

PUBLIC DISCLOSURE

JANUARY 22, 2025

**MORTGAGE LENDER COMMUNITY INVESTMENT
PERFORMANCE EVALUATION**

**CROSSCOUNTRY MORTGAGE, LLC
MC3029**

**2160 SUPERIOR AVENUE
CLEVELAND, OH 44114**

**DIVISION OF BANKS
ONE FEDERAL STREET, SUITE 710
BOSTON, MASSACHUSETTS 02110**

NOTE:	This evaluation is not, nor should it be construed as, an assessment of the financial condition of this mortgage lender. The rating assigned to this mortgage lender does not represent an analysis, conclusion or opinion of the Division of Banks concerning the safety and soundness of this mortgage lender.
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GENERAL INFORMATION

This document is an evaluation of the Mortgage Lender Community Investment (CRA) performance of **CrossCountry Mortgage, LLC d/b/a BestRateUSA, d/b/a CrossCountry Mortgage, d/b/a Valere Financial, and d/b/a Veterans Lending Group (Lender or CrossCountry Mortgage)**, pursuant to Massachusetts General Laws chapter 255E, section 8 and the Division of Banks' (Division) regulation 209 CMR 54.00, prepared by the Division, the Lender's supervisory agency, as of January 22, 2025.

SCOPE OF EXAMINATION

An evaluation was conducted using examination procedures, as defined by CRA guidelines. A review of the Division's records, as well as the Lender's public CRA file, did not reveal any complaints.

The CRA examination included a comprehensive review and analysis, as applicable, of CrossCountry Mortgage's:

- (a) origination of loans and other efforts to assist low- and moderate-income (LMI) residents, without distinction, to be able to acquire or to remain in affordable housing at rates and terms that are reasonable considering the mortgage lender's history with similarly situated borrowers, the availability of mortgage loan products suitable for such borrowers, and consistency with safe and sound business practices;
- (b) origination of loans that show an undue concentration and a systematic pattern of lending resulting in the loss of affordable housing units;
- (c) efforts working with delinquent residential mortgage customers to facilitate a resolution of the delinquency; and
- (d) other efforts, including public notice of the scheduling of examinations and the right of interested parties to submit written comments relative to any such examination to the Commissioner of Banks (Commissioner), as, in the judgment of the Commissioner, reasonably bear upon the extent to which a mortgage lender is complying with the requirements of fair lending laws and helping to meet the mortgage loan credit needs of communities in the Commonwealth of Massachusetts (Commonwealth or Massachusetts).

CRA examination procedures were used to evaluate CrossCountry Mortgage's community investment performance. These procedures utilize two performance tests: the Lending Test and the Service Test. This evaluation considered CrossCountry Mortgage's lending and community development activities for the period of January 1, 2022, through December 31, 2023. The data and applicable timeframes for the Lending Test and the Service Test are discussed below.

The Lending Test evaluates the mortgage lender's community investment performance pursuant to the following six criteria: geographic distribution of loans, lending to borrowers of different incomes, innovative and flexible lending practices, loss mitigation efforts, fair lending, and loss of affordable housing.

Home mortgage lending for 2022 and 2023 is presented in the geographic distribution, lending to borrowers of different incomes and the minority application flow tables. Comparative analysis of the Lender's lending performance for both years is provided. The aggregate lending data is used for comparison purposes within the evaluation and is a measure of loan demand. It includes lending information from all Home Mortgage Disclosure Act (HMDA) reporting mortgage lenders who originated loans in the Commonwealth.

In addition to gathering and evaluating statistical information relative to a mortgage lender's loan volume, the CRA examination also reflects an in-depth review of the entity's mortgage lending using qualitative analysis. This analysis includes, but is not limited to, an assessment of the suitability and sustainability of the mortgage lender's loan products by reviewing the lender's internally maintained records of delinquencies and defaults as well as information publicly available through the Federal Reserve Banks and through local Registries of Deeds and through other sources available to the examination team. The examination included inspection of individual loan files for review of compliance with consumer protection provisions and scrutiny of these files for the occurrence of disparate treatment based on a prohibited basis.

The Service Test evaluates the mortgage lender's record of helping to meet the mortgage credit needs by analyzing the availability and effectiveness of a mortgage lender's systems for delivering mortgage loan products, the extent and innovativeness of its community development services, and, if applicable, loss mitigation services to modify loans and/or efforts to keep delinquent home borrowers in their homes.

MORTGAGE LENDER'S CRA RATING:

This mortgage lender is rated “High Satisfactory”

Lending Test: “High Satisfactory”

- The geographic distribution of the Lender’s loans reflects dispersion in LMI census tracts.
- Given the demographics of Massachusetts, the loan distribution to borrowers reflects record of serving the credit needs among individuals of different income levels.
- CrossCountry Mortgage makes extensive use of flexible lending products, which are provided in a safe and sound manner to address the credit needs of LMI individuals.
- Lending practices and products did not show an undue concentration or a systematic pattern of lending resulting in mortgage loans that were not sustainable.
- Fair lending policies and practices are considered adequate.

Service Test: “High Satisfactory”

- The Lender provides a limited level of community development services within the Commonwealth during the evaluation period.
- Service delivery systems are accessible to geographies and individuals of different income levels in the Commonwealth.
- The Lender provided evidence of donations, which had its primary purpose in community development.

PERFORMANCE CONTEXT

Description of Mortgage Lender

CrossCountry Mortgage was organized as a corporation in Ohio on June 27, 2003, and registered in the Commonwealth of Massachusetts (Commonwealth or Massachusetts) on August 26, 2005. CrossCountry Mortgage converted to a limited liability company and organized in Delaware under its new legal name on September 30, 2019; subsequently registering in Massachusetts on October 7, 2019. The Division granted the Lender a mortgage lender and mortgage broker license on June 28, 2006. On July 27, 2009, the Lender surrendered its mortgage broker license, but reapplied for the license and was approved on September 1, 2016. CrossCountry Mortgage is engaged in the underwriting, funding and sale of residential mortgages. The Lender's corporate office is located at 2160 Superior Avenue Cleveland, Ohio. At the time of examination, CrossCountry Mortgage held licenses in 50 states, the District of Columbia, and Puerto Rico and maintains 22 Massachusetts branch locations.

CrossCountry Mortgage offers a variety of mortgage loan products to meet the needs of the Commonwealth's borrowers. CrossCountry Mortgage is an approved lender for the Federal National Mortgage Association (FNMA), the Federal Home Loan Mortgage Corporation (FHLMC), the Federal Housing Administration (FHA), the Massachusetts Housing Finance Agency (MassHousing), Department of Veterans Affairs (VA), and the United States Department of Agriculture (USDA).

During 2022 and 2023, CrossCountry Mortgage originated 6,188 loans totaling approximately \$3 billion in Massachusetts. The majority of originated loans are closed in the Lender's name and sold immediately to secondary market investors with servicing rights retained. During the review period, CrossCountry Mortgage utilized Dovenmuehle Mortgage Incorporation (DMI) as a sub-servicer.

Demographic Information

The Division's regulation 209 CMR 54.00 requires mortgage lenders to be evaluated on their performance within the Commonwealth. Demographic data is provided below to offer contextual overviews of the economic climate along with housing and population characteristics for Massachusetts.

DEMOGRAPHIC INFORMATION OF THE COMMONWEALTH						
Demographic Characteristics	Amount	Low %	Moderate %	Middle %	Upper %	N/A %
Geographies (Census Tracts)	1,620	10.5	19.1	37.0	30.0	3.4
Population by Geography	7,029,917	9.4	19.0	37.8	32.6	1.2
Owner-Occupied Housing by Geography	1,654,892	3.1	14.6	43.1	38.9	0.3
Family Distribution by Income Level	1,673,992	22.8	16.4	19.8	41.0	0.0
Distribution of Low- and Moderate-Income Families	655,582	15.8	27.3	37.1	19.1	0.7
Median Family Income	\$114,076		Median Housing Value			\$449,342
Households Below Poverty Level	10.6%		2023 Unemployment Rate			3.4%*
2022 HUD Adjusted Median Family Income	\$120,400		2023 HUD Adjusted Median Family Income			\$127,700

Source: 2020 US Census; *Bureau of Labor Statistics annual average

Based on the 2020 United States (US) Census, the Commonwealth's population was above 7 million people with a total of 2.9 million housing units. Of the total housing units, almost 1.6 million or 56.8 percent are owner-occupied, 992,088 or 34.1 percent are rental-occupied, and 9.1 percent are vacant units.

According to the 2020 US Census data, there are 2.6 million households in the Commonwealth with a median household income of \$91,426. Nearly 40 percent of households are classified as LMI. Over ten percent of the total number of households are living below the poverty level. Individuals in these categories may find it challenging to qualify for traditional mortgage loan products.

Households classified as "families" totaled slightly over 1.67 million. Of all family households, 22.8 percent were low-income, 16.4 percent were moderate-income, 19.8 percent were middle-income, and 41.0 percent were upper-income. The median family income according to the 2020 US Census data stood at \$114,076. The Department of Housing and Urban Development (HUD) adjusted median family income was \$120,400 in 2022 and increased to \$127,700 in 2023. The HUD adjusted median family income is updated yearly and takes into account inflation and other economic factors.

Massachusetts contains 1,620 census tracts. Of these, 170 or 10.5 percent are low-income; 309 or 19.1 percent are moderate-income; 599 or 37.0 percent are middle-income; 486 or 30.0 percent are upper-income; and 56 or 3.4 percent are NA or have no income designation. The tracts with no income designation are located in areas that contain no housing units and will not be included in this evaluation since they provide no lending opportunities. These areas are made up of correctional facilities, universities, military installations, and uninhabited locations such as the Boston Harbor Islands.

Low-income is defined as individual income that is less than 50 percent of the area median income. Moderate-income is defined as individual income that is at least 50 percent and less than 80 percent of the area median income. Middle-income is defined as individual income that is at least 80 percent and less than 120 percent of the area median income. Upper-income is defined as individual income that is more than 120 percent of the area median income.

The median housing value for Massachusetts was \$449,342 according to the 2020 US Census data. The unemployment rate for Massachusetts stood at an annual average of 3.4 percent for 2023, a decrease from the 2022 annual average rate of 3.8 percent, according to the Bureau of Labor Statistics. Employment rates would tend to affect a borrower's ability to remain current on mortgage loan obligations and also correlate with delinquency and default rates.

CONCLUSIONS WITH RESPECT TO PERFORMANCE TESTS

LENDING TEST

The Lending Test evaluates a mortgage lender's record of helping to meet the mortgage credit needs of the Commonwealth through its lending activities. CrossCountry Mortgage's lending efforts are rated under the six performance criteria: Geographic Distribution, Borrower Characteristics, Innovative or Flexible Lending Practices, Loss Mitigation Efforts, Fair Lending Policies and Procedures, and Loss of Affordable Housing. The following information details the data compiled and reviewed, as well as conclusions on the mortgage lending of CrossCountry Mortgage.

CrossCountry Mortgage's Lending Test performance was determined to be "**High Satisfactory**".

I. Geographic Distribution

The geographic distribution of loans was reviewed to assess how well CrossCountry Mortgage is addressing credit needs throughout Massachusetts. The following table presents, by number, CrossCountry Mortgage's 2022 and 2023 HMDA reportable loans in low-, moderate-, middle-, and upper-income level geographies, in comparison to the percentage of owner-occupied housing units in each of the census tract income level categories, and the 2022 and 2023 aggregate lending data (inclusive of CrossCountry Mortgage).

Geographic Distribution of HMDA Loans by Census Tract					
Tract Income Level	Year	% of MA Owner-Occupied Housing Units	Aggregate Performance % of #	CrossCountry Mortgage #	CrossCountry Mortgage %
Low	2022	3.1	4.4	240	7.0
	2023		4.5	169	6.1
Moderate	2022	14.6	16.0	740	21.7
	2023		15.5	555	19.8
Middle	2022	43.1	42.0	1,471	43.1
	2023		40.8	1,206	43.1
Upper	2022	38.9	37.1	947	27.8
	2023		38.5	852	30.4
Not Available	2022	0.3	0.5	15	0.4
	2023		0.7	18	0.6
Total	2022	100.0	100.0	3,413	100.0
	2023		100.0	2,800	100.0

Source: 2020 US Census; 1/1/2022 - 12/31/2023 Lender HMDA Data, 2022 and 2023 HMDA Aggregate Data

Lending to low-income and moderate-income tracts was above both the percentage of owner-occupied housing units and the aggregate for 2022 and 2023. The Lender's performance of lending in LMI tracts decreased from 28.7 percent in 2022 to 25.9 percent in 2023. CrossCountry Mortgage's geographic distribution of residential mortgages is good.

II. Borrower Characteristics

The distribution of loans by borrower income was reviewed to determine the extent to which the Lender is addressing the credit needs of the Commonwealth's residents. The following table shows CrossCountry Mortgage's 2022 and 2023 HMDA reportable loans to low-, moderate-, middle-, and upper-income borrowers in comparison to the percentage of total families within the Commonwealth in each respective income group, and the 2022 and 2023 aggregate lending data (inclusive of CrossCountry Mortgage).

Distribution of HMDA Loans by Borrower Income					
Borrower Income Level	Year	% of MA Families	Aggregate Performance % of #	CrossCountry Mortgage #	CrossCountry Mortgage %
Low	2022	22.8	7.4	239	7.0
	2023		6.1	122	4.4
Moderate	2022	16.4	19.7	879	25.8
	2023		16.3	553	19.7
Middle	2022	19.8	23.0	1,044	30.6
	2023		22.1	930	33.2
Upper	2022	41.0	37.5	1,189	34.8
	2023		35.8	1,140	40.7
Not Available	2022	0.0	12.4	62	1.8
	2023		19.7	55	2.0
Total	2022	100.0	100.0	3,413	100.0
	2023		100.0	2,800	100.0

Source: 2020 US Census; 1/1/2022 - 12/31/2023 Lender HMDA Data, 2022 and 2023 HMDA Aggregate Data

Lending to low-income borrowers was below the percentage of families and the aggregate for 2022 and 2023. Lending to moderate-income borrowers was above both the percentage of families and the aggregate for 2022 and 2023. The Lender's performance among LMI borrowers decreased from 2022 to 2023 from 32.8 percent to 24.1 percent. The Lender's overall lending performance to LMI borrowers is good at this time.

According to the 2020 census data, 10 percent of the families within the Commonwealth have incomes below the poverty threshold; and would most likely not qualify for home ownership given high housing costs.

III. Innovative or Flexible Lending Practices

CrossCountry Mortgage offers flexible lending products, which are provided in a safe and sound manner to address the credit needs of LMI individuals or geographies.

CrossCountry Mortgage maintains HUD-approved Non-Supervised FHA Loan Correspondent status. Although they contain imbedded insurance premiums, FHA products provide generally competitive interest rates and smaller down payments for LMI first-time homebuyers and existing homeowners. During the review period, CrossCountry Mortgage originated 1,059 FHA loans totaling \$486.9 million. Of these, 373 loans benefited low- to moderate-income borrowers, while 457 loans were originated in low- and moderate-income level geographies.

The Lender is also a VA Automatic Approval Agent. The VA Home Loan Guarantee Program is designed specifically for the unique challenges facing service members and their families. Through VA-approved lenders like CrossCountry Mortgage, the program offers low closing costs, no down payment requirement, and no private mortgage insurance requirement. In addition, under certain circumstances the Service Members Civil Relief Act provides military personnel with rights and protections on issues relative to mortgage interest rates and foreclosure proceedings. During the review period, CrossCountry Mortgage originated 153 VA loans totaling \$79.7 million. Of these, 45 of these loans benefited low- to moderate-income borrowers, while 32 were originated in low- and moderate-income level geographies.

CrossCountry Mortgage also offers loan products guaranteed by the USDA. The USDA Rural Housing Program is an innovative loan program that provides 100% financing for eligible homebuyers in rural-designated areas. This program is for home purchase transactions, offers fixed rates, and does not require a down payment. Income requirements do apply and the property must be located in a rural development designated area. Farm Service Agency loan products provide flexible temporary financing for customers who are planning to start, purchase, sustain or expand a family farm. During the review period, CrossCountry Mortgage originated one USDA loan totaling approximately \$490,000, which did not benefit a low- or moderate-income level borrower or benefit a low- to moderate-income geography.

CrossCountry Mortgage also offers MassHousing products. MassHousing is a self-supporting non-profit quasi-public agency that provides financing for homebuyers and homeowners, as well as for developers and owners of affordable rental housing. The agency sells bonds to fund its credit programs. In 2022 and 2023, CrossCountry Mortgage originated 264 MassHousing loans with a total of \$55.5 million in volume.

In addition, CrossCountry Mortgage offers several additional flexible loan programs, including FNMA HomeReady and FHLMC Home Possible loans. These programs are designed to extend to consumers certain benefits and flexible credit options, to help them meet their home buying, refinance or renovation needs, and help mortgage lenders to confidently serve a market of creditworthy low- to moderate-income borrowers. During the review period, the Lender closed 445 Massachusetts loans under these flexible lending programs with a total of \$151.8 million in volume.

Within 2023, CrossCountry Mortgage introduced a new down payment assistance product, CCM Smart Start, which provides up to \$4,000 in down payment assistance for borrowers with less than or equal to 80% the county's Area Median Income (AMI) and up to \$5,250 for borrowers with less than or equal to 50% AMI. During the review period, the Lender closed 13 Massachusetts loans under these flexible lending programs with a total of \$4.9 million in volume. CrossCountry Mortgage contributed \$52,000 towards down payment assistance funds.

IV. Loss Mitigation Efforts

The Division reviews a mortgage lender's efforts to work with delinquent home mortgage loan borrowers to facilitate a resolution of the delinquency, including the number of loan modifications, the timeliness of such modifications, and the extent to which such modifications are effective in preventing subsequent defaults or foreclosures.

Although CrossCountry Mortgage retains the servicing rights for a portfolio of loans in Massachusetts, it utilizes a third-party sub-servicer to service these loans. As such, this review does not include an evaluation of loan mitigation and modification efforts.

V. Fair Lending

The Division examines a mortgage lender's fair lending policies and procedures pursuant to Regulatory Bulletin 1.3-106. The Lender's compliance with the laws relating to discrimination and other illegal credit practices was reviewed, including the Fair Housing Act and the Equal Credit Opportunity Act. The review included, but was not limited to, review of written policies and procedures, interviews with CrossCountry Mortgage's personnel, and individual file review.

CrossCountry Mortgage has established an adequate record relative to fair lending policies and procedural practices. No evidence of discriminatory or illegal credit practices was identified.

Minority Application Flow

Examiners reviewed the Lender's HMDA data to determine whether the mortgage application flow from various racial and ethnic groups was consistent with the area demographics.

During 2022 and 2023, CrossCountry Mortgage received 9,141 HMDA-reportable mortgage loan applications from within Massachusetts. For these applications, the racial was not specified in 16.4 percent of cases and ethnic identity was not specified in 13.2 percent of cases. Of the remaining applications, 1,806 or 19.8 percent were received from racial minority applicants, and 1,196 or 66.2 percent resulted in origination. For the review period, CrossCountry Mortgage received 1,603 or 17.5 percent of HMDA-reportable applications from ethnic groups of Hispanic or Latino origin, and 1,072 or 66.9 percent were originated.

This compares to the 66.4 percent overall ratio of mortgage loans originated by the Lender in Massachusetts in 2022 and the 58.3 percent approval ratio by the aggregate group in 2022. In 2023, the Lender originated 69.3 percent of applications, and the aggregate group originated 53.2 percent.

Demographic information for Massachusetts reveals the total racial minority population stood at 30.4 percent of total population as of the 2020 US Census data. Racial minorities consisted of 7.0 percent Black; 7.3 percent Asian/Pacific Islander; 0.3 percent American Indian/Alaskan Native; 8.7 percent two or more minority races; and 7.1 percent identified as Other Race. Ethnic minorities consisted of 12.6 percent Hispanic or Latino.

Refer to the following table for information on the Lender's minority loan application flow as well as a comparison to aggregate lending data throughout the Commonwealth. The comparison of this data assists in deriving reasonable expectations for the rate of applications the Lender received from minority applicants.

Minority Application Flow						
Race	2022 Aggregate Data	2022 CrossCountry Mortgage		2023 Aggregate Data	2023 CrossCountry Mortgage	
	% of #	#	%	% of #	#	%
American Indian/ Alaska Native	0.3	36	0.7	0.3	12	0.3
Asian	6.6	391	7.6	6.5	380	9.5
Black/ African American	5.8	399	7.8	5.9	300	7.5
Hawaiian/Pacific Islander	0.2	13	0.3	0.2	4	0.1

2 or more Minority	0.2	17	0.3	0.2	13	0.3
Joint Race (White/Minority)	1.7	150	2.9	1.7	91	2.3
Total Minority	14.8	1,006	19.6	14.8	800	20.0
White	61.0	3,341	65.2	57.3	2,493	62.0
Race Not Available	24.2	776	15.2	27.9	725	18.0
Total	100.0	5,123	100.0	100.0	4,018	100.0
Ethnicity						
Hispanic or Latino	7.4	843	16.5	7.6	528	13.1
Joint (Hisp-Lat /Non-Hisp-Lat)	1.5	130	2.5	1.5	104	2.6
Total Hispanic or Latino	8.9	973	19.0	9.1	632	15.7
Not Hispanic or Latino	67.6	3,539	69.1	63.8	2,787	69.4
Ethnicity Not Available	23.5	611	11.9	27.1	599	14.9
Total	100.0	5,123	100.0	100.0	4,018	100.0

Source: 1/1/2022 - 12/31/2023 Lender HMDA Data, 2022 & 2023 HMDA Aggregate Data

In 2022 and 2023, CrossCountry Mortgage's performance was above both the aggregate's performance for racial minority applicants and ethnic minority applicants of Hispanic origin. The Lender's performance increased from 2022 to 2023 for racial minority applicants from 19.6 percent to 20.0 percent. The Lender's performance decreased for ethnic minority applicants from 19.0 percent to 15.7 percent.

VI. Loss of Affordable Housing

This review concentrated on the suitability and sustainability of mortgage loans originated by CrossCountry Mortgage by considering delinquency and default rates of the Lender and those of the overall marketplace. Information provided by the Lender was reviewed, as were statistics available on delinquency and default rates for mortgage loans.

A review of information and documentation, from both internal and external sources as partially described above, did not reveal lending practices or products that showed an undue concentration or a systematic pattern of lending, including a pattern of early payment defaults, resulting in the loss of affordable housing units.

SERVICE TEST

The Service Test evaluates a mortgage lender's record of helping to meet the mortgage credit needs in the Commonwealth by analyzing both the availability and effectiveness of a mortgage lender's systems for delivering mortgage loan products, the extent and innovativeness of its community development services, and loss mitigation services to modify loans or otherwise keep delinquent home loan borrowers in their homes. Community development services must benefit the Commonwealth or a broader regional area that includes the Commonwealth.

CrossCountry Mortgage's Service Test performance was determined to be **"High Satisfactory"** at this time.

Community Development Services

A community development service is a service that:

- (a) has as its primary purpose community development; and
- (b) is related to the provision of financial services, including technical services

The Commissioner evaluates community development services pursuant to the following criteria:

- (a) the extent to which the mortgage lender provides community development services; and
- (b) the innovativeness and responsiveness of community development services.

Within the review period, CrossCountry Mortgage participated in two community development events within Massachusetts. The homebuyers' seminars were provided in person, and the presentation covered the credit, budgeting, and the loan process.

Management is encouraged to expand its commitment to community outreach activities that meet the definition of community development under the aforementioned regulation. Examples may include, but are not necessarily limited to, financial literacy education initiatives, homeownership promotion targeted to LMI individuals, foreclosure prevention counseling throughout the Commonwealth, and/or technical assistance to community organizations in a leadership capacity.

Mortgage Lending Services

The Commissioner evaluates the availability and effectiveness of a mortgage lender's systems for delivering mortgage lending services to LMI geographies and individuals.

CrossCountry Mortgage provides an adequate delivery of mortgage lender services that are accessible to geographies and individuals of different income levels in the Commonwealth. The Lender offers a variety of mortgage products such as FNMA, FHLMC, FHA, MassHousing, USDA, and VA loans. CrossCountry Mortgage has seven branch locations in low- or moderate-income markets. Applicants can apply to CrossCountry Mortgage for a mortgage over the telephone, online, or in-person. The Lender employs bilingual loan officers, who can take applications in Spanish. CrossCountry Mortgage relies on direct marketing, referrals and repeat customers to derive business. During the examination period, a majority of originations were sold on the secondary market with servicing rights retained.

As described above, lending practices and products do not show an undue concentration or a systematic pattern of lending resulting in mortgage loans that were not sustainable.

Qualified Investments

For the purposes of this CRA evaluation, a qualified investment is a lawful investment, deposit, membership share, or grant, the primary purpose of which is community development. The evaluation considered (1) the number of investments and grants, (2) the extent to which community development opportunities have been made available to the institution, and (3) the responsiveness of the institution's community development grants to the assessment area's needs.

Within 2023, CrossCountry Mortgage granted \$15,000 to Bridge Over Troubled Waters, Inc. and Victory Programs, Inc. These organizations are Boston-based nonprofit organizations dedicated to helping individuals and families who are homeless.

PERFORMANCE EVALUATION DISCLOSURE GUIDE

Massachusetts General Laws Chapter 255E, Section 8, and the Division's regulation 209 CMR 54.00, require all mortgage lenders to take the following actions within 30 business days of receipt of the CRA evaluation:

- 1) Make its most current CRA performance evaluation available to the public.
- 2) Provide a copy of its current evaluation to the public, upon request. In connection with this, the mortgage lender is authorized to charge a fee which does not exceed the cost of reproduction and mailing (if applicable).

The format and content of the mortgage lender's evaluation, as prepared by the Division of Banks, may not be altered or abridged in any manner. The mortgage lender is encouraged to include its response to the evaluation in its CRA public file.

The Division of Banks will publish the mortgage lender's Public Disclosure on its website no sooner than 30 days after the issuance of the Public Disclosure.