



CHANGING THE FACE OF HOME LOANS



## **Jay Jones**

### **Executive Vice President, Servicing**

Jay Jones is the Executive Vice President of Servicing for Mr. Cooper Group, one of the largest mortgage servicers and the largest non-bank servicer in the United States. Jay joined Mr. Cooper in 2019 and currently leads the company's mortgage servicing organization, supporting more than 3.5 million customers.

Jay has more than 25 years of experience in the mortgage industry, serving in various leadership roles and strategically guiding servicers through the ever-changing industry landscape. His responsibilities have ranged across a variety of functions including leading and managing capital marketing, analytics, credit management, servicing and special servicing.

From 2009 to 2019, Jay served as an Executive Vice President at CIT Bank, OneWest Bank and IndyMac Bank. His achievements include helping turn around struggling servicing operations to profitability by streamlining processes and identifying opportunities for efficiency. He was instrumental in helping rebuild the Financial Freedom portfolio to be marketable to sell to a private equity firm. Additionally, Jay created a broker-dealer during his time at IndyMac Bank, fulfilling several important functions like providing investment and market advice and guidance to stakeholders as needed. His roots remain in accounting, where he began his career with Grant Thornton.

Jay also currently serves on the board for the National Reverse Mortgage Lenders Association (NRMLA) and the board for Cyprex Services, a premier national field services company.

In addition to his professional accomplishments, Jay is passionate about helping address child homelessness and education, as well as making youth sports accessible for all. Jay is a U.S. Navy Veteran and supports Veteran's transition programs. He currently serves as the Executive Sponsor for Mr. Cooper's employee resource group, Cooper Patriots.

Jay holds a B.S. in Business Administration from California State University, Northridge.