

MQMR Improves Audit-Readiness and Bolsters Compliance for American Pacific Mortgage

COMPANY PROFILE



Since 1996, American Pacific Mortgage (APM) has been helping customers reach their goal of homeownership. It is a company built and led by a senior leadership group with decades of experience in mortgage lending and this expertise offers a unique perspective unlike any other.

Over the years, APM has grown to include more than 800 loan officers and branch managers in over 170 branch offices and is licensed to lend in 19 states. For more information, visit <https://www.apmortgage.com>.

PROBLEM

In 2014, American Pacific Mortgage (APM) realized the pace of its growth was outstripping the capacity of its internal team to manage compliance effectively.

Recognizing it would need additional resources to ensure it remained compliant, APM began to seek the services of a third-party firm that could provide on-going compliance and internal audit support.

SOLUTION

Having crossed paths at several industry events, APM realized that MQMR possessed the skills and expertise it sought and subsequently partnered with MQMR to establish an internal audit program that would monitor APM's compliance performance and help APM prepare for external audits.

MQMR's internal audit services include both individualized risk assessments and ongoing audits to help lenders of all sizes identify credit, regulatory, operational, financial and reputational risks and improve the effectiveness of the risk

management, control activities and governance processes.

RESULTS

Kim Shipp, Risk Manager at APM, says that working with MQMR has made a tremendous difference in APM's exam readiness and the firm's ability to manage the compliance "growing pains" that come along with progress.

"MQMR's advice, guidance and support for all the different rules and regulations and on examinations has changed the way that we manage our policies and procedures and memorialization of all those items," she said. "MQMR keeps us accountable by ensuring our corporate governance and oversight continues to evolve and mature alongside the firm.

"We've grown exponentially in the last five years, and the more people we bring on and the more product lines and territories we get into, MQMR is there to help with that process," Shipp added. "As we grow, our relationship with MQMR grows, and their subsequent audits continue to dig deeper." (*cont.*)



CASE STUDY

“

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Kim Shipp
Risk Manager
American Pacific Mortgage

RESULTS (cont.)

Additionally, the collaborative relationship that MQMR strives to maintain is one of the biggest positives for APM. While MQMR is an independent company and performs a wide range of audits, the ability and willingness to completely understand the way APM conducts business helps to create a strong working relationship.

“There’s a lot of collaboration with MQMR in terms of ensuring that they fully understand why we do something a certain way and then helping us address it from that point forward,” Shipp continued. “The MQMR team is willing to work with us to ensure they have a proper understanding. When we have an audit come through and we’re concerned with what the results are, they’re willing to talk through our concerns and toss out ideas for us to consider in developing our own corrective action plan.”

“MQMR cares about our success and goes above and beyond to fully understand our business and the way we run it,” Shipp added. “This is what makes their best practice recommendations so valuable because they’re catered to our organization and its needs.

“Their consultative approach to each audit has been instrumental in the way we do business and how we manage our risk,” she said. “We’re a better mortgage company because of MQMR and attribute much of APM’s success to MQMR’s partnership.”

ABOUT MORTGAGE QUALITY MANAGEMENT AND RESEARCH, LLC (MQMR)

MQMR helps its clients climb higher by bridging the gap between risk and compliance through its suite of risk-related services. MQMR provides mortgage compliance consulting throughout the origination process, conducting internal audit risk

assessments and ongoing internal audit support, servicing QC and subservicing oversight to master servicers, and filling the void of meeting vendor management oversight requirements. With 2,000+ operational reviews of mortgage companies, subservicers,

document custodians, and vendors annually, MQMR prides itself on being the mortgage industry partner of choice for audit, risk and compliance. To learn more, visit mqmresearch.com, subsequentqc.com, and hqvendormanagement.com.