



Diversity Briefing

AMERICAN MORTGAGE DIVERSITY COUNCIL | SUMMER 2018 EDITION

Machine Ethics: Programming the Bias Out of the Decision-Making Process

By **Demetrius Gray**

Societal bias—the cognitive assigning of distinct traits to individuals or groups without supporting data—is pervasive and destructive. The use of systems based on artificial intelligence sometimes makes it worse. Researchers are calling for dealing with bias in artificial intelligence (AI) now, before it becomes entrenched. Algorithmic equality has become a robust field of study and discussion.

As algorithms make more and more decisions for us and about us, we must make sure those decisions are actually fair. Does the general public even know that AI is already driving loan worthiness, emergency response, criminal sentencing, and medical diagnosis, to name just a few applications? It's writing news stories and weather reports. AI is part of every Amazon

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What Is Unconscious Bias and Why Is It a Problem?

By **Katie Van Hook**

At the last AMDC Summit, Charmaine Brown, Diversity Director at Fannie Mae, said something that really got my attention: “What you are not aware of that is influencing your decisions can be very dangerous.” She was referring to the impact of unconscious biases in our decision making at work. Like it or not, we all have biases. We need them. Unconscious biases are shortcuts taken by our brains in order to manage the millions of small decisions we make on a day-to-day basis. We don't have time to consciously evaluate everything we do.

For example, from a survival standpoint, our mental categorization of things as either “good” or “bad” has helped our brain make quick decisions as to what is safe or unsafe. Every person forms unconscious biases based on cultural stereotypes and their own personal experiences. Mental shortcuts and instinctive categorizations can be useful in our daily routines, but they can create massive problems in the workplace. Our biases can lead to incorrect assumptions, which in turn can lead to harmful decisions. These are some issues you can expect to see if you let your unconscious biases take over:

1. Poor Candidate Selection

If the person writing job listings has an unconscious bias in favor of men, the job descriptions could be written in a way that appeals more to men. For instance, extreme masculine words like “rockstar,” “ninja,” or “hunter” should be swapped with something a little more neutral. If the person reviewing resumes has an unconscious bias against black people, he or she might not fairly evaluate a resume with a “black-sounding” name.

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AMDC and LGBT Leaders Discuss Homeownership Issues

Diversity and Inclusion practices in housing and the mortgage finance industry have come a long way from the time the Fair Housing Act was signed 50 years ago. Since then, many individuals have benefited from the fair housing rules to achieve the American Dream of homeownership.

Even as the industry celebrated World Diversity Day recently, there are still many individuals who continue to face discrimination in finance and housing. LGBT youth, for

example, continue to make up an abnormally high percentage of the United States' homeless population and also sometimes face discrimination or limitations on access to financial services.

The American Mortgage Diversity Council (AMDC), in partnership with BankUnited and Bank of America, hosted two town hall discussions with leaders from the Miami and Los

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Diversity Briefing

AMERICAN MORTGAGE DIVERSITY COUNCIL

SUMMER 2018 EDITION



A Renewed Commitment...

The American Mortgage Diversity Council (AMDC) exists for the purpose of promoting diversity and inclusion (D&I), throughout the mortgage industry, as the recognized path to further business success and value among all client and consumer segments. To that end, the organization will provide tools and strategies to create an understanding and appreciation of individual differences in thought, experience, race, ethnicity, culture, religion, style, sexual orientation and gender identity.

In May, the AMDC held its Spring member meeting where attending members spent a constructive time receiving critical updates on strategic initiatives of the organization and discussing next steps that align with the organization's purpose and goals. The interaction that took place resulted in the development of action plans in four areas of focus for the organization throughout the remainder of 2018.

Fair Housing The AMDC will promote the cause of fair housing standards as a necessary protection for minority communities. A part of that commitment will be targeted advocacy on behalf of the organization for the inclusion of sexual orientation as a protected class within federal housing discrimination law. The organization will formulate a position statement framing the current issues surrounding lack of federal statutory protection from housing discrimination, why judicial & state legislative remedies are inadequate, and the need to amend the Fair Housing Act in order to achieve desired outcomes. The organization will also work to build a coalition of like-minded stakeholders in Washington, D.C., with AMDC leadership to discuss the issues.

Gender Equality The AMDC will work to foster an industry culture of gender equality and respect. The organization will develop an industry pledge which affirms each organization's commitment to remain vigilant on gender equality issues, including but not limited to issues of pay and treatment equity in the workplace. The pledge will be published with accompanying data outlining the depth of the problem.

Education The AMDC will provide best-in-class education on issues pertaining to diversity and inclusion. The organization fulfills this commitment through its partnership with the Five Star Academy on its D&I certification, the production of a monthly webinar series exploring selected D&I topics, the production of a quarterly newsletter, and other selected educational initiatives which occur throughout the year.

Mentorship The AMDC is committed to mentoring and fostering the growth of the mortgage professionals of tomorrow. To that end, the organization will be supplementing its mentorship program by providing students with the opportunity to be mentored by an industry professional. Eligible students must apply and have an interest in a career in mortgage banking or finance.

The AMDC is committed growing a more inclusive mortgage industry by partnering with its members on initiatives of strategic importance. We look forward to continuing this important work for the benefit of homeowners.

Sincerely,

Derek Templeton

Executive Director

American Mortgage Diversity Council



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2. Low Employee Morale

Actual or perceived discrimination can have a negative impact on morale. This can lead to poor job satisfaction, tension, and reduced commitment to the company.

3. Workplace Discrimination

Discrimination, real or perceived, puts you and your company at risk for high turnover, bad reputation, and possible legal action. Society has a very low tolerance for racial profiling and one strike against your brand on Twitter could be catastrophic.

How to Avoid and Address Unconscious Bias in the Workplace

Risha D. Grant, diversity consultant, speaker, and author, said, “Companies don’t have diversity problems, they have people problems. We cannot change our companies without changing ourselves, and that starts with recognizing and confronting our unconscious bias.” As a company leader, take a look at yourself. Fix yourself first, then lead your company to improvement.

Here are some targets to think about:

1. Awareness

Be honest with yourself. Find out what biases you have that you don’t know about. Make this a personal commitment. Dedicate some time to focus and think deeply about what or who makes you uncomfortable and why. Ask your trusted colleagues and mentors if they can think of any biases you might have. What are your triggers? You should also consider taking a few online

tests from Project Implicit, a non-profit scientific research group based at Harvard University. I have taken several of these tests and the results were surprising.

Your unconscious biases are likely to come into play when your brain wants to take shortcuts when you’re making decisions in a hurry or under stress. When is this likely to happen while you’re working? Think about it, take the tests, talk to people. You need this information so you can prepare yourself and retrain your brain to make better choices. Take some notes about your findings, your triggers, and how your decision-making process could improve if you become more aware of these biases.

2. Policies and Training

If you don’t have a diversity and inclusion statement, write one today. Then, make sure every single person in the company knows about it. It is critical that leadership teams are committed to diversity and inclusion. Communicate this commitment to your employees through the availability of programs like mentoring, community resource groups, and diversity councils. Last but not least, hold people accountable. It has been said that what gets measured gets done. Think about creating Diversity and Inclusion goals or unconscious bias-busting goals for your leadership team. The goals could be centered around recruitment, equitable mentoring, or unconscious bias discovery and training. Follow up during the next performance review.

3. Hiring Practices

When a position opens at your company, you have a terrific opportunity to practice everything

you’ve discovered about any biases you might have. These are some proven methods of ensuring fair selection of candidates:

A. Write the job description with care. Make sure not to use words that might appeal to one gender over another. Remain as neutral as possible. Clearly defining the job requirements and candidate qualities you are seeking in advance can also help you review resumes more objectively.

B. Consider blind resume review. Stripping the name from a resume blocks unconscious bias from having an impact on your initial review and allows you to focus on the qualifications of the applicant.

C. Train your interviewers. Make sure the people conducting interviews have successfully completed unconscious bias training. Avoid small talk in an interview and stick to pre-written questions. The take-away: Humans have unconscious biases. Work to discover the biases both you and your management team may have so you can reduce the chances of causing unintended damage. Don’t end up trending on Twitter (in a negative way) for something that could have been prevented. Don’t be Starbucks.



Katie Van Hook has brought a wealth of experience to Continental Real Estate Services over the last 10 years, having worked with refinance, asset portfolio management, HUD signings, and REO closings on the West Coast. She helps clients to see what is possible and staff to know how to get it done nationwide.



It's All About the Customer: A Simple Case for Diversity and Inclusion

By **Brian Dailey**

Two keywords, diversity and inclusion, are written in business publications, popular online blogs, and corporate human resources policy and procedure manuals. This topic is one of the most discussed topics in business today. So, what's the big deal? Why is diversity and inclusion such a critical discussion?

The answer is simple. As this country's overall demographics change, consumers' buying behavior patterns are changing as well. Ignoring these changes is simply bad for business. Staying in front of the consumer's decision-making process for buying is one of the most effective methods to influence growth and expansion of any business.

The next question should be, how can a company understand consumers' buying habits and decision-making processes for goods and services? One short and simple answer is, hire a diverse workforce that represents the markets the companies serve.

A diverse and inclusive workforce brings specific culture understanding from a variety of individuals. Regardless of age, gender, sexual orientation, nationality, etc., having a diverse and inclusive group of teammates provides many positive benefits that will directly contribute to a company's goals and objectives.

Let's put it this way: if I am a mortgage company, run only by one specific gender group, one specific race, and one specific nationality,

how is it possible to understand the specific needs of consumers who include different genders, races, and nationalities? You can't. It is impossible to effectively and comprehensively understand the needs and wants of all individuals if the company does not have a diverse and inclusive workforce, as well as suppliers and vendors.

Statistics show that companies considered diverse and inclusive reflect key favorable results about their company's performance. Diverse and inclusive companies are more creative, more innovative, score higher on customer satisfaction surveys, and are considered more trustworthy. The end result is that diverse and inclusive companies outperform their non-diverse and non-inclusive competitors by a minimum of 15 percent in gross revenue per year.

The proof of the buying power of diverse consumers is in the numbers. The following numbers illustrate key market segments that require our attention:

Hispanic buying power went from \$495 billion in 2000 to \$1.4 trillion in 2016—nearly 10 percent of U.S. buying power in 2016.

- >> The U.S. Hispanic market is larger than the GDP of Mexico and bigger than the economies of all but 14 countries in the world.
- >> African-American buying power is estimated at \$1.2 trillion in 2016 and is expected to hit

\$1.58 trillion by 2021.

- >> Asian-American buying power has grown 222 percent to \$891 billion, the biggest percentage increase of any minority group.

Source: *Selig Center for Economic Growth*

Beyond being the right thing to do, embracing diversity and inclusion helps build a sustainable business platform that will meet the needs of a company for years to come. Looking like, acting like, and being part of a society that a company serves is common sense. Consumers want to deal with companies that understand their needs and wants.

If a company has not made a decision to be diverse and inclusive, it needs to start now. Becoming diverse and inclusive is a critical, permanent, cultural paradigm shift for a company. It doesn't happen overnight, and it takes a constructive, honest internal look at what a company must do to become diverse and inclusive.

When the cultural shift starts to happen, the desired positive results will start to happen as well. Once a company embraces the diversity and inclusiveness paradigm shift, the company will begin to understand and relate better to the consumers they serve.



As Chief Strategy Officer for First Allegiance, **Brian Dailey** brings more than 30 years' experience in the mortgage banking sector, covering a wide

range of responsibilities. He has managed, built, and implemented strategies pertaining to risk management, default servicing, quality control, REO management, and loan origination. He is focused on building alliances and synergies with industry partners. As a proven business strategic designer, Dailey provides keen, candid, and visionary insight to critical projects. He brings an innovative approach to client requests.

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purchase and Netflix binge. It’s telling advertisers what you said on Facebook.

Artificial intelligence is the science of engineering intelligent machines. “Intelligent,” in this regard, means receiving new information and coming to better conclusions based on the new data, the way human brains work.

Current thinking holds that artificial intelligence could be the great equalizer, and on its face, it has that potential. AI decides based on math, right? Today, AI reflects the bias of its creators.

AI has had some spectacular failures. Facial recognition systems, among the most commonly used forms of AI, have very good performance overall (88-93 percent accuracy), but are much worse for darker-skinned faces (77-87 percent accuracy), and women (79-89 percent accuracy), and even worse for people at the intersection of those two subgroups (i.e., darker-skinned women—65-79 percent accuracy), according to the UC Berkeley School of Information. First-generation virtual assistants reinforce sexist gender roles: female voices for task assistants (Siri and Alexa) and male voices for problem-solving bots (Watson and Einstein). A driverless car recently struck and killed a pedestrian.

AI is moving into a level of sophistication that makes rooting out bias even more difficult. It is no longer just creating output; AI is now creating its own novel skills and correlations, from logic designers can’t always explain. How can we capture the full value of AI for the benefit of all?

It starts with transparency standards and open-source code such as deeplearning.js and TensorFlow to render AI that is more

governable. AI Now, a top nonprofit advocate for “algorithmic fairness,” says if a designer can’t explain an algorithm’s decisions, they shouldn’t be able to use it. The EU’s General Data Protection Regulation that went into effect on May 25 requires machine-based decisions to be explainable. The U.K.’s House of Lords is calling for a global AI code of ethics. The mandate to develop transparent approaches is growing. Teams creating artificial intelligence should include ethicists, psychologists, and sociologists in order to solve problems fairly. Data ethics courses should be part of engineering curricula. Data sources like historical texts should be evaluated before being uploaded, and before they embed racist and sexist attitudes into models. Better feedback loops have humans in the middle, so we can reinsert judgment, if needed. Finding, scrubbing, interpreting, and choosing data sets has become an art for engineers creating algorithms.

Real estate was considered behind the curve but is catching up quickly when it comes to using machine learning to make decisions by AI. Many time-consuming aspects of property management are already, or soon will be, fully automated: sourcing, qualifying, and signing tenants, employees, and construction vendors, as well as using sensors and software to monitor, inspect, and display structures. AI bots answer queries about terms of leasing, footage, and other common questions during virtual tours. Real estate startup Truss uses Vera, a proprietary AI bot, to help clients source office space. Our company, WeatherCheck, uses AI to tell owners when to use insurance to cover weather damage repairs.

One interesting application of AI in real estate was the “Broker vs. Bot challenge” by Inman,

which attempted to predict buyer preferences. The bot won the top spot—the buyer’s favorite home—all three times, and that was two years ago. Brokerage REX Real Estate Exchange uses artificial intelligence and machine learning to sell homes, crunching tens of thousands of data points to source likely buyers for a home and targeting them with digital ads, then charging only a 2 percent commission.

Juwai.com, a Chinese international real estate website, has deployed a line of Mandarin-speaking robotic personal assistants called “Butler 1” for agents and developers in the U.S., Canada, Australia, the U.K., Malaysia, and Singapore to “help guide Chinese buyers through purchases.” They will also capture important customer feedback during transactions.

As Cathy O’Neil, mathematician and author of the book Weapons of Math Destruction, recently said, “It’s an emerging field ... within the next two decades we will either have solved the problem of algorithmic accountability or we will have submitted our free will to stupid and flawed machines.”

Clearly, AI is already a part of day-to-day life for almost all of us. How it develops, whether with or without bias, also depends on our collective involvement.



WeatherCheck Founder and CEO Demetrius Gray is a sixth-generation Kentuckian who grew up in rural Hopkins County, the son and grandson of entrepreneurs. After working in the finance, roofing, and reconstruction industries, he founded WeatherCheck in 2016 to automate and speed up the processes of claims and repair after weather damage.

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Angeles LGBT communities on May 23 and June 15, respectively. The meetings were the third and fourth in a series convened by the AMDC with LGBT community leaders in some of the major cities across the U.S.

“The AMDC is committed to working towards an industry that ensures equal opportunity, regardless of race, gender, religion, or sexual orientation,” said Ed Delgado, President and CEO of the Five Star Institute.

“This series of meetings focusing specifically on the concerns of the LGBT community is

born out of that commitment and will provide the organization with the data and perspective needed to advocate for positive change.”

“The AMDC is committed to working towards an industry that ensures equal opportunity, regardless of race, gender, religion, or sexual orientation.”

Ed Delgado, President and CEO, The Five Star Institute.

“The AMDC town halls are a constructive time for the industry to listen and learn more about the concerns of the LGBT community, gather information, and offer feedback,” said Derek Templeton, Executive Director of the AMDC. “We’d like to thank BankUnited and Bank of America for hosting us and look forward to further discussions on these important topics.”

Participating organizations for the third town hall included the Five Star Institute, Fannie Mae, Bank of America, BankUnited, U.S.

Bank, Laudan Properties, Federal Home Loan Bank of Chicago, Freddie Mac, Miami-Dade LGBT Chamber of Commerce, Equality Florida, Lambda Legal - Chicago, Hope, Inc., SAGE, TransSocial, Inc., Pridelines, the Alliance for GLBTQ Youth, Our-Fund.org, and the National Association of Gay and Lesbian Real Estate Professionals (NAGLREP).

Participating organizations for the Los Angeles Town Hall included Bank of America, Covenant House California, the Five Star Institute, Fannie Mae, Lambda Legal, Landmark Network, the Los Angeles LGBT Center, NAGLREP, PennyMac, the Trevor Project, and U.S. Bank.

In addition to promoting a dialogue between banks, mortgage companies, and LGBT community organizations, this series of AMDC Town Halls will culminate in the creation of a white paper report that will be circulated to thought leaders across the country, including mortgage industry leaders, housing policy experts, and participating LGBT organizations.

THE AMDC WELCOMES NEW MEMBERS



A&D Property Services' commitment to diversity means harnessing and implementing the power of our collective perspectives, talents, and insights to contribute to the work of rectifying the issues of disparity shared by people of color and other minority groups. Despite over 26 years of service and proven performance in the REO Industry, it is still clear that our industry has more progress to make toward fully embracing a culture of diversity and inclusion. This reality is one of the many motivating factors that fuel our deliberate and purposeful involvement with the AMDC and our industry peers' efforts toward meaningful change.



At **CoreLogic**, our company-wide diversity and inclusion efforts encourage all employees to bring their point of view to work every day. We believe that building a diverse and inclusive culture is critical to winning in the workplace, in the marketplace, and in the community. We believe that by connecting people to better information, we are improving the way we live and the way businesses operate. The reason we do so is simple—we believe in helping others and making a difference. CoreLogic is dedicated to attracting and retaining the best talent—bringing together men and women from many countries, cultures, ethnicities, lifestyles, generations, abilities, and backgrounds, including military veterans—as a CoreLogic community. We also believe that having a diverse supplier base helps us better understand and anticipate the needs of those we serve. Supporting supplier diversity gives us a competitive advantage through access to a broader range of skills, services and solutions while providing economic support to nearby communities.



Doonan Graves & Longoria has always had an interest in the promotion and practice of diversity, in its workforce, the industry, and society. Managing member Kevin Graves is of African-American descent and member, Reneau Longoria, is a female of Native American descent. The firm works on a continuous basis to enhance the participation of various racial, ethnic gender, religious, and orientation segments of our society. The firm has observed the activities of the AMDC since its inception and welcomes the opportunity to participate in the programs and efforts to continue the development of our industry and society.



Member driven. Community focused.

The Federal Home Loan Bank of Dallas (FHLB Dallas) is a part of the Federal Home Loan Bank System, created by an Act of Congress and signed into law by President Herbert Hoover on July 22, 1932, to provide capital for mortgage funding during the Great Depression. We are committed to promoting diversity and inclusion at every level of the organization from employment to contracting. We focus on building sustained relationships and providing contracting opportunities with disabled, minority-, and women-owned businesses.



Folks Hess Kass, PLLC is certified as a women-owned business by the Women's Business Enterprise National Council (WBENC), the nation's largest certifier of women-owned businesses and a leading advocate for women business owners and entrepreneurs. The vast majority of attorneys and staff of our firm are women of different backgrounds, races, and religions. Our membership in the AMDC reaffirms our commitment to the advancement of women in the legal and mortgage servicing industries.



National General Lender Services (NatGen) is the most effective and compliant provider of mortgage and auto lender-placed protection solutions, insurance products and risk management services. NatGen recognizes workforce diversity as an organizational strength among our employees and our supplier community. NatGen understands that drawing on a wide variety of capabilities, ideas and insights enhances decision-making quality and promotes an entrepreneurial mindset. We believe that a skilled workforce that reflects the diversity of our customers and communities is able to increasingly meet their needs with relevant products and effective service delivery.



Strategic Venture Partners is a Woman-Owned, Minority-Owned and Veteran-Owned business. We believe diversity means the inclusion of all people and acknowledging that these differences and life experiences enhance both the workplace and its overall culture. It means that all people can achieve the same opportunities and have the ability to grow and create the best life possible for themselves, their companies and their families. It is about seeing the value of every human being no matter their differences.



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PRESENTED BY:

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RANDALL S. MILLER &
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AUGUST 16, 2018

**DIVERSITY AND
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HOSTED BY:

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Heavner, Beyers & Mihlar Celebrates International Women's Day

In recognition of International Women's Day 2018, Heavner, Beyers & Mihlar, LLC, celebrated its dedication to equality within the industry by holding a brown bag luncheon for its team members. Participants of the lunch wore purple, which is the official color of International Women's Day, and the firm's own Chidi Wachukwu shared her experience emigrating from Nigeria to the United States, as well as the opportunities afforded to women and children in Nigeria. Guest speaker Anita Ayers, Executive Director of Africa ELI, a group that works to support girls' education in South Sudan, also discussed her experiences working with young girls in that region. Recognizing International Women's Day further motivated the firm's team to promote diversity and inclusion beyond the workplace.

Freddie Mac Named Top Employer for Asian Pacific Americans

Freddie Mac has been recognized as a 2018 Best Practice Employer for Asian Pacific American (APA) and Asian employees, in three categories, as part of Asia Society's 2018 Asian Pacific American Employer Awards. Freddie Mac was honored for Employee Growth and Advancement, Market Opportunities, and Community Commitment.

Presented by Asia Society, the awards recognize employers that are leaders in attracting, developing, and retaining APA employees. "We're extremely proud to be honored by Asia Society,"

said Stephanie Roemer, Director of Workforce Diversity and Inclusion at Freddie Mac. "In particular, we are excited to be recognized for our efforts in employee growth and advancement, as we believe it's not enough to just get diversity in our doors, rather it's important to make sure our diverse talent is advancing within the company."

The awards are based on the results of the Asian Pacific Americans Corporate Survey, a national benchmark study about the growth, development, and advancement of APA employees in Fortune 500 companies. Winners were selected based on a statistical analysis of internal employee surveys distributed to APAs, as well as an external judging panel.

AMDC Members Make the Business Case for D&I

Policies promoting diversity and inclusion offer many benefits from both practical and ethical standpoints. On Wednesday, May 30, the American Mortgage Diversity Council presented a complimentary webinar delving into why D&I also make good business sense. If you missed out on the webinar on Wednesday, don't worry—you can listen to a full recording of the presentation, which is hosted on the AMDC website.

Entitled "Making the Business Case for Diversity & Inclusion," this most recent AMDC webinar explored how increasing inclusiveness contributes to the health of an organization and benefits the bottom line. The webinar presented an overview of practical steps that your business can take to promote diversity in the workplace.

Tami Rund, CEO at AssetVal, hosted the webinar, providing industry professionals and diversity practitioners with practical education to deepen their knowledge on issues related to D&I. The webinar also included presentations from AMDC member firms Continental Real Estate Services, First Allegiance, and First American.

AMDC Announces Advisory Council Election Results

The American Mortgage Diversity Council announced results of its first advisory council election during the AMDC Member Meeting on May 2, 2018.

The AMDC advisory council consists of some of the top names in the industry who guide members of the organization to focus on the group's core mission of creating a diverse and inclusive mortgage industry for all.

"The AMDC exists to facilitate action that promotes positive change on diversity and inclusion within the residential mortgage industry," said Ed Delgado, President and CEO of the Five Star Institute. "These elected leaders are emblematic of the passion and energy for the adoption of inclusive practices, that is embodied throughout the membership. I look forward to serving alongside this distinguished group."

The following members were elected to the advisory council:

- » **Ray Barbone**, EVP, Bank Operations, BankUnited
- » **Tamara Haskins**, FVP, Diversity & Inclusion, PennyMac
- » **Lola Oyewola**, Director, Human Resources, Ocwen Financial Corporation
- » **Doris Raimundi**, SVP, Mortgage Servicing, Head of Quality Control, U.S. Bank
- » **Stephanie Roemer**, Director, Office of Diversity & Inclusion, Freddie Mac
- » **Michael Ruiz**, Director of Supplier Diversity, Fannie Mae
- » **Steve Thomas**, Senior Managing Director, Mortgage Capital Markets, Federal Home Loan Bank of Chicago

"I am delighted to be a part of the AMDC Council and look forward to continuing to support and advance the mission of the AMDC," said Haskins on her appointment.

Under the direction of AMDC Chair Kathy Cummings, SVP, Homeownership Solutions and Affordable Housing Programs, Bank of America, and Vice-Chair Charmaine Brown, Director, Engagement and Outreach at the Office of Minorities, Women, and Inclusion at Fannie Mae, the newly elected advisory council will continue AMDC's work of shaping the diversity agenda while advancing solutions that support a broad range of member initiatives that include supply-chain diversity, challenges faced by minorities, LGBT, and women-owned businesses.

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MORTGAGE SERVICING COMPLIANCE 201

HOME MORTGAGE DISCLOSURE ACT

TELEPHONE CONSUMER PROTECTION ACT

SERVICEMEMBERS CIVIL RELIEF ACT

DETERMINING SUCCESSORS IN INTEREST

TRID

EQUAL CREDIT OPPORTUNITY ACT

LEGAL PRACTICE

BACK TO BASICS: FORECLOSURE 101

ADVANCED FORECLOSURE PRACTICE

ETHICAL CONSIDERATIONS IN FINANCIAL SERVICE LEGAL PRACTICE

TITLE DEFECTS IN FORECLOSURE

HOA LIENS 101: HOW "SUPER" IS SUPER PRIORITY?

HOA LIENS 201: SUPER-PRIORITY STATES

EMERGING LITIGATION TRENDS IN MORTGAGE LENDING AND SERVICING

DISTRESSED ASSET DISPOSITION

REO 101

TECHNOLOGY IN REO

ASSET MANAGEMENT

WORKING WITH GSEs

BEST PRACTICES: ETHICS AND BECOMING INDISPENSABLE

SHORT SALE BASICS AND EVALUATION

SERVICES OFFERED: CASH FOR KEYS, DEED-IN-LIEU, AND VALUATIONS

PROTECTING THE ASSET: REO MAINTENANCE AND PROPERTY MANAGEMENT

DIVERSITY AND INCLUSION

EVOLUTION OF DIVERSITY AND INCLUSION IN AMERICA

MORTGAGE LEGISLATION

SUPPLY CHAIN DIVERSITY

ETHICS AND UNCONSCIOUS BIAS

WORKPLACE CONFLICT RESOLUTION

BUSINESS ANALYTICS FOR D&I

HIRING BEST PRACTICES

SCREENING AND ONBOARDING

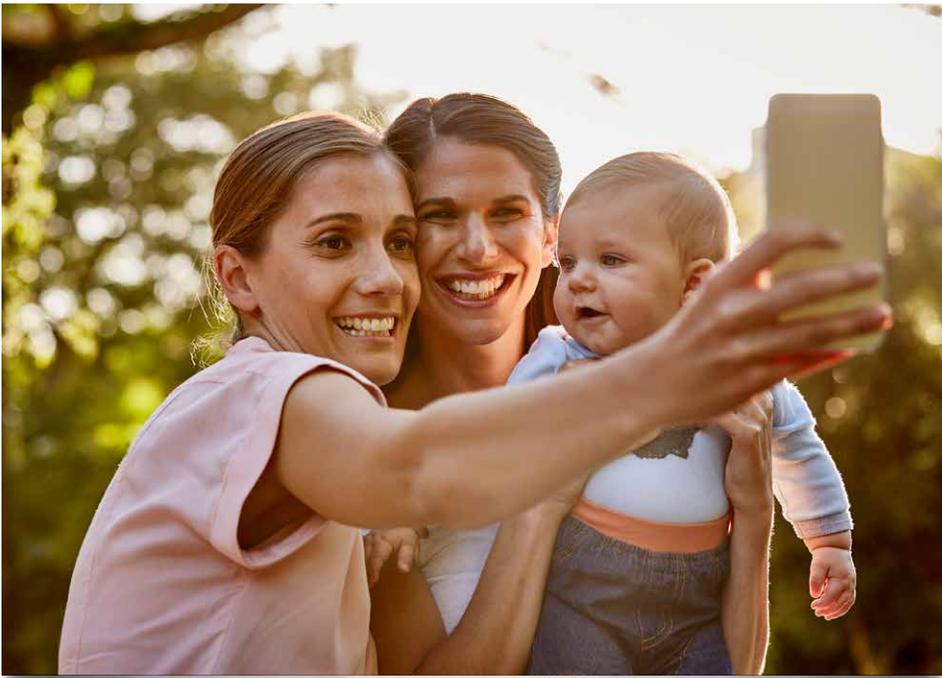


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Fannie Mae Roundtable Explores LGBT Fair Housing Protections

On June 26, Fannie Mae hosted a roundtable at their headquarters in Washington, D.C., fostering a discussion of initiatives and legislation promoting diversity and equality within the housing industry for LGBT individuals.

The event was moderated by Bill Fahey, VP, Office of Minority and Women Inclusion, Fannie Mae, who oversaw a wide-ranging roundtable discussion that included insights from Charmaine Brown, Director of the Office of Diversity and Inclusion at Fannie Mae; Derek Templeton, Executive Director of the American Mortgage Diversity Council; and Peter Nguyen, Director of the D.C. chapter of the National Association of Gay and Lesbian Real Estate Professionals (NAGLREP). Brown also serves as Vice Chair of the AMDC, partnering with Chair Kathy Cummings of Bank of America.

“The AMDC appreciates the opportunity to be involved in today’s event,” Templeton said. “We look forward to continuing to work with Fannie Mae and NAGLREP to ensure that all Americans have equal access to homeownership, regardless of race, religion, or orientation.”

Templeton discussed the mission and purpose of the AMDC, which works to promote diversity and inclusion throughout the mortgage industry. In order to further those goals, the AMDC strives to develop and provide tools and strategies to create an understanding and appreciation of individual differences in thought, experience, race, ethnicity, culture, religion, style, sexual orientation and gender identity and to move business

practices forward to embrace diversity and inclusion as essential to innovation and optimal business results.

Templeton also provided an update on the AMDC’s series of LGBT Town Hall events. The AMDC has so far hosted four of these events—in Dallas, Chicago, Miami, and Los Angeles—which are designed to bring together servicers and local LGBT community groups for a day of discussion regarding issues affecting the LGBT community, from perspectives of both homeownership and workplace inclusion. The AMDC Town Halls will culminate in the creation of a white paper report that will be circulated to thought leaders across the country, including mortgage industry leaders, housing policy experts, and participating LGBT organizations.

NAGLREP’s Peter Nguyen presented an update on various diversity initiatives, including a legislative update on H.R. 1447, the Fair and Equal Housing Act of 2017. This bill would amend the Fair Housing Act of 1968 to add sexual orientation and gender identity as classes protected against discrimination in the sale, rental, or financing of housing.

The roundtable discussion also touched on other relevant topics such as the state of the housing market when it comes to fair housing and equal-opportunity employment for LGBT individuals, the challenges of LGBT homelessness, and how Fannie Mae can work with groups like the AMDC and NAGLREP to promote equality, diversity, and inclusion for the LGBT community.



THE AMERICAN MORTGAGE DIVERSITY COUNCIL DIRECTORY CONNECTING DIVERSE SUPPLIERS TO THE MORTGAGE INDUSTRY



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MICHAEL RUIZ, DIRECTOR OF SUPPLIER DIVERSITY, FANNIE MAE

This year, Five Star is proud to announce this session will be led by Michael Ruiz, Director of Supplier Diversity at Fannie Mae. Ruiz is responsible for designing, implementing, and monitoring the organization's supplier diversity program, as well as delivering training to key internal and external stakeholders.

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Diversity Briefing

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