

**PUBLIC DISCLOSURE**

**NOVEMBER 17, 2022**

**MORTGAGE LENDER COMMUNITY INVESTMENT  
PERFORMANCE EVALUATION**

**FIGURE LENDING LLC  
d/b/a FIGURE  
ML1717824, LS1717824**

**650 S. TRYON STREET, 8TH FLOOR  
CHARLOTTE, NORTH CAROLINA 28202**

**DIVISION OF BANKS  
1000 WASHINGTON STREET  
BOSTON, MASSACHUSETTS 02118**

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| <b>NOTE:</b> | 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 **Figure Lending, LLC d/b/a Figure (Figure or Lender)** pursuant to the 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 **November 17, 2022**.

## 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 related to CRA.

The CRA examination included a comprehensive review and analysis, as applicable, of Figure'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 Figure's community investment performance. These procedures utilize two performance tests: the Lending Test and the Service Test. This evaluation considered Figure's lending and community development activities for the period of January 1, 2020, through December 31, 2021. The data and applicable timeframes for the Lending Test and Service Test are discussed below.

The Lending Test evaluates a 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 data for 2020 and 2021 is presented in the geographic distribution, lending to borrowers of different incomes, and minority application flow tables. Comparative analysis of the Lender's lending performance for 2020 and 2021 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 that originated loans in Massachusetts.

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 a mortgage lender's loan products by reviewing its internally maintained records of delinquencies and defaults as well as information publicly available through the Federal Reserve Banks, local Registries of Deeds, and other sources available to the examination team. The examination included inspection of the Lender's 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 a 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: "Satisfactory"**

### **Lending Test: "Satisfactory"**

- The geographic distribution of the Lender's loans reflects an adequate dispersion in LMI census tracts as compared to the distribution of owner-occupied housing in those census tracts.
- The distribution of borrowers, given the demographics of Massachusetts, reflects an adequate record of serving the credit needs among individuals of different income levels.
- Figure exhibited limited use of innovative or flexible lending products, which are provided in a safe and sound manner to address the credit needs of LMI level individuals.
- The 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: "Needs to Improve"**

- Service delivery systems are accessible to geographies and individuals of different income levels in Massachusetts.
- Figure did not provide community development activities within Massachusetts.

## **PERFORMANCE CONTEXT**

### **Description of Mortgage Lender**

Figure is a North Carolina limited liability that specializes in the origination and purchases residential home equity line of credit (HELOC) loans in Massachusetts in addition to other residential loan products in other states. Figure was formed on January 30, 2018 as an online lender, and the Division issued it a mortgage lender and third-party loan servicing registration on September 17, 2018. At the time of the examination, Figure was licensed in 42 states, including the District of Columbia. The Lender's main office was located at 15720 Brixham Hill Avenue, Suite 300, Charlotte, North Carolina, 28277; however, as of December 2022 it is located at 650 S. Tryon Street, 8th Floor Charlotte, North Carolina. The Lender has two physical locations in North Carolina and Nevada which contain Figure's corporate office, call center, and servicing operations. All originations including underwriting are fully automated. Representatives are available for technical assistance only during the application process or servicing-related activities after origination. Approved loans are funded through established warehouse lines of credit. Figure's business development relies primarily on marketing and the corporate website. Originated loans are closed in the Lender's name and sold immediately to secondary market investors with servicing rights retained. The Lender services closed HELOC loans internally, including early intervention delinquency servicing; however, it transfers delinquent loans to Specialized Loan Serving (SLS), its sub-servicer, to continue servicing and provide loss mitigation activities.

During 2020 and 2021, Figure originated 581 loans totaling approximately \$37.5 million in Massachusetts.

### **Demographic Information**

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

| <b>2015 DEMOGRAPHIC INFORMATION OF THE COMMONWEALTH</b> |               |              |  |                 |                |              |
|---|---------------|--------------|--|-----------------|----------------|--------------|
| <b>Demographic Characteristics</b>                      | <b>Amount</b> | <b>Low %</b> | <b>Moderate %</b>                      | <b>Middle %</b> | <b>Upper %</b> | <b>N/A %</b> |
| Geographies (Census Tracts)                             | 1,478         | 12.2         | 19.1                                   | 37.5            | 29.2           | 2.0          |
| Population by Geography                                 | 6,705,586     | 10.1         | 18.6                                   | 38.9            | 31.9           | 0.5          |
| Owner-Occupied Housing by Geography                     | 1,583,667     | 3.4          | 13.8                                   | 44.4            | 38.3           | 0.1          |
| Family Distribution by Income Level                     | 1,620,917     | 23.3         | 16.4                                   | 19.4            | 40.9           | 0.0          |
| Distribution of Low and Moderate Income Families        | 643,491       | 17.8         | 25.8                                   | 37.6            | 18.7           | 0.1          |
| Median Family Income                                    | \$93,145      |              | Median Housing Value                   |                 |                | \$358,764    |
| Households Below Poverty Level                          | 12.0%         |              | Unemployment Rate                      |                 |                | 4.6%*        |
| 2020 HUD Adjusted Median Family Income                  | \$104,900     |              | 2021 HUD Adjusted Median Family Income |                 |                | \$106,200    |

Source: 2015 American Community Survey (ACS); \*Bureau of Labor Statistics as of 12/31/2021

Based on the 2015 American Community Survey (ACS), Massachusetts' population was above 6.7 million people with a total of 2.8 million housing units. Of the total housing units, 1.6 million or 56.4 percent are owner occupied, 966,054 or 34.5 percent are rental units, and 9.1 percent are vacant units.

According to 2015 ACS data, there are 2.5 million households in Massachusetts with a median household income of \$74,527. Over 41 percent of households were classified as LMI. Twelve percent of the total number of households are living below the poverty level. Individuals in these categories may find it difficult to qualify for traditional mortgage loan products.

Households classified as "families" totaled slightly over 1.6 million. Of all family households, 23.3 percent were low-income, 16.4 percent were moderate-income, 19.4 percent were middle-income, and 40.9 percent were upper-income. The median family income reported by the 2015 ACS was \$93,145. The Department of Housing and Urban Development (HUD) adjusted median family income was \$104,900 in 2020 and increased to \$106,200 in 2021. The HUD adjusted median family income is updated yearly and takes into account inflation and other economic factors.

Massachusetts contains 1,478 census tracts. Of these, 181 or 12.2 percent are low-income; 282 or 19.1 percent are moderate-income; 555 or 37.5 percent are middle-income; 431 or 29.2 percent are upper-income; and 29 or 2.0 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 \$358,764 according to the 2015 ACS data. The unemployment rate for the Massachusetts as of December 31, 2021, was 4.6 percent, which was an increase from December 31, 2020, at which time it was 7.7 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 TEST**

### **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. Lending performance is rated under 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 Figure.

Figure’s Lending Test performance was determined to be “**Satisfactory**” at this time.

#### **I. Geographic Distribution**

The geographic distribution of loans was reviewed to assess how well the Lender is addressing the credit needs throughout Massachusetts’ low-, moderate-, middle-, and upper-income census tracts. The table below shows the distribution of HMDA-reportable loans by census tract income level. Lending activity is compared with the percent of owner-occupied housing units based on the 2015 ACS demographics and is also compared to aggregate lending performance in 2020 and 2021.

| <i><b>Geographic Distribution of HMDA loans by Census Tract</b></i>                 |  |                                     |                 |                 |                        |                 |
|---|--|-------------------------------------|-----------------|-----------------|------------------------|-----------------|
| <b>Tract Income Level</b>   | <b>% of Owner-Occupied Housing Units</b> | <b>Aggregate Performance % of #</b> | <b>Lender #</b> | <b>Lender %</b> | <b>Lender \$(000s)</b> | <b>Lender %</b> |
| Low   |  |                                     |                 |                 |                        |                 |
| 2020  | 3.4                                      | 3.6                                 | 6               | 2.5             | 205                    | 1.5             |
| 2021  | 3.4                                      | 4.2                                 | 4               | 1.2             | 310                    | 1.3             |
| Moderate  |  |                                     |                 |                 |                        |                 |
| 2020  | 13.8                                     | 13.2                                | 25              | 10.5            | 1,415                  | 10.4            |
| 2021  | 13.8                                     | 14.3                                | 35              | 10.2            | 2,127                  | 8.8             |
| Middle  |  |                                     |                 |                 |                        |                 |
| 2020  | 44.4                                     | 42.9                                | 112             | 47.1            | 6,124                  | 45.0            |
| 2021  | 44.4                                     | 42.7                                | 160             | 46.6            | 10,655                 | 44.1            |
| Upper   |  |                                     |                 |                 |                        |                 |
| 2020  | 38.3                                     | 40.2                                | 95              | 39.9            | 5,871                  | 43.1            |
| 2021  | 38.3                                     | 38.6                                | 144             | 42.0            | 11,049                 | 45.8            |
| Not Available   |  |                                     |                 |                 |                        |                 |
| 2020  | 0.1                                      | 0.1                                 | 0.0             | 0.0             | 0.0                    | 0.0             |
| 2021  | 0.1                                      | 0.2                                 | 0               | 0.0             | 0                      | 0.0             |
| <b>Totals</b>   |  |                                     |                 |                 |                        |                 |
| <b>2020</b>   | <b>100.0</b>                             | <b>100.0</b>                        | <b>238</b>      | <b>100.0</b>    | <b>13,615</b>          | <b>100.0</b>    |
| <b>2021</b>   | <b>100.0</b>                             | <b>100.0</b>                        | <b>343</b>      | <b>100.0</b>    | <b>24,141</b>          | <b>100.0</b>    |
| <i>Source: 2020 and 2021 Lender, 2020 and 2021 Aggregate HMDA Data and 2015 ACS</i> |  |                                     |                 |                 |                        |                 |

Figure's geographic distribution of loans in LMI census tracts was below the aggregate and demographics in 2020 and 2021. The Lender's performance of lending in LMI census tracts is trending downward from 13.0 percent in 2020 to 11.4 percent in 2021. Figure's geographic distribution of residential mortgage loans is adequate; however, the downward trend is concerning.

## II. Borrower Characteristics

The distribution of loans by borrower income levels was reviewed to determine the extent to which the Lender is addressing the credit needs of Massachusetts' residents. The table below illustrates HMDA-reportable loan originations and purchases, categorized by borrower income level that were reported by Figure during 2020 and 2021, and compares this activity to 2020 and 2021 aggregate lending data and the percentage of families by income level within Massachusetts using the 2015 ACS demographics.

| <i>Distribution of HMDA Loans by Borrower Income</i>                                |                      |                                     |                 |                 |                        |                 |
|---|----------------------|-------------------------------------|-----------------|-----------------|------------------------|-----------------|
| <b>Borrower Income Level</b>  | <b>% of Families</b> | <b>Aggregate Performance % of #</b> | <b>Lender #</b> | <b>Lender %</b> | <b>Lender \$(000s)</b> | <b>Lender %</b> |
| Low   |                      |                                     |                 |                 |                        |                 |
| 2020  | 23.3                 | 5.0                                 | 17              | 7.2             | 691                    | 5.1             |
| 2021  | 23.3                 | 5.9                                 | 21              | 6.1             | 909                    | 3.8             |
| Moderate  |                      |                                     |                 |                 |                        |                 |
| 2020  | 16.4                 | 17.3                                | 31              | 13.0            | 1,383                  | 10.2            |
| 2021  | 16.4                 | 17.8                                | 57              | 16.6            | 3,105                  | 12.8            |
| Middle  |                      |                                     |                 |                 |                        |                 |
| 2020  | 19.4                 | 23.2                                | 71              | 29.8            | 3,406                  | 25.0            |
| 2021  | 19.4                 | 22.5                                | 94              | 27.4            | 6,199                  | 25.7            |
| Upper   |                      |                                     |                 |                 |                        |                 |
| 2020  | 40.9                 | 42.6                                | 119             | 50.0            | 8,135                  | 59.7            |
| 2021  | 40.9                 | 39.9                                | 171             | 49.9            | 13,928                 | 57.7            |
| Not Available   |                      |                                     |                 |                 |                        |                 |
| 2020  | 0.0                  | 11.9                                | 0               | 0.0             | 0                      | 0.0             |
| 2021  | 0.0                  | 13.9                                | 0               | 0.0             | 0                      | 0.0             |
| <b>Totals</b>   |                      |                                     |                 |                 |                        |                 |
| <b>2020</b>   | <b>100.0</b>         | <b>100.0</b>                        | <b>238</b>      | <b>100.0</b>    | <b>13,615</b>          | <b>100.0</b>    |
| <b>2021</b>   | <b>100.0</b>         | <b>100.0</b>                        | <b>343</b>      | <b>100.0</b>    | <b>24,141</b>          | <b>100.0</b>    |
| <i>Source: 2020 and 2021 Lender, 2020 and 2021 Aggregate HMDA Data and 2015 ACS</i> |                      |                                     |                 |                 |                        |                 |

Lending to low-income borrowers during 2020 and 2021 was below the percentage of families and above the aggregate. Lending to moderate-income borrowers during 2020 was below both the percentage of families and aggregate; however, in 2021 it was above the percentage of families and below the aggregate. The Lender's performance of lending to LMI borrowers is trending upwards from 20.2 percent in 2020 to 22.7 percent in 2021.



According to the 2015 census data, 12 percent of the families within the Commonwealth have incomes below the poverty threshold; and would most likely not qualify for the home ownership given high housing costs. The Lender's overall lending performance to LMI borrowers is adequate at this time.

### **III. Innovative or Flexible Lending Practices**

Figure specializes in HELOCs in Massachusetts, which are provided in a safe and sound manner to address the credit needs of LMI individuals and geographies.

During the review period, Figure originated 581 HELOC loans totaling \$37.5 million. Of which, 196 benefited LMI individuals or geographies.

### **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.

Figure's internal servicing department performs servicing functions, including performing early intervention delinquency servicing. HELOC loans that reach delinquency status are sub-serviced by SLS. SLS manages all aspects of default HELOC servicing, including loss mitigation, loan modification, and foreclosure.

### **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, a review of written policies and procedures, and individual file review.

Figure has established a reasonable record relative to fair lending policies and practices. No evidence of discriminatory or other illegal credit practices was identified.

#### **Minority Application Flow**

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

During 2020 and 2021, Figure received 1,479 reportable mortgage loan applications from within Massachusetts. Of these applications, 187 or 12.6 percent were received from racial minority applications, and 69 or 36.9 percent resulted in originations. For the same period, Figure received 105 or 7.1 percent of HMDA reportable application from ethnic groups of Hispanic or Latino origin, and 33 or 31.4 percent were originated.

This compares to the 41.9 percent overall ratio of mortgage loans originated by the Lender in Massachusetts in 2020 and 37.7 percent in 2021, and the 71.8 percent originated by the aggregate group in 2020 and 72.5 percent originated by the aggregate group in 2021.

Demographic information for Massachusetts reveals the total racial and ethnic minority population stood at 25.7 percent of total population per the 2015 ACS. At 15.2 percent, racial minorities consisted of 6.5 percent Black; 6.0 percent Asian/Pacific Islander; 0.1 percent American Indian/Alaskan Native; and 2.6 percent self-identified as Other Race. Ethnic minorities consisted of 10.5 percent Hispanic or Latino.

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

| <b>MINORITY APPLICATION FLOW</b>  |                        |               |                                    |                        |               |                           |
|---|------------------------|---------------|------------------------------------|------------------------|---------------|---------------------------|
| <b>RACE</b>   | <b>2020<br/>Lender</b> |               | <b>2020<br/>Aggregate<br/>Data</b> | <b>2021<br/>Lender</b> |               | <b>Aggregate<br/>Data</b> |
|   | #                      | %             | % of #                             | #                      | %             | % of #                    |
| American Indian/ Alaska Native  | 8                      | 1.4           | 0.2                                | 14                     | 1.5           | 0.3                       |
| Asian   | 34                     | 6.0           | 6.5                                | 54                     | 5.9           | 6.6                       |
| Black/ African American   | 18                     | 3.2           | 3.6                                | 49                     | 5.4           | 4.6                       |
| Hawaiian/Pac Isl.   | 2                      | 0.4           | 0.1                                | 2                      | 0.2           | 0.1                       |
| 2 or more Minority  | 1                      | 0.2           | 0.1                                | 5                      | 0.6           | 0.1                       |
| Joint Race (White/Minority)   | 0                      | 0.0           | 1.6                                | 0                      | 0.0           | 1.6                       |
| <b>Total Minority</b>   | <b>63</b>              | <b>11.2</b>   | <b>12.1</b>                        | <b>124</b>             | <b>13.6</b>   | <b>13.3</b>               |
| White   | 382                    | 67.2          | 65.4                               | 647                    | 71.0          | 61.2                      |
| Race Not Available  | 123                    | 21.6          | 22.5                               | 140                    | 15.4          | 25.5                      |
| <b>Total</b>  | <b>568</b>             | <b>100.00</b> | <b>100.00</b>                      | <b>911</b>             | <b>100.00</b> | <b>100.00</b>             |
| <b>ETHNICITY</b>  |                        |               |                                    |                        |               |                           |
| Hispanic or Latino  | 40                     | 7.0           | 5.1                                | 65                     | 7.1           | 6.0                       |
| Not Hispanic or Latino  | 322                    | 56.7          | 70.4                               | 673                    | 73.9          | 67.4                      |
| Joint (Hisp/Lat /Not Hisp/Lat)  | 0                      | 0.0           | 1.2                                | 0                      | 0.0           | 1.2                       |
| Ethnicity Not Available   | 206                    | 36.3          | 23.3                               | 173                    | 19.0          | 25.4                      |
| <b>Total</b>  | <b>568</b>             | <b>100.00</b> | <b>100.00</b>                      | <b>911</b>             | <b>100.00</b> | <b>100.00</b>             |
| <i>Source: 2020 and 2021 Lender, 2020 and 2021 Aggregate HMDA Data and 2015 ACS</i> |                        |               |                                    |                        |               |                           |

Figure's performance was below the aggregate's performance for racial minority applicants in 2020 and above for racial minority applicant in 2021. Figure's performance was above the aggregate's ethnic minority applicants of Hispanic origin in 2020 and slightly below for ethnic minority applicants of Hispanic origin for 2021. The Lender's performance is trending upward for both racial minority and ethnic minority applicants of Hispanic origin.

## **VI. Loss of Affordable Housing**

The review concentrated on the suitability and sustainability of mortgage loans originated by Figure by taking into account 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 of 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 Massachusetts or a broader regional area that includes Massachusetts.

Figure's Service Test performance was determined to be **"Needs to Improve"** during the evaluation period.

### 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.

During the review period, the Lender did not provide community development services within the Commonwealth.

Management is encouraged to focus and have a proactive commitment in community development activities and investments that meet the definition of community development under the CRA regulation throughout the Commonwealth. Other activities may include, but are not necessarily limited to, financial literacy education initiatives targeted to LMI individuals, and foreclosure prevention counseling, and/or providing technical assistance to community organizations in a leadership capacity.

### Mortgage Lending Services

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

Figure provides a less than adequate delivery of mortgage lender services that are accessible to geographies and individuals of different income levels in Massachusetts. Figure is an online lender with no branch offices. Applicants must apply online on Figure's website, which may be challenging for LMI individuals. Figure has a customer call center to assist customers with technical support only. Figure's internal servicing department performs servicing on non-delinquent loans. Delinquent HELOCs are serviced by SLS. However, the Lender has an online blog with financial information.

As described above, lending practices and products did not show an undue concentration or a systematic pattern of lending resulting in mortgage loans that were not sustainable. Overall, the Lender provides an adequate delivery of mortgage lending services throughout the Commonwealth. However, the Division is concerned with accessibility to its product for LMI individuals as applicant must apply through Figure's online portal.

## **PERFORMANCE EVALUATION DISCLOSURE GUIDE**

Massachusetts General Laws Chapter 255E, Section 8, and 209 CMR 54.00, the Mortgage Lender Community Investment (CRA) regulation, require all mortgage lenders to take the following actions within 30 business days of receipt of the CRA evaluation of their mortgage lender:

- 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. 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.