



September 22, 2022

Devon Phelps
Chief of Regulatory Affairs, Division of Consumer Services
Washington Department of Financial Institutions
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Transmitted via email to Devon.Phelps@dfi.wa.gov

Ms. Phelps,

On behalf of Zillow, I write to thank you for the clarifications provided in the [proposed rulemaking language](#) under the Mortgage Broker Practices and Consumer Loan Acts allowing mortgage loan originators to work from their residences. We appreciate the engagement of you and your colleagues at the Department of Financial Institutions on the rulemaking and implementation of [SB 5077](#). These efforts to modernize residential mortgage loan activity will create a more seamless real estate transaction experience for Washington state home buyers.

Zillow is reimagining real estate to make it easier for consumers to unlock life's next chapter. As the most visited real estate website in the United States, Zillow and its affiliates offer customers an on-demand experience for selling, buying, renting, and financing with transparency and ease.

The pandemic accelerated the use of remote technologies and reshaped consumer expectations. Employees strongly prefer the flexibility to work from home and, now more than ever, consumers expect the ability to access credit from their own homes. Permanent authorization of remote mortgage loan origination improves employee retention and expands access to credit for Washingtonians. Importantly, Washington's law and proposed rules also ensure that appropriate supervision of mortgage loan originators and security measures remain in place to protect consumers.

Washington's steps to allow mortgage loan originators to work from home, first through legislation and now through this rulemaking, will have a meaningful impact on the ability of Washington mortgage lending professionals to pursue a fulfilling and rewarding career in the mortgage lending business with the same flexibility to work from home that other industries offer their employees.

Thank you again for your work on this important issue and please let us know if we can provide any further information.

Sincerely,

A handwritten signature in black ink, appearing to read "A. Boone".

Anna Boone
Government Relations & Public Affairs Manager
Zillow Group

CC: Ashley Sutherland, Department of Financial Institutions