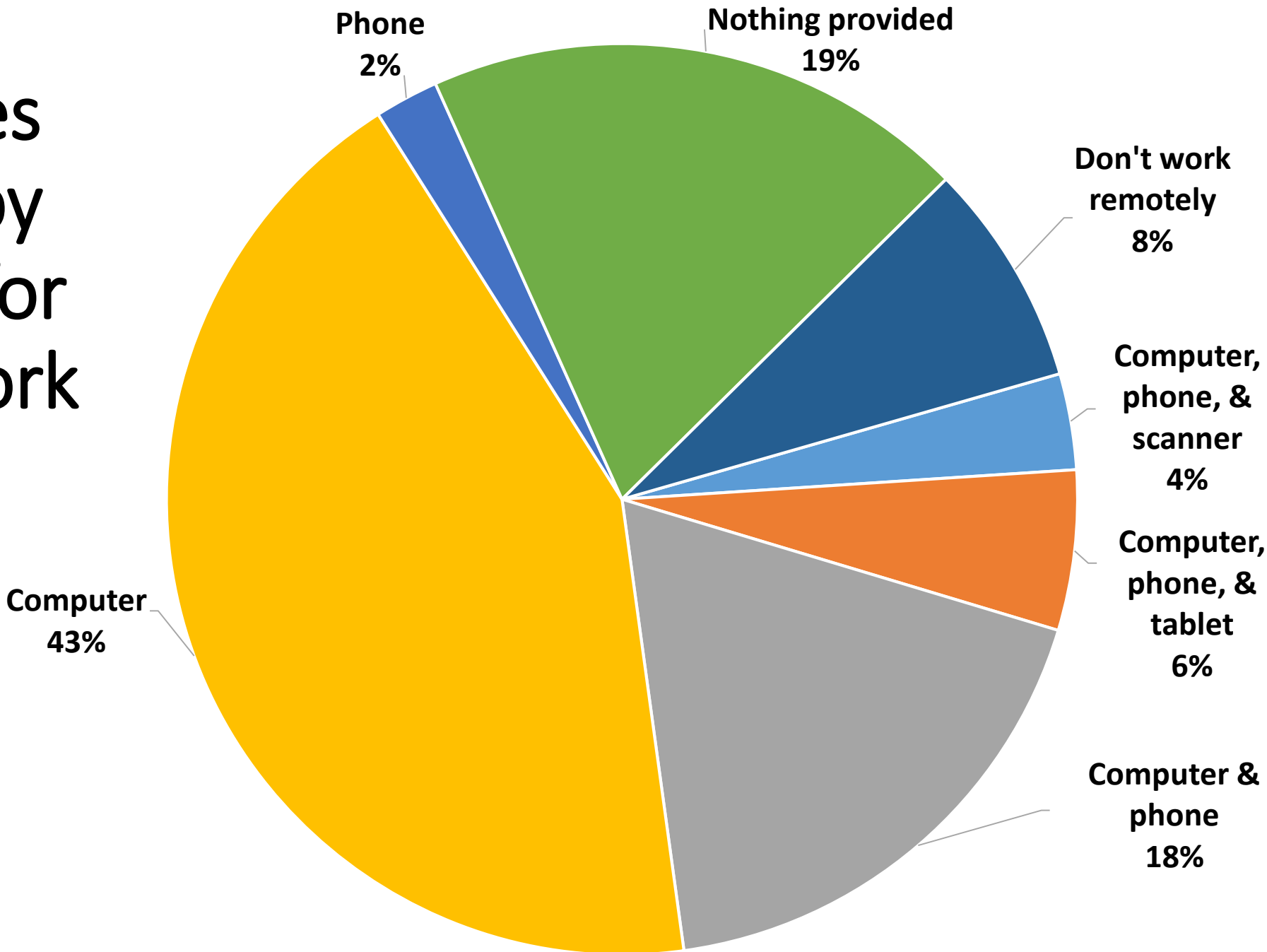


# Summary of Consumer Loan Act & Mortgage Broker Practices Act Survey on Technology Use

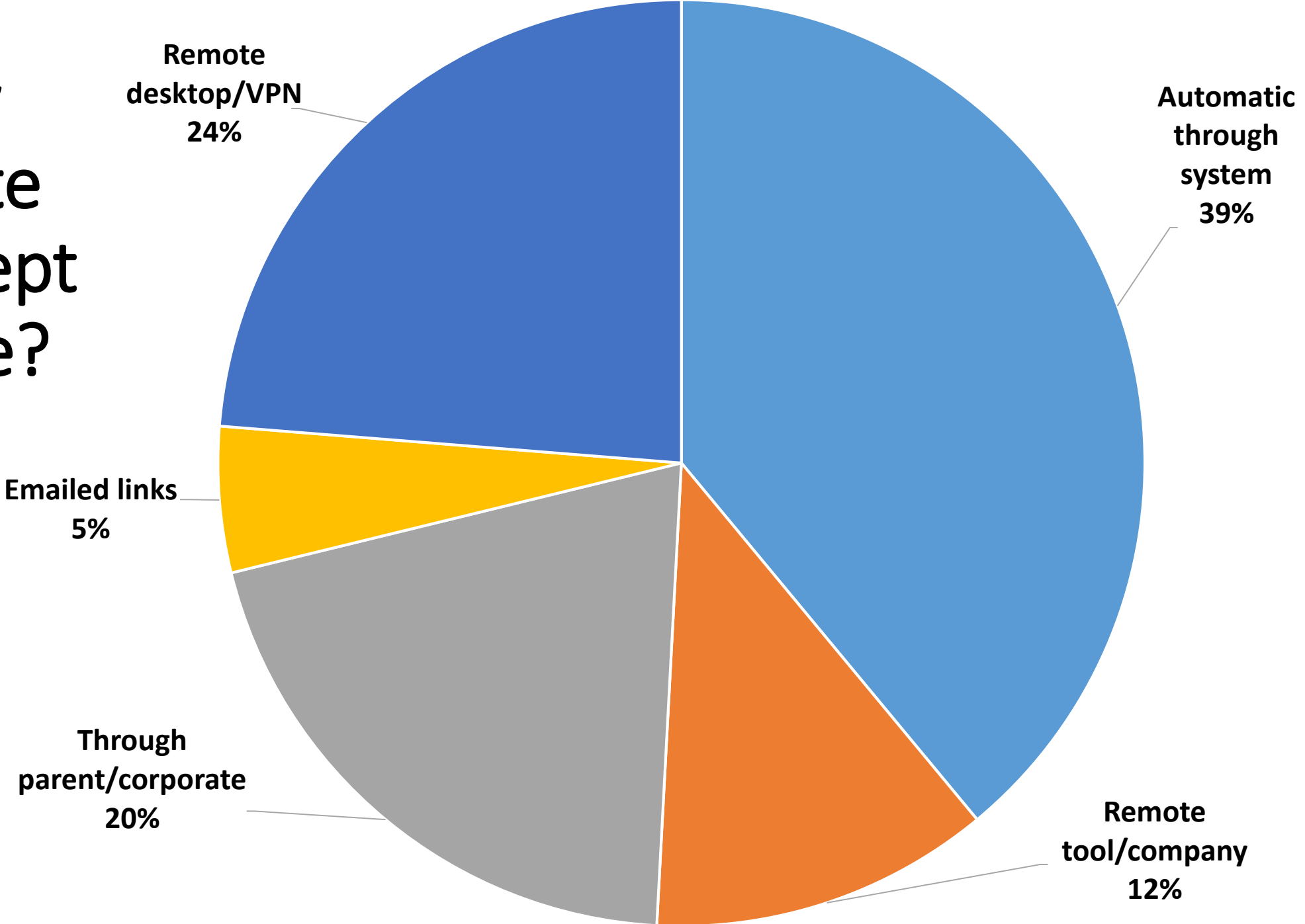
Conducted July 2019 and June 2020

88 responses received

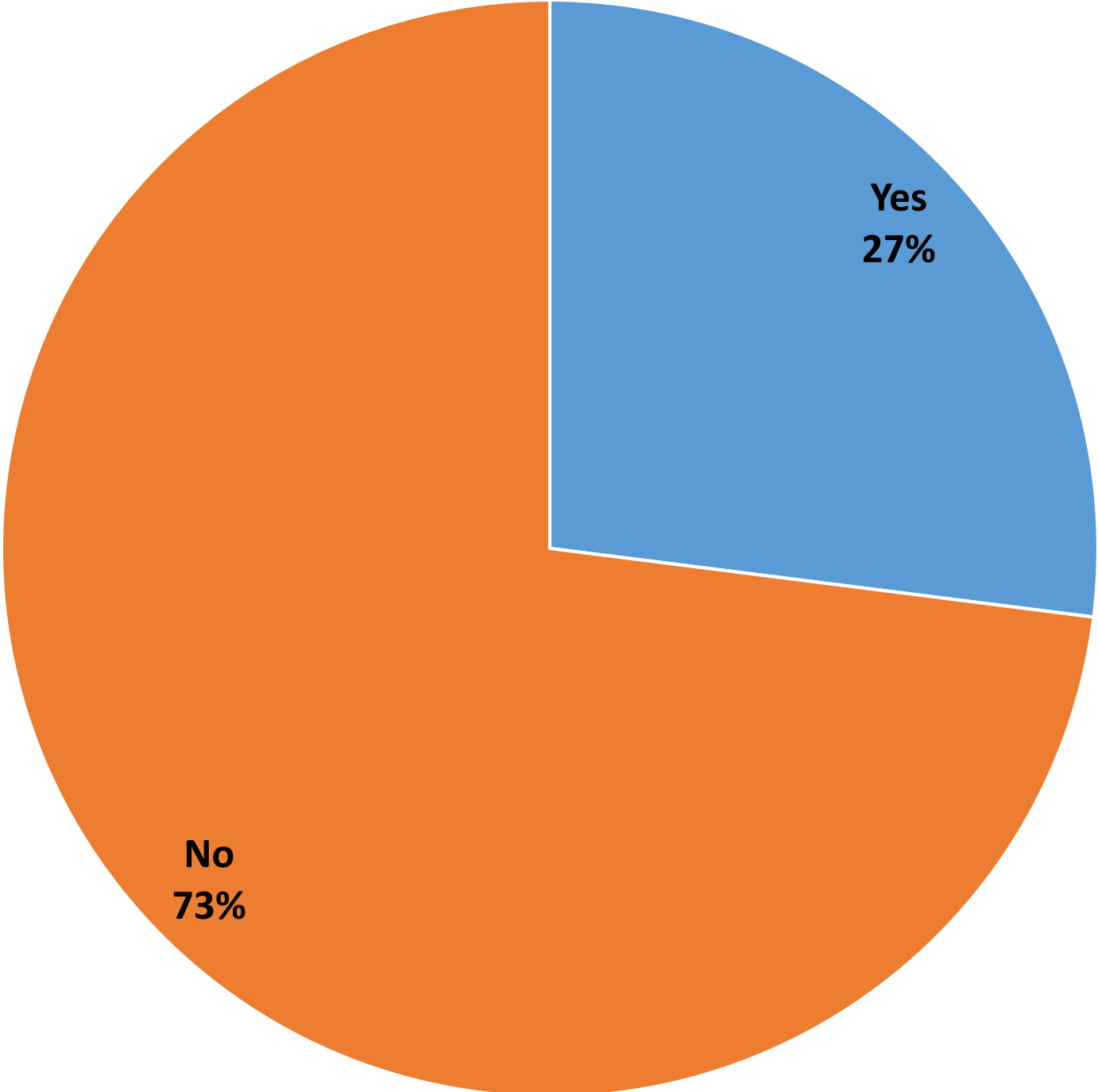
# Q.1 Devices provided by company for remote work



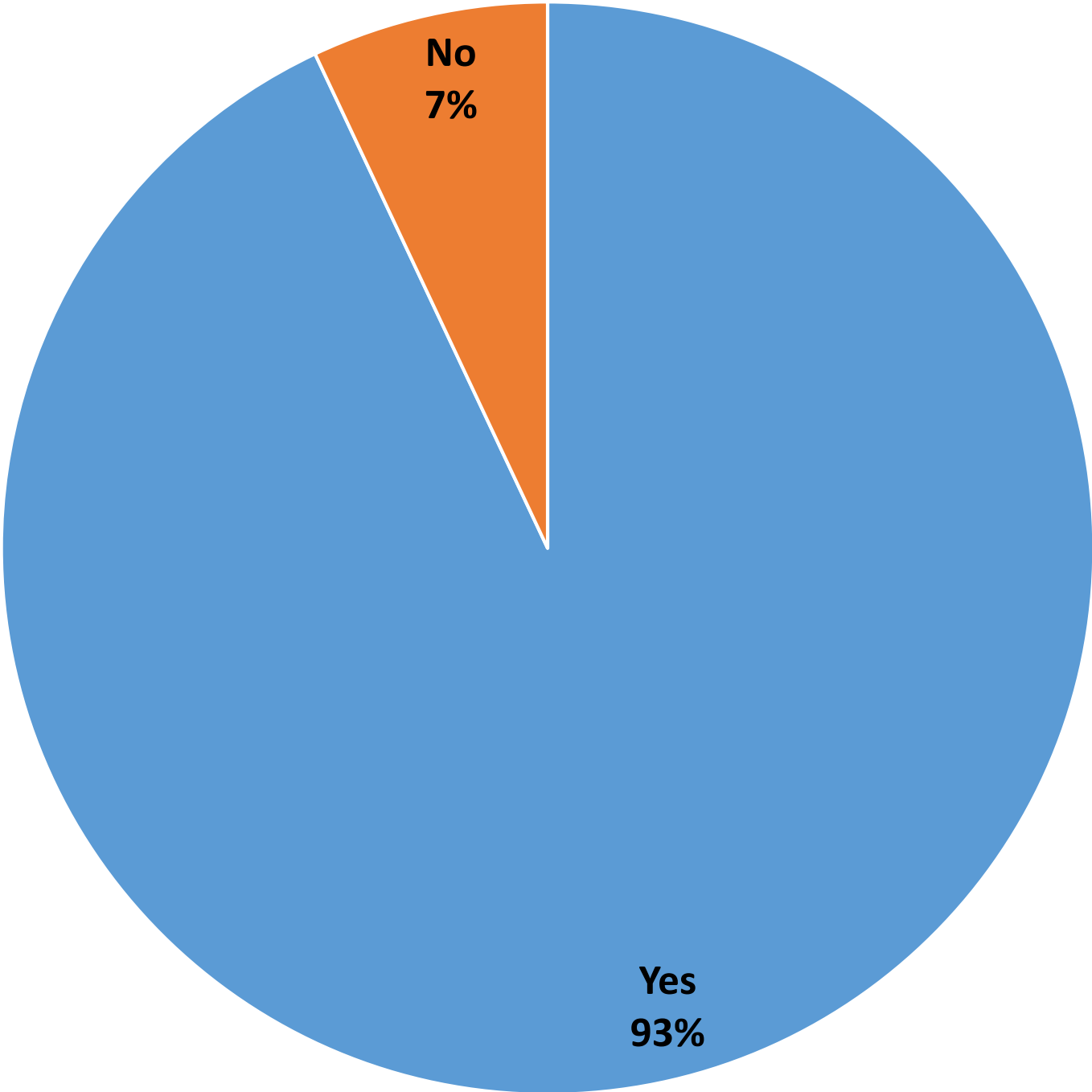
# Q.1a How are remote devices kept up to date?



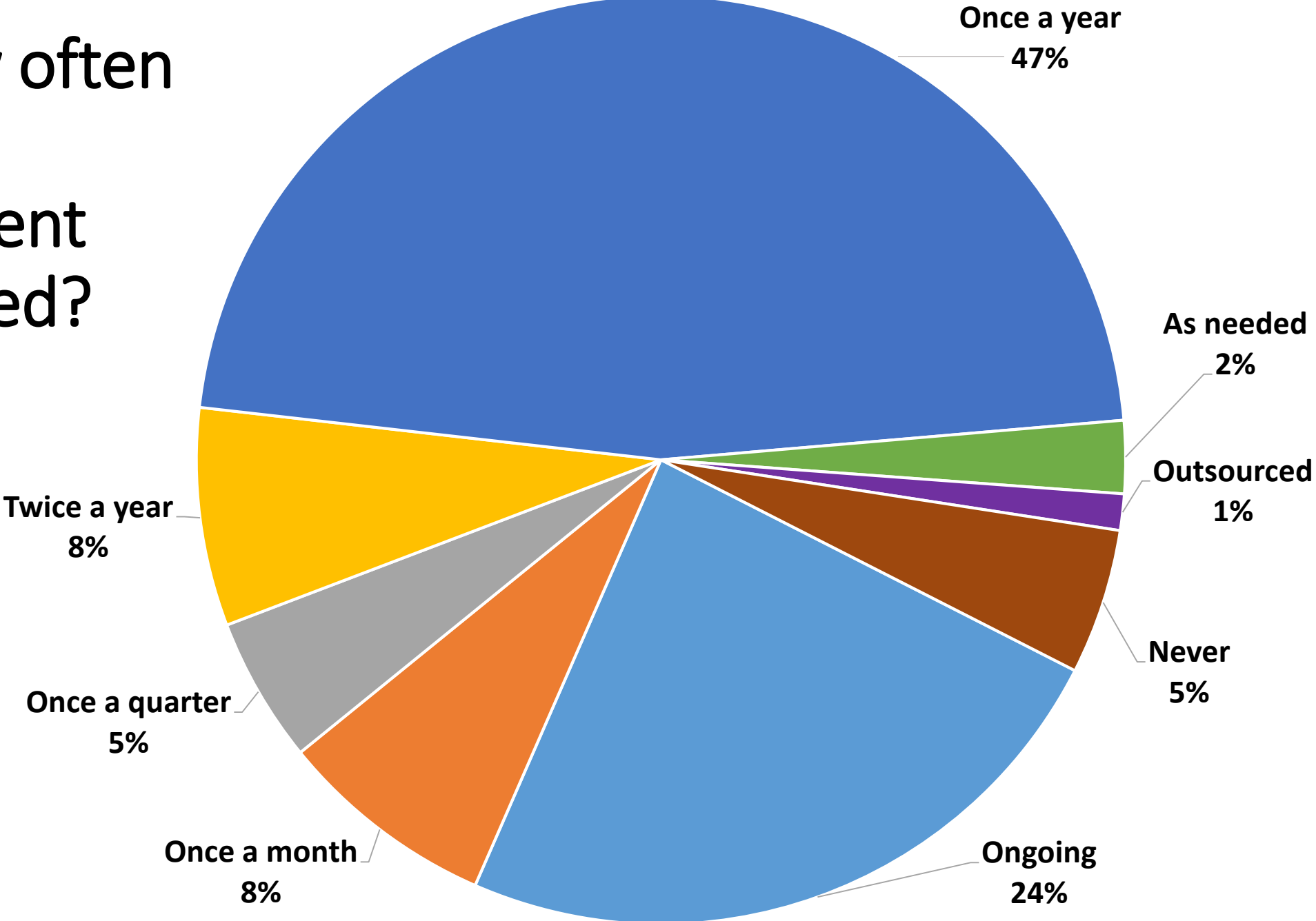
**Q.1b Is access to a device cut off remotely upon termination?**



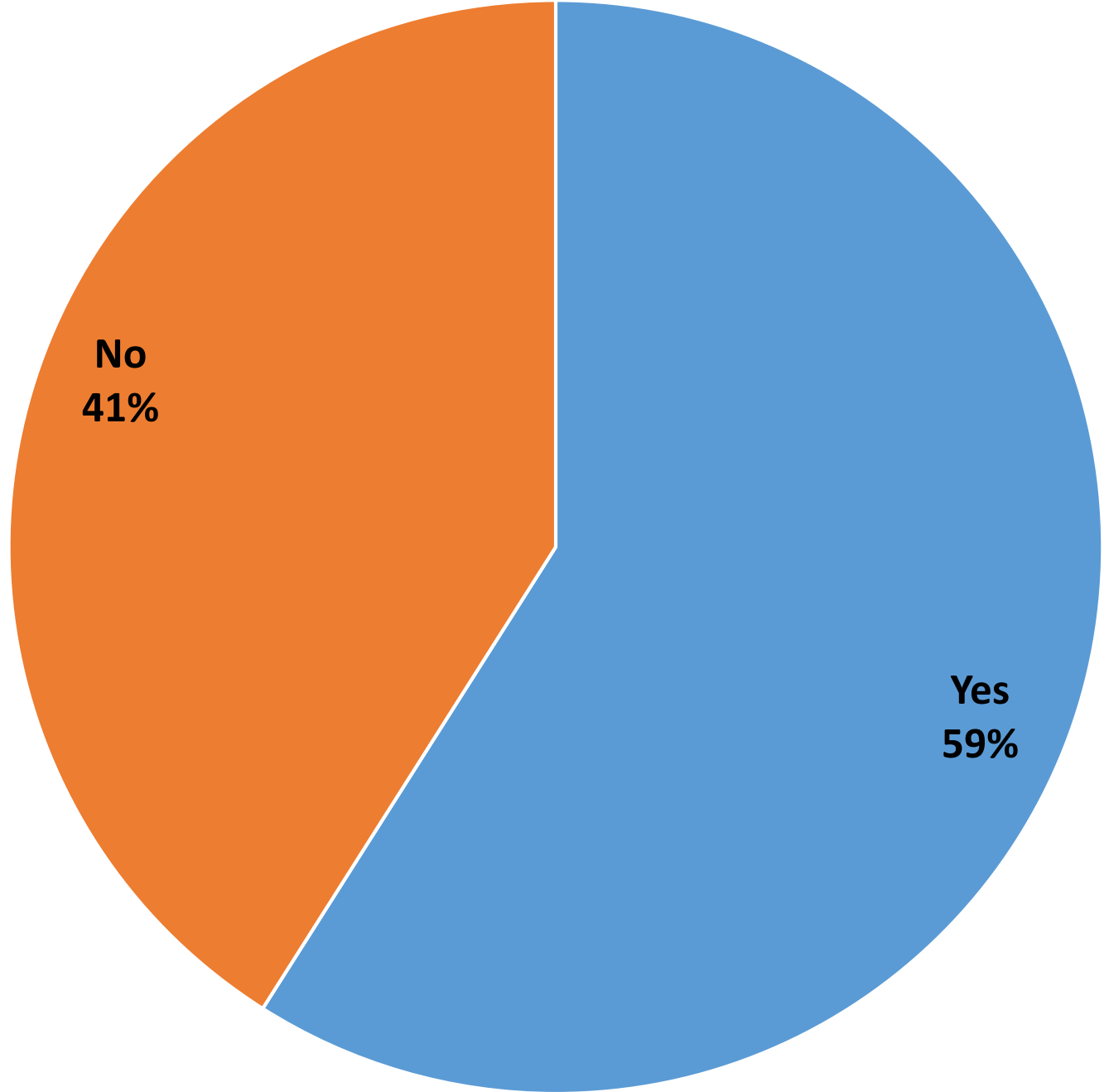
Q.4 Does the company have written policies & procedures governing the use of electronic data?



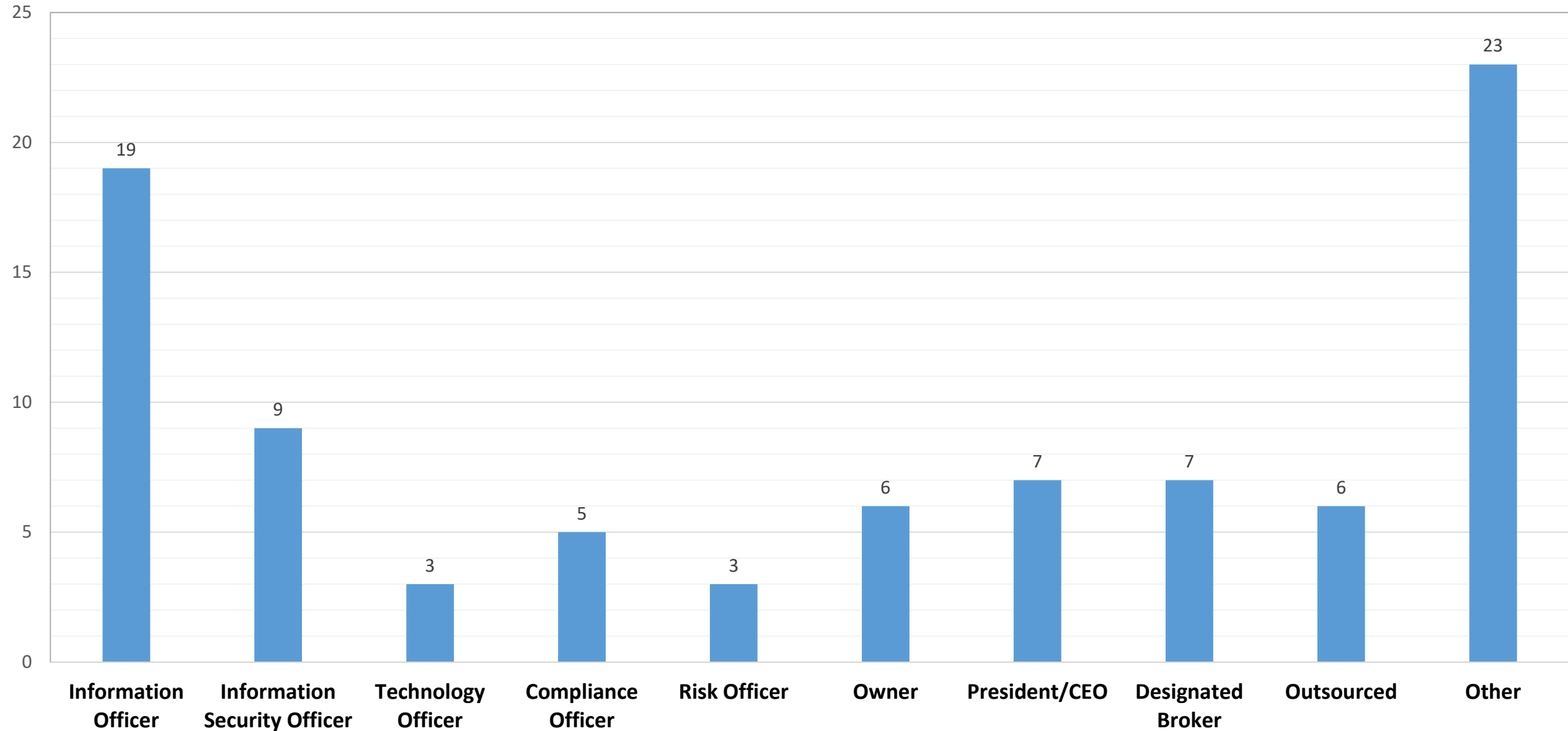
# Q.6 How often is a risk assessment conducted?



Q.5 Does the company have a Chief Information Officer?

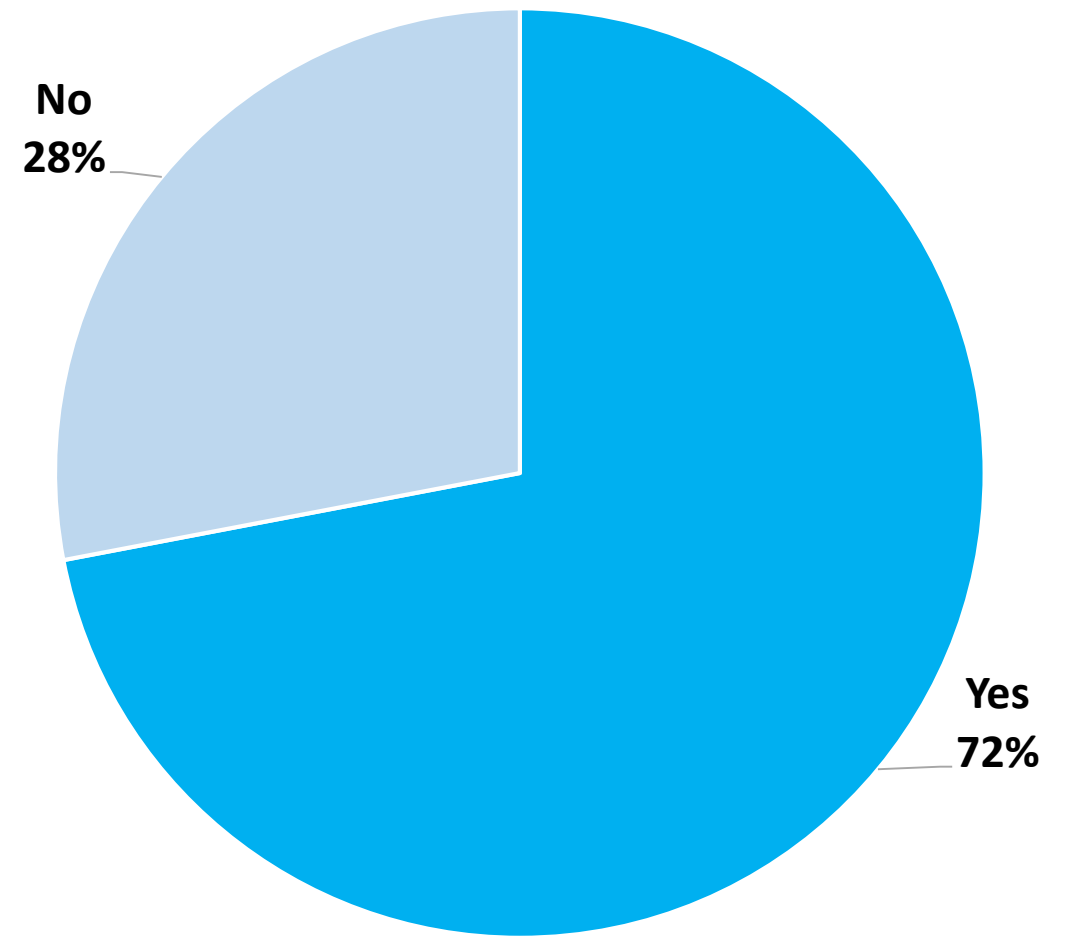
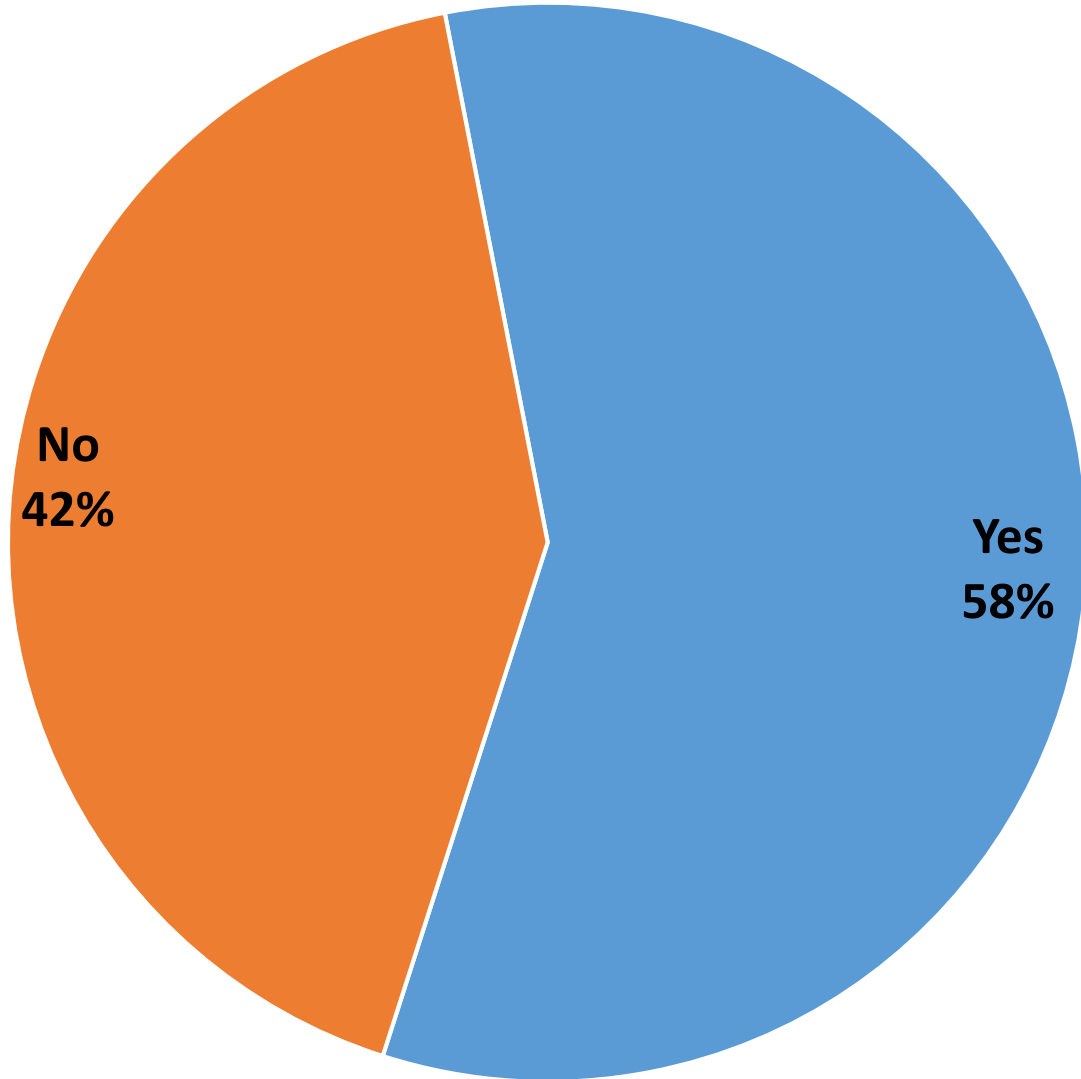


# Q.5a Who is in charge of the company's information security?



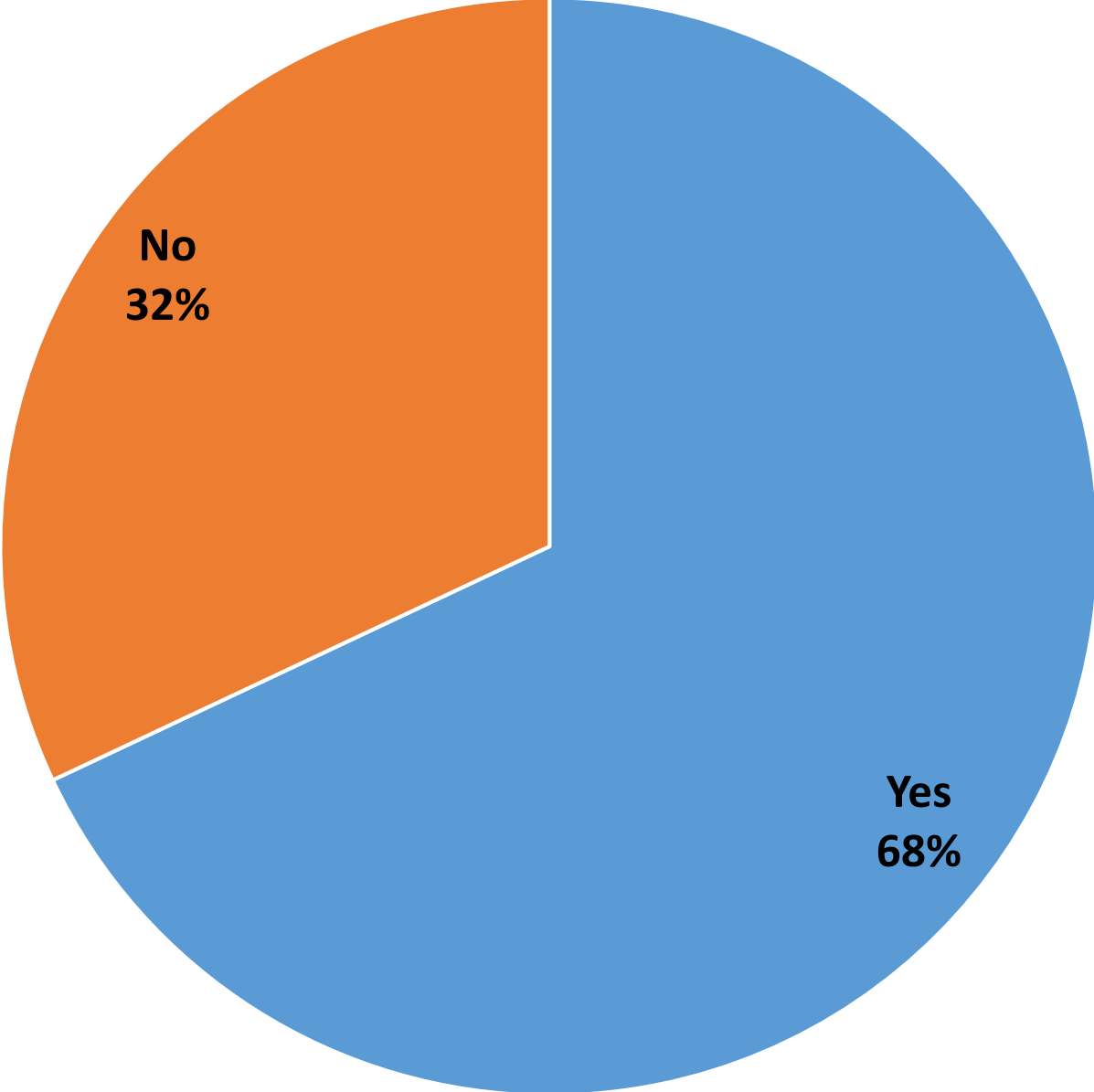


**Q.3 Does the company use a cloud-based repository?**

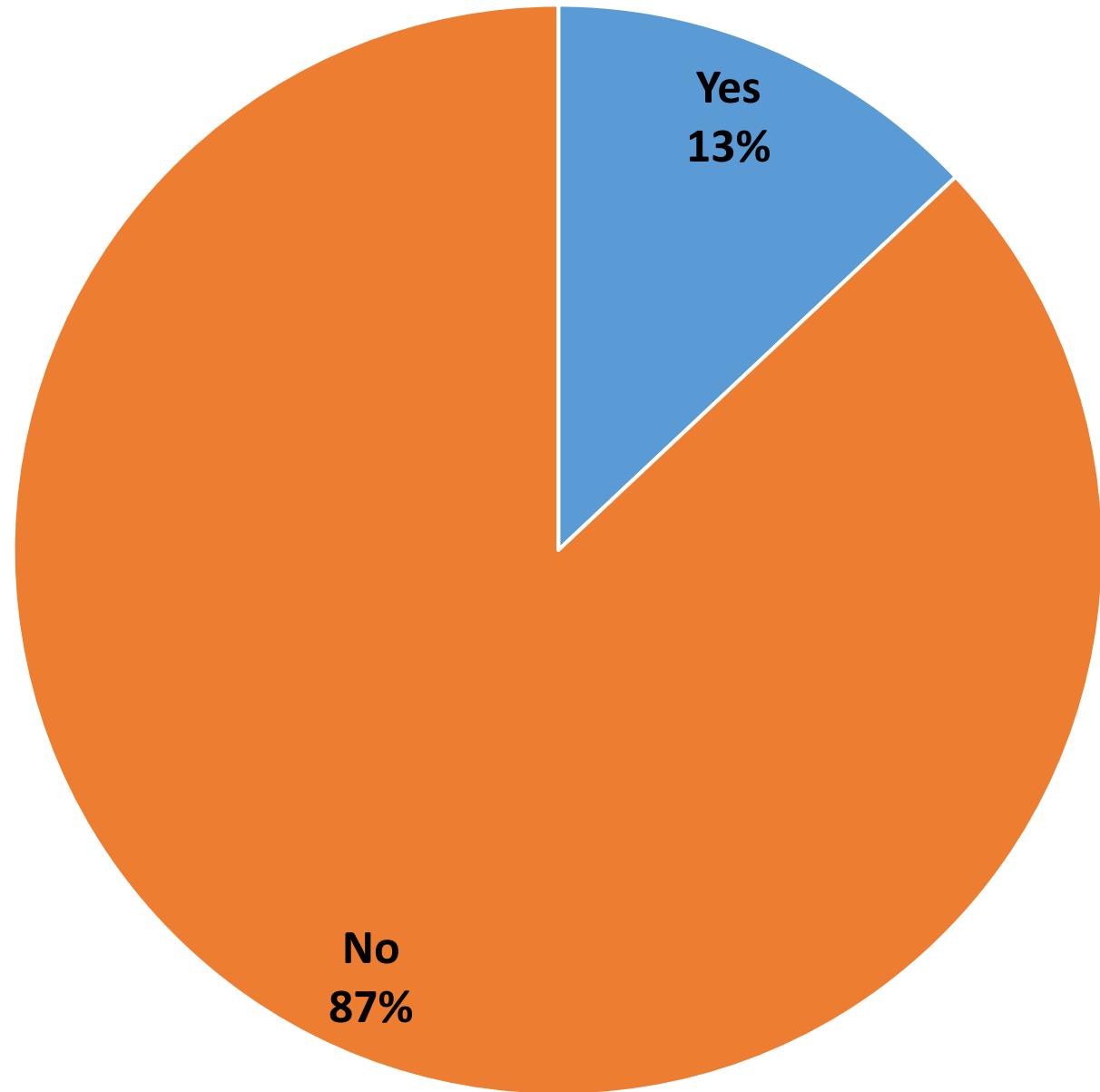


**Q.3a If yes, must MLOs conduct business directly in the cloud?**

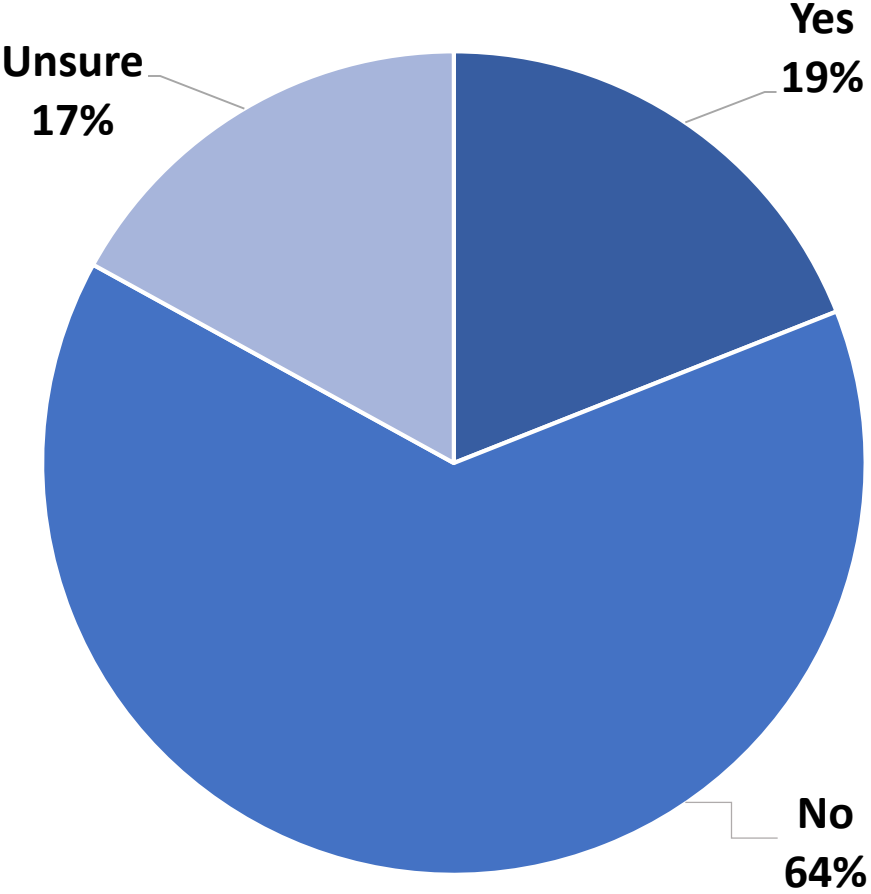
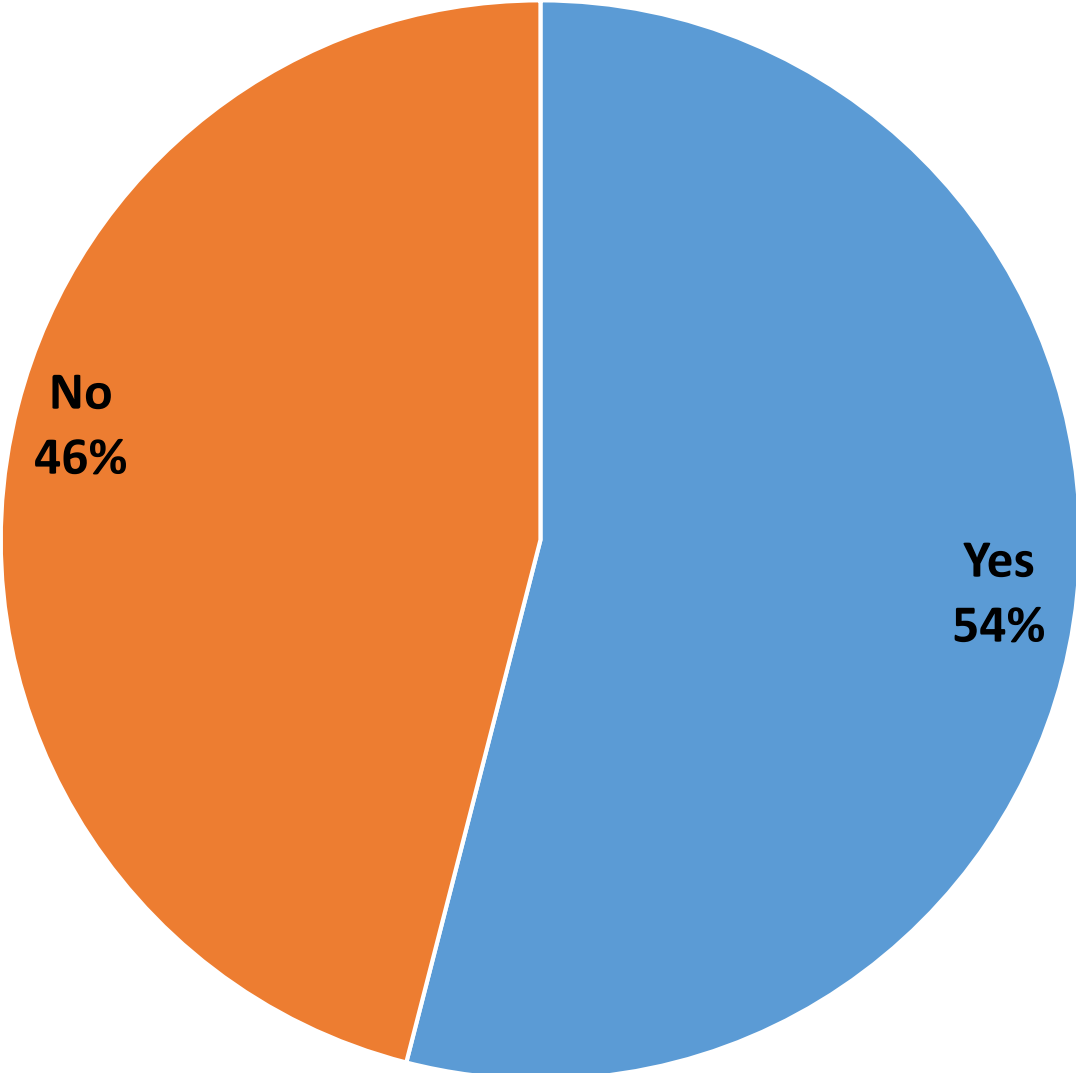
**Q.10 Must MLOs  
access the company  
mainframe via VPN  
or a similar system  
when dealing with  
borrower PII?**



Q.11 Do MLOs keep physical files?



# Q.12 Can MLOs conduct business via text message?



# Q.12b If yes, is there an API to capture texts?

# Q. 12a What activities can a MLO conduct via texts?

