

April 2018



Issue 4

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Are You
Up-To-Date?

Current Version:
1645

What's New, FSS?



The Seed Sower statue at the University of Oklahoma invokes the image of the University's first president, David Ross Boyd, who personally purchased, planted and tended some of the first trees on the new University's prairie campus. The imagery also reminds us of the importance of planting seeds of knowledge, which when tended properly produces the fruit of understanding. The statue stands at the entrance to the campus' South Oval as an enduring reminder that learning is a lifelong endeavor, and that seeds planted today will blossom for years to come if properly nurtured.

Looking Ahead

FSS is always adding new functionality to our software. Here is a peek at some of the upcoming enhancements we are working on:

- We are currently working closely with one of our many partners in the financial industry to create integration between our software and certain third party websites in order to accommodate web-based transactions for your customers. This means in the future, you borrowers will be able to make payments online, and those payments will be posted to their account in LoanPro.
- We have recently completed programming that will allow you to email your daily closing reports. When this option is turned on, designated persons will receive the daily close reports in their in-box. As long as they have a valid email address, you can send the reports to owners, managers, whoever you like. Look for this feature to be in a new version soon.

Satisfaction Surveys

For the past year, we have been conducting “follow-up” calls for selected support calls between our technical staff and our customers. We want to thank you all who have taken the time to speak with our staff when conducting these follow-up calls. Your responses are valuable to us, and help us identify areas where we can improve our support services. These follow-up calls are conducted by Non-Support staff, in order to provide you every opportunity to be open and honest, and hopefully comfortable sharing potential concerns or even complaints.

Recently, we have created a formal survey with a handful of specific questions regarding your experience. We want to thank you in advance for providing your feedback concerning the technical support you receive. It is our goal to provide the best support possible, and that means providing answers in a timely fashion, and in a way that above all makes sense to you!

If you receive a call from one of our staff members asking about a support call experience, please be open to providing the valuable feedback we are looking for. If you ever have questions or concerns about the service provided by any of our staff, please feel free to contact me, Jeff Davidson, at 405-794-4900. As always, thank you again for your loyalty.

CFPB Update

Apparently there is still an ongoing battle over who will call the shots for the Consumer Financial Protection Bureau. According to Ian Wren of NPR news in a story posted online April 12th:

White House Office of Management and Budget Director Mick Mulvaney is running the consumer bureau and testified Thursday before the Senate. But the deputy director of that same agency, Leandra English, is challenging Mulvaney's right to run the bureau before the U.S. Court of Appeals for the D.C. Circuit.

The case is about who gets to choose the bureau's acting director when its Senate-confirmed director steps down. When former director Richard Cordray resigned on Friday, Nov. 24, 2017, he designated English, his chief of staff, as his successor. English has helped lead the bureau for years and supported many of the enforcement actions Cordray initiated against big banks like Wells Fargo to Discover Bank.

But before English could show up for work the following Monday, President Trump announced that he wanted Mulvaney to lead the agency. When Mulvaney was in Congress, he criticized the consumer agency and voted for bills that aimed to curtail its powers — or get rid of it entirely.

The announcement immediately launched a succession crisis at the agency. Lawyers for both the consumer bureau and the Justice Department issued memos arguing that Mulvaney was the lawful director.

<https://www.npr.org/2018/04/12/601965298/legal-battle-over-who-runs-consumer-bureau-continues>

The US Court of Appeals will consider the matter in the coming weeks, and according to NPR news, the case could ultimately find its way to the US Supreme Court. We will keep you updated.

“The income tax has made liars out of more Americans than Golf”

Will Rogers

IRS Tax Day for 2018 is Tuesday, April 17