[NMLS User Experience Group Helps Set Direction for Upcoming NMLS Enhancements](#)

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Mortgage companies in NMLS are linked to the mortgage loan originators (MLOs) they employ through a designation in the system referred to as a "relationship and/or sponsorship." As part of upcoming changes to NMLS, it will become easier for mortgage companies to navigate the "relationship and/or sponsorship" section of the system.

In preparation for upcoming NMLS changes for how company relationships and sponsorships are managed, NMLS staff interviewed [NMLS User Experience Group (NXg)](#) participants to gain insight from their user experience. The NXg is a pool of NMLS users and stakeholders who volunteer to be a part of NMLS discovery and development activities.

NMLS staff's goal was to get a deeper understanding of and improve the user experience for managing relationships and sponsorships in NMLS. Focus areas included:

- Creating a new relationship and/or sponsorship.
- Modifying an existing relationship and/or sponsorship.
- Ending an existing relationship and/or sponsorship.

Conducting the interviews

During the interviews, NXg participants completed A/B tests related to how the relationship and sponsorship page should be structured. A/B testing is a method of comparing two versions of a webpage, email, or other digital assets to determine which performs better based on user behavior, helping to optimize for better results. All participants preferred the full-page view (shown below) and believe it will provide a better user experience. Reasons included:

- Fewer clicks to access information.
- It is extremely helpful to view one screen with the NMLS number, location, and address.
- All information is in one place, requiring fewer clicks to view sponsorships information and location.

The image below is a depiction of how a "relationship and/or sponsorship" screen in NMLS could appear once this section has been modernized. Note: This system update is not final and may appear differently once implemented in NMLS.

The NXg interview participants also provided the following recommendations:

- Replace "Sponsorship Date" with "Sponsorship Start Date" and "Sponsorship End Date" in the Sponsorship section.
- Add "Sponsorship Status" after "Location Status" in the Sponsorship section.
- Add helper text in field "Search by Location or NMLS ID" for search on the Company Relationship modal.
- Change the button "Sponsor Approved Licenses" to "Sponsor Licenses."
- Provide reporting options and historical views, for auditing and assessment of loan offices, agencies and companies.

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