationwide database;
 - (x) authorize the nationwide database to provide the individual's credit report to the division for review;
 - (xi) provide to the division relevant information regarding "yes" answers to disclosure questions found within the application submitted on the MU4 form;
 - (xii) record with the nationwide database a mailing address, if the applicant is not able to accept mail at the physical location or street address that is required to be on record with the nationwide database pursuant to Subsection 61-2c-106(1)(a);
 - (xiii) complete, sign, and submit to the division a social security verification form as provided by the division; and
 - (xiv) pay fees through the nationwide database as required by the division and by the nationwide database.
 - (b) To obtain a Utah license to practice as a mortgage loan originator, an individual who is currently and validly licensed in another state shall:
 - (i) evidence honesty, integrity, and truthfulness pursuant to Subsection R162-2c-202(1);
 - (ii) evidence competency to transact the business of residential mortgage loans pursuant to Subsection R162-2c-202(2);
 - (iii) evidence financial responsibility pursuant to Subsection R162-2c-202(3);
 - (iv) successfully complete, within the 12-month period before the date of application, five hours of Utah-specific mortgage loan originator preclicensing education;
 - (v) provide to the division relevant information regarding "yes" answers to disclosure questions found within the application submitted on the MU4 form;
 - (vi) record with the nationwide database a mailing address, if the applicant is not able to accept mail at the physical location or street address that is required to be on record with the nationwide database pursuant to Subsection 61-2c-106(1)(a);
 - (vii) request licensure as a mortgage loan originator through the nationwide database;
 - (viii) authorize a criminal background check through the nationwide database;
 - (ix) authorize the nationwide database to provide the individual's credit report to the division for review;
 - (x) complete, sign, and submit to the division a social security verification form as provided by the division; and
 - (xi) pay fees through the nationwide database as required by the division and by the nationwide database.
- (2) Lending manager. To obtain a Utah license to practice as an LM, an individual shall:

- (a) evidence honesty, integrity, and truthfulness pursuant to Subsection R162-2c-202(1);
- (b) evidence competency to transact the business of residential mortgage loans pursuant to Subsection R162-2c-202(2);
- (c) evidence financial responsibility pursuant to Subsection R162-2c-202(3);
- (d) provide to the division:
 - (i) the individual's unique identifier as assigned through the nationwide database;
 - (ii) evidence that the individual has taken and successfully:
 - (A) passed the 20-hour national mortgage loan originator preclicensing course; and
 - (B) passed the mortgage loan originator examination that:
 - (I) meets the requirements of Subsection 61-2c-204.1(4);
 - (II) is approved and administered through the nationwide database; and
 - (III) consists of a national test with uniform state content;
 - (C) completed the division-approved 40 hour Utah-specific lending manager preclicensing education within the 12-month period before the date of application to the division;
 - (D) applied to the testing contractor designated by the division to sit for the lending manager licensing examination;
 - (E) paid a nonrefundable examination fee to the testing contractor; and
 - (F) passed both the state and national components of the licensing examination;
 - (e) within the 12-month period preceding the date of submission of a lending manager application to the division, successfully:
 - (i) register in the nationwide database by selecting the "lending manager" license type and completing the associated MU4 form;
 - (ii) record with the nationwide database a mailing address if the applicant is not able to accept mail at the physical location or street address that is required to be on record with the nationwide database pursuant to Subsection 61-2c-106(1)(a);
 - (iii) authorize a criminal background check and submit fingerprints through the nationwide database;
 - (iv) provide to the division relevant information regarding "yes" answers to disclosure questions found within the application submitted on the MU4 form;
 - (v) if applying for an active license, affiliate with a registered Utah mortgage entity;
 - (vi) authorize the nationwide database to provide the individual's credit report to the division for review;
 - (vii) pay the lending manager licensing fee as required by the division and by the nationwide database;
 - (viii) complete, sign, date, and submit to the division:
 - (A) the Utah lending manager checklist form as found on the division website or the nationwide database;
 - (B) the two page lending manager application as provided by the testing contractor;
 - (C) the social security verification forms as provided by the testing contractor; and
 - (D) a copy of a paid invoice from the nationwide database showing proof of payment of the lending manager license fee.
 - (f) provide to the division experience documentation forms to evidence that the applicant has satisfied the experience requirement of Subsection 61-2c-206(1)(d) as follows:
 - (i) during the five-year period preceding the date of submission of a lending manager license application to the division:
 - (A) three years full-time experience originating first-lien residential mortgages as a mortgage loan originator as defined in Subsection 61-2c-102(1)(ff):
 - (I) under a license issued by a state regulatory agency; or
 - (II) as an employee of a depository institution; and
 - (B) evidence of having originated a minimum of 45 first-lien residential mortgages; or
 - (ii) during the five-year period preceding the date of submission of a lending manager license application to the division:
 - (A) two years full-time experience originating first-lien residential mortgages as defined in Subsection 61-2c-102(1)(gg):
 - (I) under a license issued by a state regulatory agency; or
 - (II) as an employee of a depository institution;
 - (B) plus one year of full-time equivalent experience from the optional experience equivalency calculation in Section R162-2c-501a or the optional experience table in Section R162-2c-501b; and
 - (C) evidence of having originated a minimum of 30 first-lien residential mortgages; or
 - (iii) during the 12 years preceding the date of submission of a lending manager license application to the division:
 - (A) ten years of full-time experience providing direct supervision as a loan manager in the residential mortgage industry;
 - (B) with evidence of having directly supervised during the ten years described in this subsection no fewer than five licensed or registered loan originators; and
 - (C) although the five individuals licensed or registered as described in this subsection may have changed over time, the number of individuals being managed or supervised must have remained at a minimum of five individuals throughout the ten years described in this subsection; and

- (D) evidence of having personally originated a minimum of 15 first-lien residential mortgages within the past five years.
- (g) Failure to document acceptable experience in one of the three methods described in Subsection (f) will result in the denial of the lending manager application. Application fees are nonrefundable.
- (h) designate in the nationwide database whether the individual will be acting for the sponsoring entity as:
- (i) the principal lending manager;
 - (ii) an associate lending manager; or
 - (iii) a branch lending manager.
- (i) Deadlines.
- (i) If an individual passes one test portion of the lending manager examination but fails the other, the individual may retake and pass the failed portion of the exam within 90 days of the date on which the individual achieves a passing score on the first portion of the exam.
- (ii) An application for licensure shall be submitted:
 - (A) within 90 days of the date on which the individual achieves passing scores on both examination portions; and
 - (B) within 12 months of the date on which the individual completes the prelicensing education.
 - (iii) If any deadline in this Subsection R162-2c-201(2) falls on a day when the division is closed for business, the deadline shall be extended to the next business day.
- (3) Mortgage entity.
- (a) To obtain a Utah license to operate as a mortgage entity, a person shall:
- (i) establish that each control person meets the requirements for honesty, integrity, and truthfulness pursuant to Subsection R162-2c-202(1);
 - (ii) establish that each control person meets the requirements for competency pursuant to Subsection R162-2c-202(2);
 - (iii) register any other trade name with the Division of Corporations and Commercial Code;
 - (iv) register the entity in the nationwide database by:
 - (A) submitting an MU1 form that includes:
 - (I) required identifying information;
 - (II) the name of the PLM who, pursuant to Subsection R162-2c-301a(3)(a)(iv), will serve as the entity's qualifying individual;
 - (III) the name of any LM who, pursuant to Subsection R162-2c-301a(3)(a)(iv), will serve as a branch lending manager;
 - (IV) the name of any individuals who may serve as control persons;
 - (V) the entity's registered agent; and
 - (VI) any other assumed business name or trade name under which the entity will operate;
 - (B) submitting a license request for any assumed business name listed in the "Other Trade Name" section of the MU1 form; and
 - (C) creating a sponsorship through the nationwide database that identifies the mortgage loan originators sponsored by the entity;
 - (v) register any branch office operating from a different location than the entity;
 - (vi) pay fees through the nationwide database as required by the division and by the nationwide database;
 - (vii) provide to the division proof that any assumed business name or other trade name is registered with the Division of Corporations and Commercial Code;
 - (viii) provide to the division the court documents related to any criminal proceeding not disclosed through a previous application or renewal and involving any control person;
 - (ix) provide to the division complete documentation of any action taken by a regulatory agency against:
 - (A) the entity itself; or
 - (B) any control person; and
 - (C) not disclosed through a previous application or renewal; and
 - (x) provide to the division a notarized letter on company letterhead, signed by the owner or president of the entity, authorizing the PLM to use the entity's name.
 - (b) Restrictions on entity name. No license may be issued by the division to an entity that proposes to operate under a name that closely resembles the name of another entity licensee, or that the division determines might otherwise be confusing or misleading to the public.
- (4) Branch office.
- (a) To register a branch office with the division, a person shall:
- (i) obtain a Utah entity license for the entity under which the branch office will be registered;
 - (ii) submit to the nationwide database an MU3 form that includes:
 - (A) required identifying information; and
 - (B) the name of the LM who will serve as the branch lending manager;
 - (iii) create a sponsorship through the nationwide database that identifies the mortgage loan originators who will work from the branch office; and
 - (iv) pay fees through the nationwide database as required by the division and by the nationwide database.

(b) A person who registers a branch office pursuant to this Subsection (4) shall ensure that any licensed trade names of the entity that are used from the branch office are listed in the "Other Name" section of the entity MU1 form.

(c)(i) A PLM may not simultaneously serve as a BLM if Subsection R162-2c-301a(3)(a)(iv)(B) applies.

(ii) An individual may not serve as the BLM for more than one branch at any given time.

(5) Licenses not transferable.

(a) A licensee may not transfer the licensee's license to any other person.

(b) A licensee may not allow any other person to work under the licensee's license.

(c) If a change in corporate structure of a licensed entity creates a separate and unique legal entity, that entity shall obtain a unique license, and may not operate under any existing license.

(6) Expiration of test results.

(a) Scores for the LM exam shall be valid for 90 days.

(7) Fees are nonrefundable, regardless of whether an application is granted or denied.

(8) Other trade names.

(a) The division may not approve a license for any person operating under an assumed business name that poses a reasonable likelihood of misleading the public into thinking that the person is:

(i) endorsed by the division, the state government, or the federal government;

(ii) an agency of the state or federal government; or

(iii) not engaged in the business of residential mortgage loans.

(b) A mortgage entity that operates under another trade name shall register the other trade name by including it on the MU1 form and obtaining the required registration.

R162-2c-202. Qualifications for Licensure.

(1) Individual applicants and control persons shall evidence honesty, integrity, and truthfulness.

(a) An applicant may not have:

(i) been convicted of, pled guilty to, pled no contest to, or pled guilty in a similar manner to:

(A) a felony involving an act of fraud, dishonesty, a breach of trust, or money laundering;

(B) any felony in the seven years preceding the day on which an application is submitted to the division; or

(C) in the three years preceding the day on which an application is submitted to the division, any misdemeanor involving a finding of:

(I) fraud;

(II) misrepresentation;

(III) theft; or

(IV) dishonesty;

(ii) had a license as a mortgage loan originator revoked by a government regulatory body at any time, unless the revocation is subsequently vacated or converted;

(iii) had a professional license or registration, whether issued by a Utah regulatory body or by another jurisdiction, suspended, surrendered, canceled, or denied in the five years preceding the date the individual applies for licensure if the suspension, surrender, cancellation, or denial is based on misconduct in a professional capacity that relates to:

(A) honesty;

(B) integrity;

(C) truthfulness; or

(D) the competency to transact the business of residential mortgage loans;

(iv) in the five years preceding the day on which an application is submitted to the division, been the subject of a bar by the:

(A) Securities and Exchange Commission;

(B) New York Stock Exchange; or

(C) Financial Industry Regulatory Authority;

(v) had a permanent injunction entered against the individual:

(A) by a court or administrative agency; and

(B) on the basis of:

(I) conduct or a practice involving the business of residential mortgage loans; or

(II) conduct involving fraud, misrepresentation, or deceit.

(b) An applicant may be denied a license or issued a restricted license for incidents in the applicant's past other than those specified in Subsection (1)(a) that reflect negatively on the applicant's honesty, integrity, and truthfulness. In evaluating an applicant for these qualities, the division and commission may consider any evidence, including the following:

(i) other criminal convictions or plea agreements;

(ii) the circumstances that led to any criminal conviction or plea agreement under consideration;

(iii) past acts related to honesty, integrity, or truthfulness, with particular consideration given to any acts involving the business of residential mortgage loans;

(iv) dishonest conduct that would be grounds under Utah law for sanctioning an existing licensee;

(v) civil judgments in lawsuits brought on grounds of fraud, misrepresentation, or deceit;

(vi) court findings of fraudulent or deceitful activity;

(vii) evidence of non-compliance with court orders or conditions of sentencing;

- (viii) evidence of non-compliance with:
 - (A) terms of a diversion agreement still subject to prosecution;
 - (B) a probation agreement; or
 - (C) a plea in abeyance; or
- (ix) failure to pay taxes or child support obligations.
- (2) Individual applicants and control persons shall evidence competency to transact the business of residential mortgage loans. In evaluating an applicant for competency, the division and commission may consider any evidence that reflects negatively on an applicant's competency, including:
 - (a) civil judgments, with particular consideration given to any judgments involving the business of residential mortgage loans;
 - (b) failure to satisfy a civil judgment that has not been discharged in bankruptcy;
 - (c) failure of any previous mortgage loan business in which the individual was engaged, as well as the circumstances surrounding that failure;
 - (d) evidence as to the applicant's business management and employment practices, including the payment of employees, independent contractors, and third parties;
 - (e) the extent and quality of the applicant's training and education in mortgage lending;
 - (f) the extent and quality of the applicant's training and education in business management;
 - (g) the extent of the applicant's knowledge of the Utah Residential Mortgage Practices Act;
 - (h) evidence of disregard for licensing laws;
 - (i) evidence of drug or alcohol dependency;
 - (j) sanctions placed on professional licenses; and
 - (k) investigations conducted by regulatory agencies relative to professional licenses.
- (3) Individual applicants shall evidence financial responsibility. To evaluate an applicant for financial responsibility, the division shall:
 - (a) access the credit information available through the NMLS; and
 - (b) give particular consideration to:
 - (i) outstanding civil judgments;
 - (ii) outstanding tax liens;
 - (iii) foreclosures;
 - (iv) multiple social security numbers attached to the individual's name;
 - (v) child support arrearages; and
 - (vi) bankruptcies.
 - (4) An applicant shall be at least 18 years of age.
 - (5) Minimum education. An applicant shall have a high school diploma, GED, or equivalent education as approved by the commission.

R162-2c-203. Utah-Specific Education Certification.

- (1)(a) A school offering Utah-specific education shall certify with the division before providing any instruction.
- (b) To certify, a school applicant shall prepare and supply the following information to the division:
 - (i) contact information, including:
 - (A) name, phone number, email address, and address of the physical facility;
 - (B) name, phone number, email address, and address of any school director;
 - (C) name, phone number, email address, and address of any school owner; and
 - (D) an email address where correspondence will be received by the school;
 - (ii) evidence that each school director and owner meets the requirements outlined in Subsection R162-2c-202(1) and the competency requirements outlined in R162-2c-202(2);
 - (iii) school description, including:
 - (A) type of school;
 - (B) description of the school's physical facilities; and
 - (C) type of instruction method;
 - (iv) list of the instructors, including any guest lecturers, who will be teaching each course;
 - (v) proof that each instructor:
 - (A) has been certified by the division; or
 - (B) is exempt from certification under Subsection (6)(f);
 - (vi) statement of attendance requirements as provided to students;
 - (vii) refund policy as provided to students;
 - (viii) disclaimer as provided to students; and
 - (ix) criminal history disclosure statement as provided to students.
 - (c)(i) The course schedule may not provide or allow for more than eight credit hours per student per day.
 - (ii) The attendance statement shall require that each student attend at least 90% of the scheduled class time.
 - (iii) The disclaimer shall adhere to the following requirements:
 - (A) be typed in capital letters at least 1/4 inch high; and

(B) state the following language: "Any student attending, state the name of the school, is under no obligation to affiliate with any of the mortgage entities that may be soliciting for licensees at this school."

(iv) The criminal history disclosure statement shall:

(A) be provided to students while they are still eligible for a full refund; and

(B) clearly inform the student that upon application with the nationwide database, the student will be required to:

(I) accurately disclose the student's criminal history according to the licensing questionnaire provided by the nationwide database and authorized by the division; and

(II) provide to the division complete court documentation relative to any criminal proceeding that the applicant is required to disclose;

(C) clearly inform the student that the division will consider the applicant's criminal history pursuant to Subsection R162-2c-202(1) in making a decision on the application; and

(D) include a section for the student's attestation that the student has read and understood the disclosure.

(d) Within ten days after the occurrence of any material change in the information outlined in Subsection (1), the school shall provide to the division written notice of that change.

(2) A school certification expires 24 months from the date of issuance and must be renewed before the expiration date in order for the school to remain in operation. To renew, a school applicant shall:

(a) complete a renewal application as provided by the division;

(b) pay a nonrefundable renewal fee;

(c) provide a list of the proposed courses with a projected schedule of days, times, and locations of classes; and

(d) provide the information specified in Subsection 3(c) for Utah-specific course certification for the division's evaluation of each proposed course.

(3)(a) A school providing a Utah-specific course shall certify the course with the division before offering the course to students.

(b) Application shall be made at least 30 days prior to the date on which a course requiring certification is proposed to begin.

(c) To certify a Utah-specific course, a school applicant shall prepare and supply the following information:

(i) instruction method;

(ii) outline of the course, including:

(A) a list of subjects covered in the course;

(B) reference to the approved course outline for each subject covered;

(C) length of the course in terms of hours spent in instruction;

(D) number of course hours allocated for each subject;

(E) at least three learning objectives for every hour of class time;

(F) instruction format for each subject, whether traditional classroom, virtual-live, distance education, or other format;

(G) name and credentials of any guest lecturer; and

(H) list of topics and sessions taught by any guest lecturer;

(iii) a list of the titles, authors, and publishers of required textbooks;

(iv) copies of any workbook used in conjunction with a non-lecture method of instruction;

(v) a copy of each quiz and examination, with an answer key; and

(vi) the grading system, including methods of testing and standards of grading.

(d)(i) The texts, workbooks, supplement pamphlets and other materials shall be appropriate, current, accurate, and applicable to the required course outline.

(ii) The course shall cover each of the topics set forth in the associated outline.

(iii) The lecture method shall be used for at least 50% of course instruction unless the division gives special approval otherwise.

(iv) A school applicant that uses a non-lecture method for any portion of course instruction shall provide to the student:

(A) an accompanying workbook as approved by the division for the student to complete during the instruction; and

(B) a certified instructor available within 48 hours of the non-lecture instruction to answer student questions.

(v) The division shall not approve an online education course unless:

(A) there is a method to ensure that the enrolled student is the person who actually completes the course;

(B) the time spent in actual instruction is equivalent to the credit hours awarded for the course; and

(C) there is a method to ensure that the student comprehends the material.

(4)(a) A prelicensing course expires at the same time the school certification expires.

(b) A prelicensing course certification is renewed automatically when the school certification is renewed.

(5)(a) The commission may appoint an education committee to:

(i) assist the division and the commission in approving course topics; and

(ii) make recommendations to the division and the commission about:

(A) whether a particular course topic is relevant to residential mortgage principles and practices; and

(B) whether a particular course topic would tend to enhance the competency and professionalism of licensees.

(b) The division and the commission may accept or reject the education committee's recommendation on any course topic.

(6)(a) Except as provided in Subsection (6)(f), an instructor shall certify with the division before teaching a Utah-specific course.

(b) Application shall be made at least 30 days prior to the date on which the instructor proposes to begin teaching.

- (c) To certify as an instructor of mortgage loan originator prelicensing courses, an individual shall provide evidence of:
 - (i) a high school diploma or its equivalent;
 - (ii)(A) at least five years of experience in the residential mortgage industry within the past ten years; or
 - (B) successful completion of appropriate college-level courses specific to the topic proposed to be taught;
 - (iii)(A) a minimum of 12 months of full-time teaching experience;
 - (B) part-time teaching experience that equates to 12 months of full-time teaching experience; or
 - (C) participation in instructor development workshops totaling at least two days in length; and
 - (iv) having passed, within the six-month period preceding the date of application, the lending manager licensing examination.
- (d) To certify as an instructor of LM prelicensing courses, an individual shall:
 - (i) meet the general requirements of Subsection 6(c); and
 - (ii) meet the specific requirements for any of the following courses the individual proposes to teach.
 - (A) Management of a Residential Mortgage Loan Office: at least two years practical experience in managing an office engaged in the business of residential mortgage loans.
 - (B) Mortgage Lending Law: two years practical experience in the field of real estate law; and either:
 - (I) current active membership in the Utah Bar Association; or
 - (II) degree from an American Bar Association accredited law school.
 - (C) Advanced Appraisal:
 - (I) at least two years practical experience in appraising; and
 - (II) current state-certified appraiser license.
 - (D) Advanced Finance:
 - (I) at least two years practical experience in real estate finance; and
 - (II) association with a lending institution as a loan originator.
- (e) To act as an instructor of NMLS-approved continuing education courses, an individual shall certify through the nationwide database.
 - (f) The following instructors are not required to be certified by the division:
 - (i) a guest lecturer who:
 - (A) is an expert in the field on which instruction is given;
 - (B) provides to the division a resume or similar documentation evidencing satisfactory knowledge, background, qualifications, and expertise; and
 - (C) teaches no more than 20% of the course hours;
 - (ii) a college or university faculty member who evidences academic training, industry experience, or other qualifications acceptable to the division;
 - (iii) an individual who:
 - (A) evidences academic training, industry experience, or other qualifications satisfactory to the division; and
 - (B) receives approval from the commission; and
 - (iv) a division employee.
 - (g)(i) An instructor certification for Utah-specific prelicensing education expires 24 months from the date of issuance and shall be renewed before the expiration date.
 - (ii) To renew an instructor certification for Utah-specific prelicensing education, an applicant shall submit to the division:
 - (A) evidence of having taught at least 20 hours of instruction in a certified mortgage education course during the preceding two years;
 - (B) evidence of having attended an instructor development workshop sponsored by the division during the preceding two years; and
 - (C) a renewal fee as required by the division.
 - (iii) To renew an instructor certification for continuing education, an individual shall certify through the nationwide database.
 - (h)(i) An instructor who is certified by the division may reinstate an expired certification within 30 days of expiration by:
 - (A) complying with Subsection (6)(g); and
 - (B) paying an additional nonrefundable late fee.
 - (ii) Until six months following the date of expiration, an instructor who is certified by the division may reinstate a certification that has been expired more than 30 days by:
 - (A) complying with Subsection (6)(g);
 - (B) paying an additional nonrefundable late fee; and
 - (C) completing six hours of education related to residential mortgages or teaching techniques.
- (7)(a) The division may monitor schools and instructors for:
 - (i) adherence to course content;
 - (ii) quality of instruction and instructional materials; and
 - (iii) fulfillment of affirmative duties as outlined in Subsections R162-2c-301a(5)(a) and R162-2c-301a(6)(a).
- (b) To monitor schools and instructors, the division may:
 - (i) collect and review evaluation forms; or
 - (ii) assign an evaluator to attend a course and make a report to the division.

R162-2c-204. License Renewal, Reinstatement, and Reapplication.

(1) The deadlines for license renewal, reinstatement and reapplication are as follows:

(a)(i) To renew on time, a person who holds an active license as of October 31 shall renew by December 31 of the same calendar year.

(ii)(A) A person who obtains a license on or after November 1 shall renew by December 31 of the following calendar year.

(B) A person who is not required to renew in the first year of licensure pursuant to Subsection (1)(a)(ii)(A) shall nevertheless complete, before December 31 of the first year of licensure, continuing education as required for renewal pursuant to Subsection R162-2c-204(3)(a) if the individual did not complete the mortgage loan originator national prelicensing education during the calendar year.

(b) The deadline to reinstate a license that expires on December 31 is February 28 of the year following the date of expiration.

(c) After the reinstatement deadline passes, a person shall reapply for licensure pursuant to Subsection R162-2c-204(3)(c).

(2)(a)(i) Individuals applying to renew or reinstate a license shall evidence honesty, integrity, and truthfulness as required for initial licensure.

(ii)(A) An individual applying for a renewed license may not have:

(I) a felony that resulted in a conviction or plea agreement during the renewal period; or

(II) a finding of fraud, misrepresentation, or deceit entered against the applicant by a court of competent jurisdiction or a government agency and occurring within the renewal period.

(B) A licensee shall submit a fingerprint background report to renew a license every fifth year following the renewal period beginning November 2015. If the licensee has submitted a fingerprint background report to the NMLS that is current according to the NMLS and is dated within 90-days of the date of the application to renew, the division shall use that fingerprint background report in satisfaction of the requirement of this subsection. If there is no current fingerprint background report in the NMLS, the licensee shall submit a fingerprint background report to the NMLS with the licensee's application to renew.

(iii) The division may deny an individual applicant a renewed license upon evidence, as outlined in Subsection R162-2c-202(1)(b), of circumstances that reflect negatively on the applicant's honesty, integrity, or truthfulness and that:

(A) occurred during the renewal period; or

(B) were not disclosed and considered in a previous application or renewal.

(iv) The division may deny an entity applicant a renewed license upon evidence that a control person fails to meet the standards for honesty, integrity, and truthfulness required of individual applicants.

(b)(i) Individual applicants and control persons shall evidence that they maintain the competency required for initial licensure.

(ii) The division may deny an individual applicant a renewed license upon evidence, as outlined in Subsection R162-2c-202(2), of circumstances that reflect negatively on the applicant's competency and that:

(A) occurred during the renewal period; or

(B) were not disclosed and considered in a previous application or renewal.

(iii) The division may deny an entity applicant a renewed license upon evidence that a control person fails to meet the standard for competency required of individual applicants.

(c) Individuals applying to renew or reinstate a license shall evidence financial responsibility. A licensee shall submit a credit report to renew a license every fifth year following the renewal period beginning November 2015. If the licensee has submitted a credit report to the NMLS that is current according to the NMLS and is dated within 30-days of the date of the application to renew, the division shall use that credit report in satisfaction of the requirement of this subsection. If there is no current credit report in the NMLS, the licensee shall submit a credit report to the NMLS with the licensee's application to renew.

(3) Education requirements for renewal, reinstatement, and reapplication.

(a)(i) Except as provided in Subsection (3)(a)(ii), to qualify for license renewal, an individual who holds an active license as of January 1 of the calendar year shall complete, within the calendar year in which the individual's license is scheduled to expire, the following courses, none of which may be duplicative of courses taken in the same or preceding renewal period:

(A) a division-approved course on Utah law, completed annually; and

(B) eight hours of continuing education approved through the nationwide database, as follows:

(I) three hours federal laws and regulations;

(II) two hours ethics which may include fraud, consumer protection, and fair lending issues;

(III) two hours training related to lending standards for non-traditional mortgage products; and

(IV) one hour undefined instruction on mortgage origination.

(C) In addition to other required continuing education, a mortgage loan originator shall complete a division-approved continuing education course for new loan originators before their first renewal.

(ii) An individual who completes the mortgage loan originator nationwide prelicensing education between January 1 and December 31 in their initial license renewal for the renewal period ending December 31 is exempt from the nationwide database continuing education requirements and the division-approved course on Utah law.

(b) To reinstate an expired mortgage loan originator or lending manager license, an individual shall, by February 28 of the calendar year following the date on which the license expired, complete:

(i) the division-approved course on Utah law specified in Subsection (3)(a)(i)(A);

- (ii) eight hours of continuing education:
 - (A) in topics listed in Subsection (3)(a)(i)(B); and
 - (B)(I) approved by the nationwide database as "continuing education" if completed before the date of expiration; or
 - (II) approved by the nationwide database as "late continuing education" if completed between the date of expiration and the deadline for reinstatement; and
- (iii) if the new mortgage loan originator continuing education course was required for renewal before the expiration of their license, in addition to other required continuing education, a mortgage loan originator shall complete the division-approved continuing education course for new loan originators before reinstatement.
- (c)(i) To reapply for licensure after the reinstatement deadline passes and by or before December 31 of the calendar year following the date on which the license expired, an individual shall complete the division-approved course on Utah law and continuing education requirement outlined in Subsection (3)(b).
 - (ii) To reapply for licensure after the deadline described in Subsection (3)(c)(i) passes, an individual shall:
 - (A) complete eight hours of continuing education:
 - (I) in topics listed in Subsection (3)(a)(i); and
 - (II) approved by the nationwide database as "late continuing education"; and
 - (B) within the 12-month period preceding the date of reapplication, take and pass:
 - (I) the five-hour Utah-specific mortgage loan originator prelicensing education, if the terminated license was a mortgage loan originator license; or
 - (II) the 40-hour Utah-specific lending manager prelicensing education and associated examination, if the terminated license was a lending manager license; and
 - (C) complete the division-approved course on Utah law specified in Subsection (3)(a)(i)(A).
 - (4) The procedures for renewal, reinstatement, and reapplication are as follows:
 - (a) An individual licensee shall:
 - (i) evidence having completed education as required by Subsection R162-2c-204(3);
 - (ii) submit to the division the jurisdiction-specific documents and information required by the nationwide database; and
 - (iii) submit through the nationwide database:
 - (A) a request for renewal, if renewing or reinstating a license; or
 - (B) a request for a new license, if reapplying; and
 - (iv) pay the fees required by the division and by the nationwide database, including applicable late fees.
 - (b) An entity licensee shall:
 - (i) submit through the nationwide database a request for renewal;
 - (ii) submit to the division the jurisdiction-specific documents and information required by the nationwide database;
 - (iii) renew the registration of any branch office or other trade name registered under the entity license; and
 - (iv) pay through the nationwide database each of the fees, including applicable late fees, required by the division and by the nationwide database.

R162-2c-205. Notification of Changes.

- (1) An individual licensee who is registered with the nationwide database shall:
 - (a) enter into the national database any change in the following:
 - (i) name of licensee;
 - (ii) contact information for licensee, including:
 - (A) mailing address;
 - (B) residential address;
 - (C) telephone number(s); and
 - (D) e-mail address(es);
 - (iii) sponsoring entity; and
 - (iv) license status (sponsored or non-sponsored); and
 - (b) pay all change fees charged by the national database and the division.
- (2) An entity licensee shall:
 - (a) enter into the national database any change in the following:
 - (i) name of licensee;
 - (ii) contact information for licensee, including:
 - (A) mailing address;
 - (B) telephone number(s);
 - (C) fax number(s); and
 - (D) e-mail address(es);
 - (iii) sponsorship information;
 - (iv) control person(s);
 - (v) qualifying individual;
 - (vi) license status (sponsored or non-sponsored); and
 - (vii) branch offices or other trade names registered under the entity license; and

- (b) pay any change fees charged by the national database and the division.

R162-2c-209. Sponsorship.

- (1) A mortgage loan originator who is sponsored by an entity may operate and advertise under the name of:
 - (a) the entity;
 - (b) a branch office registered under the license of the entity; or
 - (c) another trade name registered under the license of the entity.
- (2) A mortgage loan originator who operates or advertises under a name other than that of the entity by which the mortgage loan originator is sponsored:
 - (a) shall exercise due diligence to verify that the name being used is properly registered under the entity license; and
 - (b) shall not be immune from discipline if the individual conducts the business of residential mortgage loans on behalf of more than one entity, in violation of Section 61-2c-209(4)(b)(iii).
- (3) An individual who holds a license as a mortgage loan originator may perform loan processing activities regardless of whether:
 - (a) the individual's license is sponsored by a licensed entity at the time the loan processing activities are performed; or
 - (b) the individual is employed by a licensed entity.

R162-2c-301a. Unprofessional Conduct.

- (1)(a) A mortgage loan originator shall:
 - (i) solicit business and market products solely in the name of the mortgage loan originator's sponsoring entity;
 - (ii) conduct the business of residential mortgage loans solely in the name of the mortgage loan originator's sponsoring entity;
 - (iii) remit to any third-party service provider the fees that have been collected from a borrower on behalf of the third-party service provider, including:
 - (A) appraisal fees;
 - (B) inspection fees;
 - (C) credit reporting fees; and
 - (D) insurance premiums;
 - (iv) turn all records over to the sponsoring entity for proper retention and disposal; and
 - (v) comply with a division request for information within ten business days of the date of the request.
- (b) A mortgage loan originator who fails to fulfill any requirement under Subsection (1)(a) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.
- (c) A mortgage loan originator may not:
 - (i) charge for services not performed;
 - (ii) require a borrower to pay more for third-party services than the cost of those services;
 - (iii) withhold, without reasonable justification, payment owed to a third-party service provider in connection with the business of residential mortgage loans;
 - (iv) alter an appraisal of real property; or
 - (v) unless acting under a valid real estate license and not under a mortgage license, perform any act that requires a real estate license under Title 61, Chapter 2f, Real Estate Licensing and Practices Act, including:
 - (A) providing a buyer or seller of real estate with a comparative market analysis;
 - (B) assisting a buyer or seller to determine the offering price or sales price of real estate;
 - (C) representing or assisting a buyer or seller of real estate in negotiations concerning a possible sale of real estate;
 - (D) advertising the sale of real estate by use of any advertising medium;
 - (E) preparing, on behalf of a buyer or seller, a Real Estate Purchase Contract, addendum, or other contract for the sale of real property; or
 - (F) altering, on behalf of a buyer or seller, a Real Estate Purchase Contract, addendum, or other contract for the sale of real property.
- (d) A mortgage loan originator who engages in any prohibited activity under Subsection (1)(c) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.
- (e) A mortgage loan originator does not engage in an activity requiring a real estate license where the mortgage loan originator:
 - (i) offers advice about the consequences that the terms of a purchase agreement might have on the terms and availability of various mortgage products;
 - (ii) owns real property that the mortgage loan originator offers "for sale by owner"; or
 - (iii) advertises mortgage loan services in cooperation with a "for sale by owner" seller where the advertising clearly identifies:
 - (A) the owner's contact information;
 - (B) the owner's role;
 - (C) the mortgage loan originator's contact information; and
 - (D) the specific mortgage-related services that the mortgage loan originator may provide to a buyer; or
 - (iv) advertises in conjunction with a real estate brokerage where the advertising clearly identifies the:

- (A) contact information for the brokerage;
 - (B) role of the brokerage;
 - (C) mortgage loan originator's contact information; and
 - (D) specific mortgage-related services that the mortgage loan originator may provide to a buyer.
- (2)(a) An LM who is designated in the nationwide database as the principal lending manager of an entity shall:
- (i) be accountable for the affirmative duties outlined in Subsection (1)(a);
 - (ii) provide to sponsored mortgage loan originators and unlicensed staff specific written policies as to their affirmative duties and prohibited activities, as established by:
 - (A) federal law governing residential mortgage lending;
 - (B) state law governing residential mortgage lending and including the Utah Residential Mortgage Practices Act; and
 - (C) administrative rules promulgated by the division under authority of the Utah Residential Mortgage Practices Act;
 - (iii) if acting as a PLM or BLM, exercise reasonable supervision over each sponsored mortgage loan originator and unlicensed staff member, including each sponsored mortgage loan originator or unlicensed staff member teleworking, by:
 - (A) directing the details and means of their work activities;
 - (B) requiring that they read and agree to comply with the Utah Residential Mortgage Practices and Licensing Act and the rules promulgated thereunder;
 - (C) requiring that they conduct residential mortgage loan business in the name of the sponsoring entity; and
 - (D) prohibiting unlicensed staff from engaging in any activity that requires licensure;
 - (iv)(A) establish, maintain, and enforce written policies and procedures to ensure the independent judgment of each underwriter employed by the PLM's sponsoring entity; and
 - (B) take corrective action for problems identified through the underwriting process;
 - (v) establish and follow procedures for responding to consumer complaints;
 - (vi) establish and maintain a quality control plan that:
 - (A) complies with HUD and FHA requirements;
 - (B) complies with Freddie Mac and Fannie Mae requirements; or
 - (C) includes, at a minimum, procedures for:
 - (I) performing pre-closing and post-closing audits of at least 10% of loan files; and
 - (II) taking corrective action for problems identified through the audit process;
 - (vii) establish, maintain, and enforce written policies and procedures to ensure customer privacy, customer information security, encryption of data, and password management, including a cyber security policy that provides that each teleworking employee and sponsored originator must use a secure virtual private network maintained by the sponsoring mortgage entity;
 - (viii) review for compliance with applicable federal and state laws the advertising and marketing materials and methods used by:
 - (A) the PLM's sponsoring entity; and
 - (B) the entity's sponsored mortgage loan originators; and
 - (ix)(A) actively supervise:
 - (I) any ALM sponsored by the entity; and
 - (II) any BLM who is assigned to oversee the mortgage loan origination activities of a branch office; and
- (B) remain personally responsible and accountable for adequate supervision of sponsored mortgage loan originators, unlicensed staff, and entity operations throughout all locations, including persons teleworking.
- (b) An LM who is designated as a branch lending manager in the nationwide database shall:
 - (i) work from the branch office the LM is assigned to manage;
 - (ii) personally oversee the mortgage loan origination activities conducted through the branch office; and
 - (iii) personally supervise the mortgage loan originators and unlicensed staff affiliated with the branch office.
 - (c) An LM who fails to fulfill any requirements under Subsections (2)(a) and (2)(b) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.
 - (d) An LM may not engage in any activity that is prohibited under Subsection (1)(c) or (3)(c) for a mortgage loan originator or a mortgage entity.
 - (e) An LM who engages in any prohibited activity under Subsection (2)(d) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.
- (3)(a) A mortgage entity shall:
- (i) remit to any third-party service provider the fees that have been collected from a borrower on behalf of the third-party service provider, including:
 - (A) appraisal fees, which shall be remitted no later than 30 days following the date when the fees are received by the mortgage entity;
 - (B) inspection fees;
 - (C) credit reporting fees; and
 - (D) insurance premiums;
 - (ii) keep and dispose of records and customer information according to Section R162-2c-302; and
 - (iii) comply with a division request for information within ten business days of the date of the request;
 - (iv)(A) notify the division of the location from which the entity's PLM will work; and

(B) if the entity originates Utah loans from a location where the PLM is not present to oversee and supervise activities related to the business of residential mortgage loans, assign a separate LM to serve as the BLM per Subsection 61-2c-102(1)(e);

(v) ensure that:

(I) each sponsored mortgage loan originator fulfills the affirmative duties set forth in Subsection (1); and

(II) each sponsored LM fulfills the affirmative duties set forth in Subsection (2); and

(vi) notify, in writing and without unreasonable delay, each affected customer of a suspected breach of the mortgage entity's security system, if misuse of the customer's personal information occurs or is likely to occur as a result of the suspected security breach.

(b) A mortgage entity that fails to fulfill any requirement under Subsection (3)(a) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.

(c) A mortgage entity may not allow:

(i) any sponsored mortgage loan originator or LM to engage in any prohibited conduct; or

(ii) any unlicensed employee to perform an activity that requires a license.

(d) A mortgage entity that engages in any prohibited activity under Subsection (3)(c) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.

(4)(a) The division shall report in the nationwide database any final disciplinary action taken against a licensee for unprofessional conduct.

(b) A licensee may challenge the information entered by the division into the nationwide database pursuant to Section 63G-2-603.

(5)(a) A school shall:

(i) within 15 calendar days of any material change in the information outlined in Subsection R162-2c-203(1)(b), provide to the division written notice of the change;

(ii) with regard to the criminal history disclosure required under Subsection R162-2c-203(1)(b)(ix);

(A) obtain each student's signature before allowing the student to participate in course instruction;

(B) keep each signed criminal history disclosure for a minimum of two years; and

(C) make any signed criminal history disclosure available to the division upon request;

(iii) maintain a record of each student's attendance for a minimum of five years after enrollment;

(iv) upon request of the division, substantiate any claim made in advertising materials;

(v) maintain a high quality of instruction;

(vi) adhere to all state laws and rules regarding school and instructor certification;

(vii) provide the instructors for each course with the required course content outline;

(viii) require instructors to adhere to the approved course content;

(ix) comply with a division request for information within ten business days of the date of the request;

(x) upon completion of the course requirements, provide a certificate of completion to each student; and

(xi) ensure that the material is current in courses taught on:

(A) Utah statutes;

(B) Utah administrative rules;

(C) federal laws; and

(D) federal regulations.

(b) A school that fails to fulfill any requirement under Subsection (5)(a) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.

(c) A school may not:

(i) accept payment from a student without first providing to that student the information outlined in Subsections R162-2c-203(1)(b)(vi) through R162-2c-203(1)(b)(ix);

(ii) continue to operate after the expiration date of the school certification and without renewing;

(iii) continue to offer a course after its expiration date and without renewing;

(iv) allow an instructor whose instructor certification has expired to continue teaching;

(v) allow an individual student to earn more than eight credit hours of education in a single day;

(vi) award credit to a student who has not complied with the minimum attendance requirements;

(vii) allow a student to obtain credit for all or part of a course by taking an examination in lieu of attending the course;

(viii) give valuable consideration to a person licensed with the division under Title 61, Chapter 2c, Utah Residential Mortgage Practices and Licensing Act, for referring students to the school;

(ix) accept valuable consideration from a person licensed with the division under Title 61, Chapter 2c, Utah Residential Mortgage Practices and Licensing Act, for referring students to a licensed mortgage entity;

(x) allow licensed mortgage entities to solicit prospective mortgage loan originators at the school during class time or during the 10-minute break that is permitted during each hour of instruction;

(xi) require a student to attend any program organized for solicitation;

(xii) make a misrepresentation in its advertising;

(xiii) advertise in any manner that denigrates the mortgage profession;

(xiv) advertise in any manner that disparages a competitor's services or methods of operation;

(xv) advertise or teach any course that has not been certified by the division;

(xvi) advertise a course with language that indicates division approval is pending or otherwise forthcoming; or

(xvii) attempt by any means to obtain or to use in its educational offerings the questions from any mortgage examination unless the questions have been dropped from the current bank of exam questions.

(d) A school that engages in any prohibited activity under Subsection (5)(c) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.

(6)(a) An instructor shall:

(i) adhere to the approved outline for any course taught; and

(ii) comply with a division request for information within ten business days of the date of the request.

(b) An instructor who fails to fulfill any requirement under Subsection (6)(a) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.

(c) An instructor may not:

(i) continue to teach any course after the instructor's certification has expired and without renewing the instructor's certification; or

(ii) continue to teach any course after the course has expired and without renewing the course certification.

(d) An instructor who engages in any prohibited activity under Subsection (6)(c) shall be subject to discipline under Sections 61-2c-401 through 61-2c-405.

R162-2c-302. Requirements for the Security, Retention, and Disposal of Records and Customer Information.

(1)(a) An entity licensed under the Utah Residential Mortgage Practices Act shall maintain and safeguard for the period set forth in Section 61-2c-302 the following records and customer information:

(i) application forms, which include:

(A) the initial 1003 form, signed and dated by the loan originator; and

(B) the final 1003 form, signed and dated by the loan originator;

(ii) disclosure forms;

(iii) truth-in-lending forms;

(iv) credit reports and the explanations therefor;

(v) conversation logs;

(vi) verifications of employment, paycheck stubs, and tax returns;

(vii) proof of legal residency, if applicable;

(viii) appraisals, appraisal addenda, and records of communications between the appraiser and the registrant, licensee, and lender;

(ix) underwriter denials;

(x) notices of adverse action;

(xi) loan approval;

(xii) name and contact information for the borrower in the transaction;

(xiii) pre-qualification and pre-approval letters;

(xiv) other records required by underwriters involved with the transaction or provided to a lender; and

(xv) customer information acquired in the application or lending process.

(b) Records may be maintained electronically if the storage system complies with Title 46 Chapter 04, Utah Uniform Electronic Transactions Act.

(c) A licensed entity shall make each record available to the division pursuant to Subsection 61-2c-302(3).

(d) An individual who terminates sponsorship with an entity shall turn over to the entity any records and customer information in the individual's possession when the sponsorship is terminated.

(2) A person who disposes of records and customer information at the end of the retention period shall destroy the records and customer information, including any personal information by shredding, erasing, or otherwise making the information indecipherable.

(3)(a) If a licensed entity is actively engaged in the business of residential mortgage loans, the PLM is responsible for proper retention, maintenance, safeguarding, and disposal of records and customer information.

(b) If a licensed entity stops doing business in Utah, the control persons as of its last day of operation are responsible for proper retention, maintenance, safeguarding, and disposal of records and customer information.

R162-2c-401. Administrative Proceedings.

(1) Request for agency action.

(a) If completed in full and submitted in compliance with the rules promulgated by the division, the following shall be deemed a request for agency action under Utah Administrative Procedures Act, Section 63G-4-102, et seq.:

(i) an original or renewal application for a license;

(ii) an original or renewal application for a school certification;

(iii) an original or renewal application for a course certification; and

(iv) an original or renewal application for an instructor certification.

(b) Any other request for agency action shall:

(i) be in writing;

(ii) be signed by the requestor; and

(iii) comply with Utah Administrative Procedures Act, Section 63G-4-201(3).

(c) The following shall not be deemed a request for agency action under Utah Administrative Procedures Act, Section 63G-4-102, et seq., even if submitted in compliance with this Subsection (1)(b):

- (i) a complaint against a licensee; and
- (ii) a request that the division commence an investigation or a disciplinary action against a licensee.

(2) An adjudicative proceeding conducted subsequent to the issuance of a cease and desist order shall be conducted as a formal adjudicative proceeding.

(3) Other adjudicative proceedings.

(a) All adjudicative proceedings as to any matter not specifically designated as requiring a formal adjudicative proceeding shall be designated as formal or informal in the Division's notice of agency action or notice of proceeding, as applicable. These proceedings shall include:

- (i) a proceeding on an original or renewal application for a license;
- (ii) a proceeding on an original or renewal application for a school, instructor, or course certification; and
- (iii) except as provided in Section 63G-4-502, a proceeding for disciplinary action commenced by the division pursuant to Section 63G-4-201(2) following investigation of a complaint.

(b) A hearing shall be held in an informal adjudicative proceeding only if required or permitted by the Utah Residential Mortgage Practices and Licensing Act or by these rules.

(c) A party to a proceeding may move the presiding officer to convert the proceeding to a formal or informal adjudication pursuant to Utah Code Section 63G-4-202(3).

(4) Hearings not allowed. A hearing may not be held in the following informal adjudicative proceedings:

- (a) the issuance of an original or renewed license when the application has been approved by the division;
- (b) the issuance of an original or renewed school certification, instructor certification, or course certification when the application has been approved by the division;

(c) the issuance of any interpretation of statute, rule, or order, or the issuance of any written opinion or declaratory order determining the applicability of a statute, rule or order, when enforcement or implementation of the statute, rule or order lies within the jurisdiction of the division;

(d) the denial of an application for an original or renewed license on the ground that it is incomplete;

(e) the denial of an application for an original or renewed school, instructor, or course certification on the ground that it does not comply with the requirements stated in these rules; or

(f) a proceeding on an application for an exemption from a continuing education requirement.

(5) Hearings required. A hearing before the commission shall be held in the following circumstances:

(a) a proceeding commenced by the division for disciplinary action pursuant to Section 61-2c-402 and Section 63G-4-201(2);

(b) an appeal of a division order denying or restricting a license; and

(c) an application that presents unusual circumstances such that the division determines that the application should be heard by the commission.

(6) Procedures for hearings in informal adjudicative proceedings.

(a) The division director shall be the presiding officer for any informal adjudicative proceeding unless the matter has been delegated to the chairperson of the commission or an administrative law judge.

(b) All informal adjudicative proceedings shall adhere to procedures as outlined in:

- (i) Utah Administrative Procedures Act Title 63G, Chapter 4;
- (ii) Utah Administrative Code Section R151-4 et seq.; and
- (iii) the rules promulgated by the division.

(c) Except as provided in Subsection 7(b), a party is not required to file a written answer to a notice of agency action from the division in an informal adjudicative proceeding.

(d) In any proceeding under this Subsection, the commission and the division may at their discretion delegate a hearing to an administrative law judge or request that an administrative law judge assist the commission and the division in conducting the hearing. Any delegation of a hearing to an administrative law judge shall be in writing.

(e) Upon the scheduling of a hearing by the division and at least 30 days prior to the hearing, the division shall, by first class postage pre-paid delivery, mail to the address last provided to the division pursuant to Section 61-2c-106 or Subsection R162-2c-201, as applicable, written notice of the date, time, and place scheduled for the hearing.

(f) Formal discovery is prohibited.

(g) The division may issue subpoenas or other orders to compel production of necessary and relevant evidence:

(i) on its own behalf; or

(ii) on behalf of a party where:

(A) the party makes a written request;

(B) assumes responsibility for effecting service of the subpoena; and

(C) bears the costs of the service, any witness fee, and any mileage to be paid to the witness.

(h) Upon ordering a licensee to appear for a hearing, the division shall provide to the licensee the information that the division will introduce at the hearing.

(i) The division shall adhere to Title 63G, Chapter 2, Government Records Access and Management Act in addressing a request for information obtained by the division through an investigation.

(j) The division may decline to provide a party with information that it has previously provided to that party.

- (k) Intervention is prohibited.
- (l) Hearings shall be open to all parties unless the presiding officer closes the hearing pursuant to:
 - (i) Title 63G, Chapter 4, the Utah Administrative Procedures Act; or
 - (ii) Title 52, Chapter 4, the Open and Public Meetings Act.
- (m) Upon filing a proper entry of appearance with the division pursuant to R151-4-110(1)(a), an attorney may represent a respondent.
 - (7) Additional procedures for disciplinary proceedings.
 - (a) The division shall commence a disciplinary proceeding by filing and serving on the respondent:
 - (i) a notice of agency action;
 - (ii) a petition setting forth the allegations made by the division;
 - (iii) a witness list, if applicable; and
 - (iv) an exhibit list, if applicable.
 - (b) Answer.
 - (i) At the time the petition is filed, the presiding officer, upon a determination of good cause, may require the respondent to file an answer to the petition by so ordering in the notice of agency action.
 - (ii) The respondent may file an answer, even if not ordered to do so in the notice of agency action.
 - (iii) Any answer shall be filed with the division within thirty days after the mailing date of the notice of agency action and petition.
 - (c) Witness and exhibit lists.
 - (i) The division shall provide its witness and exhibit list to the respondent at the time it mails its notice of hearing.
 - (ii) The respondent shall provide its witness and exhibit list to the division no later than thirty days after the mailing date of the division's notice of agency action and petition.
 - (iii) Any witness list shall contain:
 - (A) the name, address, and telephone number of each witness; and
 - (B) a summary of the testimony expected from each witness.
 - (iv) Any exhibit list:
 - (A) shall contain an identification of each document or other exhibit that the party intends to use at the hearing; and
 - (B) shall be accompanied by copies of the exhibits.
 - (d) Pre-hearing motions.
 - (i) Any pre-hearing motion permitted under the Administrative Procedures Act or the rules promulgated by the Department of Commerce shall be made in accordance with those rules.
 - (ii) The division director shall receive and rule upon any pre-hearing motions.

R162-2c-402. Disciplinary Action.

In reviewing a request to convert a revocation to a suspension pursuant to Section 61-2c-402(4)(a):

- (1) The commission may not convert a revocation that was based on a felony conviction involving fraud, misrepresentation, deceit or dishonesty, breach of trust, or money laundering.
- (2) The commission may consider converting a revocation that was based on other criminal history, including:
 - (a) a plea in abeyance, diversion agreement, or similar disposition of a felony charge; and
 - (b) a misdemeanor offense, regardless of the nature of the charge or the disposition of the case.

R162-2c-501a. Optional Experience Equivalency Calculation.

(1) Thirty months of full-time experience in the following activities shall be considered equivalent to one year of experience as a first-lien residential mortgage loan originator:

- (a) loan underwriter;
- (b) mortgage loan manager;
- (c) loan processor;
- (d) certified mortgage prelicensing instructor;
- (e) second-lien residential loan originator; and
- (f) a licensed mortgage loan originator working as a junior loan officer or assistant loan officer.

(2) An applicant who wishes to receive experience credit under this Subsection R162-2c-501a, but who cannot demonstrate experience equivalent to a full year of first-lien residential mortgage loan origination shall:

- (a) be awarded experience credit as deemed appropriate by the division; and
- (b) complete the experience requirement through additional experience as a first-lien residential mortgage loan originator, as determined by the division.

R162-2c-501b. Optional Experience Points Table.

TABLE
APPENDIX 3 - OPTIONAL EXPERIENCE TABLE

Professional activity	possible points
(1) Loan underwriter	0.5 pt/month

- (2) Mortgage loan manager 0.5 pt/month
- (3) Loan processor 0.5 pt/month
- (4) Certified mortgage prelicensing instructor 0.5 pt/month
- (5) Second-lien residential loan originator 0.5 pt/month
- (6) Licensed mortgage loan originator working as a junior loan officer or as an assistant loan officer 0.5 pt/month

KEY: residential mortgage, loan origination, licensing, enforcement

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Authorizing, and Implemented or Interpreted Law: 61-2c-103(3); 61-2c-402(4)(a)