



# Department of Financial Services

ANDREW M. CUOMO  
Governor

LINDA A. LACEWELL  
Superintendent

April 27, 2021

Dear Licensee/Registrant:

Pursuant to §597 of the New York Banking Law, your organization is required to complete a Volume of Operations Report (“VOOR”) for calendar year 2020. Registered mortgage brokers (“Registrants”) and licensed mortgage bankers (“Licensees”) are required to complete and file a VOOR regardless of whether such Licensee or Registrant closed loans or took applications for properties located in New York State. The completed VOOR must be submitted by an owner or an authorized principal officer no later than June 30, 2021. Failure to file the report by June 30, 2021 will result in fines and/or other regulatory action.

The 2020 VOOR will be accessible from **9:00am EST, Tuesday, April 27, 2021** through **11:59pm EST, Wednesday, June 30, 2021** via <https://myportal.dfs.ny.gov>.

DFS Portal Users for regulated entities that filed a 2019 VOOR can access the 2020 VOOR Portal with their existing username and password, along with the computer-generated pin received as part of the Multi-Factor Authentication (“MFA”) process described below. Registrants and Licensees that do not have a DFS Portal account, must **“Create an Account”** through the Department’s website [www.dfs.ny.gov](http://www.dfs.ny.gov). Please select DFS Portal at the top righthand side on the DFS website [www.dfs.ny.gov](http://www.dfs.ny.gov). Once you are on the DFS Portal page, select “Create an Account.” Additional instructions are available at [https://www.dfs.ny.gov/apps\\_and\\_licensing/mortgage\\_companies/volume\\_of\\_operations\\_report](https://www.dfs.ny.gov/apps_and_licensing/mortgage_companies/volume_of_operations_report). If you have any questions, you may contact the Department at (212) 709-3844 or (212) 709-3868.

Please be advised, the Department has implemented an MFA process for the 2020 VOOR. MFA is a secondary level security process which ensures that access to the Department’s systems are granted only to authorized users. The Department will employ MFA as a standard part of the VOOR user authentication process going forward. Once you log into the DFS Portal to access the VOOR, a computer-generated PIN will automatically be sent to your email. This PIN must be entered as part of DFS’s Portal login to proceed to the VOOR filing system. Please note, the computer-generated PIN is time sensitive and expires one hour after it is issued. Once the PIN expires, you will be required to request a new PIN via the same system. MFA will be required every time you login to access the VOOR.

Kindly note, all regulated entities required to submit a VOOR pursuant to §597 must designate a VOOR Administrator responsible for creating the company's VOOR Administrator access account, designating sub-users, and submitting the completed report. The VOOR Administrator will also function as the primary VOOR contact with the Department. Designated Administrators must have the delegated authority to complete the VOOR affidavit and address compliance and VOOR related supervisory issues with the Department.

Subsequent to your initial submission of the online VOOR, you will be allowed one opportunity to amend the report. It is important that you answer all financial questions on the VOOR. The Department collects this information for several purposes, including calculation of your annual assessment fees and scheduling of onsite examinations. Inconsistent and incomplete reporting, late submissions, and failure to file a timely VOOR could result in fines and/or other penalties.

If you do not have access to a computer and need to complete a manual VOOR, please call (212) 709-3535 on or after April 28, 2021 to request forms and instructions. Please allow at least three weeks for the forms to arrive. The deadline of **June 30, 2021** applies to both online and manual filing submissions, therefore request for manual VOOR should be submitted with sufficient time to meet the filing deadline.

This is an official communication and should be treated accordingly. This letter and all other Department correspondence should be kept in a separate file to be maintained by the licensee or registrant, at their offices, available for our review.

Very truly yours,  
Rhoda L. Ricketts  
Deputy Superintendent