

# CONSUMER ADVISORY BOARD MEETING

August 11<sup>th</sup>, 2021

Consumer Financial Protection Bureau  
1:00 p.m. – 5:00 p.m. EST  
Held via WebEx

Dial in option (Listen only):  
USToll: 14043971590  
Access Code: 199 191 5429  
Passcode: 93773579

| TIME                       | AGENDA  | LOCATION | SPEAKER   |
|----------------------------|---|----------|---|
| 1:00 p.m. –<br>1:30 p.m. – | <b>Welcome</b> <ul style="list-style-type: none"><li>• <b>Staff Director Opens Meeting</b></li><li>• <b>Acting Director Provides Remarks</b></li><li>• <b>Chair Provides Remarks</b></li></ul>  | WebEx    | <i>Acting Director David Uejio<br/>Manny Mañón, Staff Director,<br/>Advisory Board and Councils<br/>Section<br/>Eric Kaplan, Milken Institute,<br/>Consumer Advisory Board Chair</i>  |
| 1:30 p.m. –<br>2:30 p.m.   | <b>COVID-19 Session</b> <ul style="list-style-type: none"><li>• <b>Recent Bureau Research on Mortgage Challenges</b></li><li>• <b>Mortgage Servicing Final Rule Overview</b></li><li>• <b>Work/Development on Recovery Related Bureau Resources</b></li><li>• <b>Consumer Response Complaint Snapshot</b></li></ul> | WebEx    | <i>Eric Kaplan, Milken Institute,<br/>Consumer Advisory Board Chair<br/>Mark McArdle, Assistant Director,<br/>Office of Markets<br/>Kristin Wong, Financial Analyst, Office<br/>of Markets<br/>Terry Randall, Senior Counsel, Office<br/>of Regulations<br/>Jessica Russell, Program Manager,<br/>Office of Markets<br/>Barbara Maurice, Senior Product and</i> |



## Consumer Advisory Board Meeting

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|                          | <ul style="list-style-type: none"><li>• <b>Member Discussion</b></li></ul>  |       | <i>Strategy Advisor, Office of Consumer Response</i>   |
| 2:45 p.m. –<br>3:45 p.m. | <b>HMDA Session: A Conversation about 2020 Mortgage Lending Data</b>  | WebEx | <i>Eric Kaplan, Milken Institute, Consumer Advisory Board Chair<br/>Feng Liu, Senior Economist, Office of Research</i>   |
| 4:00 p.m. –<br>5:00 p.m. | <b>Student Lending Session</b> <ul style="list-style-type: none"><li>• <b>Overview of the Annual Report of the CFPB Private Education Loan Ombudsman 2020</b></li><li>• <b>Recent Bureau Work on Student Lending</b></li><li>• <b>Member Discussion</b></li></ul> | WebEx | <i>Eric Kaplan, Milken Institute, Consumer Advisory Board Chair<br/>Robert Cameron, Private Education Loan Ombudsman, Director's Front Office<br/>Patricia Scherschel, Student Lending Program Manager, Office of Markets<br/>Kristen Evans, Section Chief, Students and Young Consumers, Office of Consumer Education</i> |
| 5:00 p.m.                | <b>Meeting Adjourns</b>   |       | <i>Eric Kaplan, Milken Institute, Consumer Advisory Board Chair<br/>Manny Mañón, Staff Director, Advisory Board and Councils Section</i>   |

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