(#184) Dear Management:

November 15, 2019

There are a lot of things good about doing reverse mortgages... helping people stay in the homes they love, a solid viable product offering, healthy margins, etc.    
  
You know what's not?    
  
If one of these loans go sideways, you don't just get the standard complaint notice... blah blah blah.    
  
You get a summons denoting "Elder Abuse"...  and how great does it sound, to have that blasted through the newspapers?  
  
So be diligent on the training, expertise and "motivation" of the people you let do reverse mortgages for your company...  
  
Or the headline...  
  
"XYZ Mortgage Corp forces Grandma to eat cat food, to be able to stay in her house!"  
  
May... be in your future!    
  
Now you know.  
  
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