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# California State Senate

## SENATE COMMITTEE ON BANKING AND FINANCIAL INSTITUTIONS

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## THE CHANGING FACE OF STUDENT LOAN SERVICING IN CALIFORNIA INFORMATIONAL HEARING

March 22, 2017, State Capitol Room 2040  
1:30 PM – 3:30 PM

- I. Welcome and Opening Remarks – Chairman Dodd**
- II. The Student Loan Marketplace**
  - A. Paul Golaszewski, Legislative Analyst's Office
  - B. Natalia Abrams, Executive Director, Student Debt Crisis
- III. Student Loan Servicing Rules and Borrower Experiences: Regulatory Perspective**
  - A. Seth Frotman, Student Loan Ombudsman, Consumer Financial Protection Bureau
  - B. Scott Cameron, Senior Deputy Commissioner of Financial Institutions, California Department of Business Oversight
- IV. Student Loan Servicing Rules and Borrower Experiences: Servicer Perspective**
  - A. Winfield Crigler, Executive Director, Student Loan Servicing Alliance
  - B. Brian Gunn, Managing Director, Measure One
  - C. Mark Belongia, Partner, Duane Morris LLP
- V. Student Loan Servicing Rules and Borrower Experiences: Borrower Perspective**
  - A. Suzanne Martindale, Staff Attorney, Consumers Union
  - B. Natalia Abrams, Executive Director, Student Debt Crisis
- VI. Public Comment**
- VII. Closing Remarks – Chairman Dodd**