

**PUBLIC DISCLOSURE**

**DECEMBER 30, 2015**

**MORTGAGE LENDER COMMUNITY INVESTMENT  
PERFORMANCE EVALUATION**

**FIRST HOME MORTGAGE CORPORATION  
MC71603**

**5355 NOTTINGHAM DRIVE, SUITE 130  
BALTIMORE MD. 21236**

**DIVISION OF BANKS  
1000 WASHINGTON STREET  
BOSTON MA. 02118**

<p><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.</p>
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## GENERAL INFORMATION

Massachusetts General Laws chapter 255E, section 8 and the Division of Banks' (Division) regulation 209 CMR 54.00, Mortgage Lender Community Investment (CRA), require the Division to use its authority when examining mortgage lenders subject to its supervision who have made 50 or more home mortgage loans in the last calendar year, to assess the mortgage lender's record of helping to meet the mortgage credit needs of the Commonwealth, including low- and moderate-income neighborhoods and individuals, consistent with the safe and sound operation of the mortgage lender. Upon conclusion of such examination, the Division must prepare a written evaluation of the mortgage lender's record of meeting the credit needs of the Commonwealth.

This document is an evaluation of the CRA performance of **First Home Mortgage Corporation (the Lender or First Home)** prepared by the Division, the Lender's supervisory agency, as of **December 30, 2015**.

## SCOPE OF EXAMINATION

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

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

- (a) origination of loans and other efforts to assist low and moderate income 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, 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.

CRA examination procedures were used to evaluate First Home's community investment performance. These procedures utilize two performance tests: the Lending Test and the Service Test. This evaluation considered First Home's lending and community development activities for the period of January 2014 through September 2015. 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 five criteria: geographic distribution of loans, lending to borrowers of different incomes, innovative and flexible lending practices, fair lending, and loss of affordable housing.

Home mortgage lending for 2014 and interim first three quarters of 2015 (YTD 2015) 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 the year of 2004 is provided because it is the most recent year for which aggregate HMDA lending data is available. 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 HMDA reporting mortgage lenders which originated loans in the Commonwealth of 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, which 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 "Satisfactory".**

- The geographic distribution of the Lender's loans reflects reasonable dispersion in low and moderate-income level census tracts.
- Given the demographics of Massachusetts, the loan distribution to borrowers reflects, a satisfactory record of serving the credit needs among individuals of different income levels, including low and moderate-income levels.
- First Home offers flexible lending products, which are provided in a safe and sound manner to address the credit needs of low and moderate-income level individuals.
- Fair lending policies and practices are considered satisfactory.
- The Lender provides a limited number of Community Development Services within the Commonwealth.

## **PERFORMANCE CONTEXT**

### **Description of Mortgage Lender**

First Home was established in the State of Maryland in 1990, and was first granted a license by the Division in 2009. First Home's main office is located at 5355 Nottingham Drive, Baltimore, Maryland. The Lender maintains four branch offices located within Massachusetts in Milford, Seekonk, Plymouth, and Hingham. The company is licensed to conduct business in 20 states.

First Home offers a variety of mortgage loan products to meet the needs of the Commonwealth's borrowers. First Home is an approved lender for the Federal Housing Administration, Veteran's Administration, Rural Housing Program, and offers a selection of MassHousing products.

All major functions in the loan process are done at First Home's corporate office, while standard underwriting is also conducted at several selected branch locations. Approved loans are funded through established warehouse lines of credit. First Home's business development relies primarily on realtor relationships, referrals and repeat customers. Originated loans are closed in Lender's name and sold immediately to secondary market investors. Servicing rights are retained for loans sold directly to agencies, and these accounts are sub-serviced.

### **Demographic Information**

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

<b>2010 CENSUS DEMOGRAPHIC INFORMATION</b>						
<b>Demographic Characteristics</b>	<b>Amount</b>	<b>Low %</b>	<b>Moderate %</b>	<b>Middle %</b>	<b>Upper %</b>	<b>N/A %</b>
<b>Geographies (Census Tracts)</b>	1,474	10.8	20.0	40.7	27.1	1.4
<b>Population by Geography</b>	6,547,629	8.9	18.9	42.8	29.2	0.2
<b>Owner-Occupied Housing by Geography</b>	1,608,474	2.9	13.7	48.9	34.5	0.0
<b>Family Distribution by Income Level</b>	1,600,588	19.2	17.8	24.4	38.6	0.0
<b>Distribution of Low and Moderate Income Families Throughout AA Geographies</b>	592,420	7.7	18.4	43.6	30.3	0.0
<b>Median Family Income</b>	\$86,272		<b>Median Housing Value</b>		373,206	
<b>Households Below Poverty Level</b>	11.1%		<b>Unemployment Rate</b>		4.6*	
<b>2014 HUD Adjusted Median Family Income</b>	\$83,700		<b>2015 HUD Estimated Median Family Income</b>		\$87,300	

Source: 2010 US Census

\*as of 10/31/2015

Based on the 2010 Census, the Commonwealth's population stood at 6.55 million people with a total of 2.79 million housing units. Of the total housing units, 1.61 million or 57.7 percent are owner-occupied, 904,078 or 32.5 percent are rental-occupied, and 9.8 percent are vacant units.

According to the 2010 Census there are 2.51 million households in the Commonwealth with a median household income of \$69,101. Over 39 percent of the households are now classified as low and moderate-income. In addition, over 11 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 1.60 million. Of all family households, 19.2 percent were low-income, 17.8 percent were moderate-income, 24.4 percent were middle-income, and 38.6 percent were upper-income. The median family income according to the 2010 census was \$86,272. The Housing and Urban Development (HUD) adjusted median family income is \$83,700 for 2014. The adjusted median family income is updated yearly and takes into account inflation and other economic factors.

The Commonwealth of Massachusetts contained 1,474 Census tracts. Of these, 160 or 10.8 percent are low-income; 295 or 20.0 percent are moderate-income; 600 or 40.7 percent are middle-income; 399 or 27.1 percent are upper-income; and 20 or 1.4 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 \$373,206 according to the 2010 Census. The unemployment rate for the Commonwealth of Massachusetts stood at 4.6 percent as of October 2015, which was a decrease from April 2015 when the unemployment rate was at 4.7 percent. Employment rates would tend to affect a borrower’s ability to remain current on mortgage loan obligations and also correlates to delinquency and default rates.

## **CONCLUSIONS WITH RESPECT TO PERFORMANCE TESTS**

### **LENDING TEST**

First Home's lending efforts are rated under the five performance criteria: Geographic Distribution, Borrower Characteristics, Innovative or Flexible Lending Practices, 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 First Home.

First Home'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 First Home is addressing the credit needs throughout the Commonwealth of Massachusetts' low, moderate, middle, and upper-income Census tracts.

The following table presents, by number, First Home's 2014 and YTD 2015 HMDA reportable loans in low, moderate, middle, and upper-income geographies, in comparison to the aggregate lending data (exclusive of First Home), as well as the percentage of owner-occupied housing units in each of the Census tract income categories.

<b><i>Distribution of HMDA Loans by Income Level Category of the Census Tract</i></b>						
<b><i>Census Tract Income Level</i></b>	<b><i>Total Owner-Occupied Housing Units</i></b>	<b><i>2014 First Home</i></b>		<b><i>2014 Aggregate Lending Data</i></b>	<b><i>YTD 2015 First Home</i></b>	
	<b><i>%</i></b>	<b><i>#</i></b>	<b><i>%</i></b>	<b><i>% of #</i></b>	<b><i>#</i></b>	<b><i>%</i></b>
<b><i>Low</i></b>	3.1	6	2.0	3.5	7	1.9
<b><i>Moderate</i></b>	13.0	34	11.3	13.3	34	9.1
<b><i>Middle</i></b>	48.3	178	59.3	46.7	198	52.9
<b><i>Upper</i></b>	35.6	82	27.4	36.4	135	36.1
<b><i>N/A</i></b>	0.0	0	0.0	0.1	0	0.0
<b><i>Total</i></b>	<b><i>100.0</i></b>	<b><i>300</i></b>	<b><i>100.0</i></b>	<b><i>100.0</i></b>	<b><i>374</i></b>	<b><i>100.0</i></b>

*Source: 2014 & YTD 2015 HMDA LAR Data and 2010 U.S. Census Data.*

As reflected in the above table, of the 300 loans originated in 2014, 13.3 percent were in the low- and moderate-income level geographies. The percentages in each category were lower but comparable to the percentage of the area's owner-occupied housing units in low- and moderate-income level geographies, as well as the aggregate lending data percentages.

Compared to 2014, during the YTD 2015 period the Lender's overall lending volume increased, while the percentage of lending in low- and moderate-income level census tracts decreased. The highest concentration of residential loans was originated in the middle-income level census tracts for both years.

Overall, the geographic distribution of residential mortgage loans reflects reasonable dispersion throughout low and moderate-income level census tracts within the Commonwealth.

## 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 the Commonwealth's residents.

The following table shows First Home's 2014 and YTD 2015 HMDA reportable loans to low, moderate, middle, and upper-income borrowers in comparison to the 2014 aggregate lending data (exclusive of First Home) and the percentage of total families within the Commonwealth in each respective income group.

<b>Distribution of HMDA Loans by Borrower Income Level</b>						
<b>Median Family Income Level</b>	<b>% of Families</b>	<b>2014 First Home</b>		<b>2014 Aggregate Lending Data</b>	<b>YTD 2015 First Home</b>	
		<b>#</b>	<b>%</b>	<b>% of #</b>	<b>#</b>	<b>%</b>
<b>Low</b>	22.2	21	7.0	5.0	16	4.3
<b>Moderate</b>	16.5	71	23.7	15.9	97	25.9
<b>Middle</b>	20.6	93	31.0	21.7	120	32.1
<b>Upper</b>	40.7	114	38.0	40.8	135	36.1
<b>N/A</b>	0.0	1	0.3	16.6	6	1.6
<b>Total</b>	<b>100.0</b>	<b>300</b>	<b>100.0</b>	<b>100.0</b>	<b>374</b>	<b>100.0</b>

Source: 2014 & YTD 2015 HMDA LAR Data and 2010 U.S. Census Data.

As shown in the above table, lending to moderate-income level borrowers during 2014 and YTD 2015 was above the percentage of moderate-income level families, as well as the performance of the aggregate data. First Home's lending to low-income level borrowers during that same period was below the percentage of low-income families, but still comparable to the performance of the aggregate data.

Although lending to low-income borrowers further decreased from 2014 to 2015, the Lender's overall performance to low- and moderate-income borrowers is reasonable.

The high housing costs throughout Massachusetts can restrict the ability of low-income level mortgage loan applicants to qualify for residential loans, which may constraint the opportunities to lend to these consumers.

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

First Home offers a number of flexible lending products, which are provided in a safe and sound manner to address the credit needs of low and moderate-income individuals or geographies.

First Home became a Housing and Urban Development approved Non-Supervised FHA Loan Correspondent in 2009. FHA products provide competitive interest rates, smaller down payments for low- and moderate-income first-time homebuyers and existing homeowners. Since 2009 First Home also offers HUD insured Home Equity Conversion Mortgage product. During the review period, First Home originated 145 FHA loans totaling \$39 million. Of these, 51 loans benefited low to moderate-income borrowers, while 28 loans were originated in low- to moderate-income geographies.

First Home became a Veterans Administration (VA) agent in 1993. The VA Home Loan Guarantee Program is designed specifically for the unique challenges facing service members and their families. Through VA-approved lenders, the program offers low closing cost, no down payment requirement, and no private mortgage insurance requirement. During the review period, First Home originated 45 VA loans totaling \$14 million. Of these, 18 loans benefited low- to moderate-income borrowers, while 7 loans were originated in low- and moderate-income geographies.

First Home is a United States Department of Agriculture (USDA) Guaranteed Lender, and has offered USDA loan products since 2005. USDA Rural Housing Program is an innovative loan program that provides 100 percent financing for eligible homebuyers in rural-designated areas. This program is for home purchase transactions which offers fixed rates, and does not require a down payment. Income requirements do apply and borrowers can earn no more than 115% of the HUD median income for their area, adjusted by family size. 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, First Home originated 53 loans totaling \$13 million. Of these, 22 loans benefited low to moderate-income borrowers, while 2 loans were originated in low and moderate-income geographies.

Since 2010, First Home is also a lender for the Massachusetts Housing Finance Agency (MassHousing) products. MassHousing is a not-for-profit public agency that provides financing for homebuyers and homeowners, and for developers and owners of affordable rental housing. The agency sells bonds to fund its programs, which include the 'My Community' program. This loan program offers loan limits as high as \$417,000 with the borrower's income limit up to \$110,700, with no down payment required, and a 30 year fixed rate loan. In 2014 and YTD 2015, First Home originated 24 MassHousing loans with a total of more than \$5 million in dollar volume.

#### **IV. Fair Lending**

The Division examines a mortgage lender's fair lending policies and procedures pursuant to Regulatory Bulletin 1.3-106. The mortgage 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 First Home's personnel, and individual file review. No evidence of disparate treatment was identified.

First Home has established satisfactory record relative to fair lending policies and practices.

Fair lending is incorporated in First Home's company-wide policies and procedures that apply to all employees. Employees are instructed not to discriminate against loan applicants on a prohibited basis.

Mortgage Loan Officers are required to complete the continuing education program, in line with the NMLS requirements. All staff also participates in initial and periodic in-house training program, on-line courses offered by TrainingPro.com, and any required agency specific or investor specific training.

In addition, First Home conducts monthly meetings to discuss policies and makes recommendations for any policy changes. These include a review of the existing HMDA and Fair Lending guidelines.

Senior management is responsible for ensuring that the Lender is in compliance with current laws and regulations, and for implementing necessary changes and updates to policies and procedures. First Home is contracted with external vendors to conduct monthly quality control reviews and annual audits for compliance with regulatory requirements.

#### **MINORITY APPLICATION FLOW**

For 2014 and YTD 2015, First Home received 890 HMDA reportable mortgage loan applications from within the Commonwealth of Massachusetts. Of these applications, 73 or 8.2 percent were received from racial minority applicants, and 59 or 80.8 percent resulted in originations. During this period, First Home received 25 or 2.8 percent of HMDA reportable applications from ethnic groups of Hispanic origin, and 17 or 68 percent were originated. This compares to 75.7 percent overall ratio of total mortgage loans originated by the Lender in Massachusetts, and 71.6 percent of the aggregate origination ratio to ethnic minorities.

Demographic information for Massachusetts reveals the total ethnic and racial minority population stood at 23.9 percent of the total population as of the 2010 Census. This segment of the population is comprised of 9.6 percent Hispanic or Latino ethnicities. At 14.3 percent, racial minorities consisted of 6.00 percent Black; 5.3 percent Asian/Pacific Islander; 0.2 percent American Indian/Alaskan Native; and 2.8 percent self-identified as Other Race.

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

<b>MINORITY APPLICATION FLOW</b>					
<b>RACE</b>	<b>2014 First Home</b>		<b>2014 Aggregate Data</b>	<b>YTD 2015 First Home</b>	
	<b>#</b>	<b>%</b>	<b>% of #</b>	<b>#</b>	<b>%</b>
<i>American Indian/ Alaska Native</i>	0	0.0	0.2	0	0.0
<i>Asian</i>	5	1.2	4.8	12	2.5
<i>Black/ African American</i>	17	4.2	3.1	24	4.9
<i>Hawaiian/Pacific Islander</i>	1	0.3	0.1	0	0.0
<i>2 or more Minority</i>	0	0.0	0.1	0	0.0
<i>Joint Race (White/Minority)</i>	3	0.7	1.2	11	2.3
<b>Total Minority</b>	<b>26</b>	<b>6.4</b>	<b>9.5</b>	<b>47</b>	<b>9.7</b>
<i>White</i>	339	83.3	67.7	384	79.5
<i>Race Not Available</i>	42	10.3	22.8	52	10.8
<b>Total</b>	<b>407</b>	<b>100.0</b>	<b>100.0</b>	<b>483</b>	<b>100.0</b>
<b>ETHNICITY</b>					
<i>Hispanic or Latino</i>	10	2.5	3.8	9	1.9
<i>Joint (Hisp-Lat /Not Hisp-Lat)</i>	2	0.5	1.0	4	0.8
<b>Total Hispanic</b>	<b>12</b>	<b>3.0</b>	<b>4.8</b>	<b>13</b>	<b>2.7</b>
<i>Not Hispanic or Latino</i>	355	87.2	72.6	421	87.2
<i>Ethnicity Not Available</i>	40	9.8	22.6	49	10.1
<b>Total</b>	<b>407</b>	<b>100.0</b>	<b>100.0</b>	<b>483</b>	<b>100.0</b>

Source: PCI Corporation CRA Wiz, Data Source: 2000 U.S. Census Data, 2014 & YTD 2015 HMDA Data

In both 2014 and YTD 2015, First Home's racial minority application flow was lower than the population demographics derived from the census data, but generally similar to the aggregate figures. Ethnic minority flow was lower than the demographic data and the performance of the aggregate.

## **V. Loss of Affordable Housing**

This review concentrated on the suitability and sustainability of mortgage loans originated by First Home by taking into account delinquency and default rates of the mortgage 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. Additionally, individual mortgage loans could be tracked for their status through local Registries of Deeds and other available sources including public records of foreclosure filings.

An extensive 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. Furthermore, at less than one percent, overall delinquency rates do not pose regulatory concern.

## **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.

First Home's Service Test performance was determined to be "Needs to Improve" at this time. During the review period, the Lender provided a limited level of community development services within the Commonwealth.

### **Mortgage Lending Services**

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

First Home's mortgage service delivery systems are reasonably accessible and do not vary in a way that inconvenience geographies and individuals of different income levels in the Commonwealth. Customers can apply to First Home for a mortgage over the telephone and via the company's website, or in person at any of the office locations.

Business development relies primarily on realtor relationships, referrals and repeat customers. First Home has an advertising profile in in Massachusetts, primarily via direct mail and internet.

First Home uses a third party servicer to sub-service its \$932 million retained servicing portfolio. At present, the delinquency ratio remains below 1.0 percent and, during the review period, there were no foreclosure proceedings or loan modifications affecting Massachusetts consumers. Consequently, lending products and practices do not show any undue concentration or a systematic pattern of lending resulting in mortgage loans that are not sustainable.

## **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.

First Home encourages its loan officers to participate in seminars designed to teach first time buyers many elements of home ownership. The Lender is a member of the Massachusetts Mortgage Bankers Association, Plymouth and South Shore Association of Realtors, the Plymouth Chamber of Commerce, and other local organizations and associations.

During the examination period, First Home's Plymouth branch office participated in organizing one first-time home buyer seminar, and promoted similar seminars offered by Citizens' Housing and Planning Association on social media.

During the review period, the Lender provided a limited level of community development services within the Commonwealth. Management is encouraged to employ a strong focus and a pro-active commitment in community development activities or 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 low and moderate-income individuals; and foreclosure prevention counseling and/or providing technical assistance to community organizations in a leadership capacity. Evidence of all activities needs to be maintained for verification.

## **PERFORMANCE EVALUATION DISCLOSURE GUIDE**

Massachusetts General Laws Chapter 255E, Section 8, and 209 CMR 54.00, the CRA regulation, requires 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.