

Consumer Services Committee (CSC) Meeting

Wednesday, November 19, 2025 • 1:00 p.m. – 2:00 p.m. (Eastern Time)

Please visit our website to join via [Zoom Webinar](#)

Dial-in: 786-635-1003; Code: 977 8143 2199

Zoom Webinar details are provided directly to Panelists/Speakers

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|---------------------|--|-----------------|
| 1. | Approval of Prior Meeting's Minutes
▲ June 11, 2025 [Consent Item] | Chair Knight |
| 2. | Mortgagee Policy Verification and Notification Services
[Consent Item] | Jeremy Pope |
| 3. | Customer Experience (CX) Update | Cecile Latimore |
| 4. | Consumer and Policy Services Operational Update | Karl Justavino |
| 5. | CSC Charter [Consent Item] | Jeremy Pope |
| New Business | | |
| Adjourn | | |