

## My Position on Harassment and Discriminatory Employment Practices at Mr Cooper

07/21/2023

On July 13<sup>th</sup>, 2023, I informed my manager that I would no longer be interacting with Lilia S█████, due to her repeated unequal and harassing treatment of me regarding change control language.

Here is that email:

RE: CHG0055620 - Updates Required



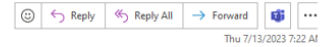
Kenneth S█████

To: Toby S█████

Retention Policy - Mr. Cooper - 1 Year Delete from Archive (1 year)

You forwarded this message on 7/13/2023 7:22 AM.

Expires: 7/13/2024



Thu 7/13/2023 7:22 AM

Just to add to my records related to Lilia's treatment of me- I informed you years ago that if I treated a female this way, that the female would have grounds for harassment claims. You laughed it off.

I'm not laughing.

Her response to my question about why verbiage that was unquestioned by her from Nikhil on numerous occasions but then required detailed focus and corrections from me is disingenuous on its face, and if genuine would render her completely unqualified to be in a position related to controls of any type.

This is not the first time she has made a similar response to a similar question from me about why language I copied from unquestioned changes was scrutinized when coming from me.

It's ok to me if Mr. Cooper wants to employ someone for whom the meaning of established and common IT-related language changes depending on mood or the calendar or any other subjective standard, but I'm experiencing it as personal harassment and I will not accept it any longer.

I will open tickets, but I will no longer interact verbally, in email, or any other format with this person- so if I'm questioned, these will be forwarded to you for resolution.

I include the communications between me, Lilia, Toby S█████, and William W█████, along with relevant exhibits, in this table for convenience. (updated to reference communications with HR) (for the quickest summary, skip the links and finish this top document).

[Nikhil V█████ tickets from which I copied description verbatim](#)

[Lilia's response when the language comes from me](#)

[Lilia's further dissatisfaction when I modified the target version to match an exact version, my reply, and her further dissatisfaction](#)

[My question to Lilia regarding why the language is fine from someone named "Nikhil" but not from someone named "Kenneth" and her reply.](#)

[My forwarding of this familiar reply and my refusal to work with her further to Toby](#)

[August 3<sup>rd</sup> request by HR for meeting](#)

[My response to the meeting request excerpt and full text](#)

[HRs response to my meeting declination with my response](#)

[My follow-up with HR regarding the omission of my discrimination claim](#)

[HR response to my recognition of HR failure to mention my discrimination claim](#)

[HR final response to my claims](#)

At that point, I only wanted to be exempt from her harassment, and for it to be understood that any further questions related to my change tickets would be forwarded to my manager.

This was not acceptable to Toby, and he indicated that William would be available to review further.

I then wrote a summary of my position so that it would be unambiguous and sent it to Toby and William.

This communication is copied [HERE](#).

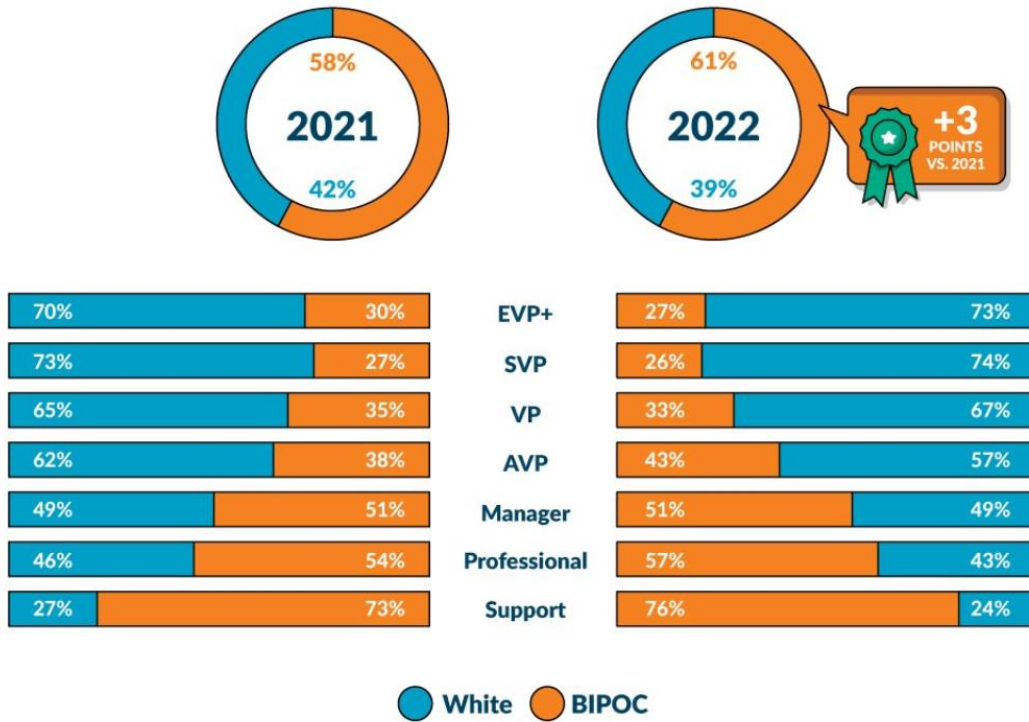
William requested a meeting at 2:00pm on Monday the 17<sup>th</sup>. Initially, I declined. He insisted, so I accepted the meeting.

Since I would be meeting and engaging in verbal communication- which I don't value- I began to ponder the case and potential sources for Lilia's bias, and these thoughts reminded me of something that happened in our Wednesday huddle meeting some weeks before.

We were shown a PowerPoint slide that was so disgusting that I immediately left the meeting. Recalling this, I decided to look for this slide. I knew that if it were available, it would be through the DEI section of our portal. It didn't take long before I discovered that this slide and several other graphs were part of something called an "inclusion report".

Here is that slide:

# U.S. WORKFORCE BIPOC REPRESENTATION



The slide clearly illustrates at least the following information:

1. There are Mr Cooper employees who are white, and those who are not.
2. Points and ribbons are figuratively (at least) earned for reducing the percentage of white employees and replacing that percentage with employees who are not white, at the rate of one point per percentage point of white people reduced.

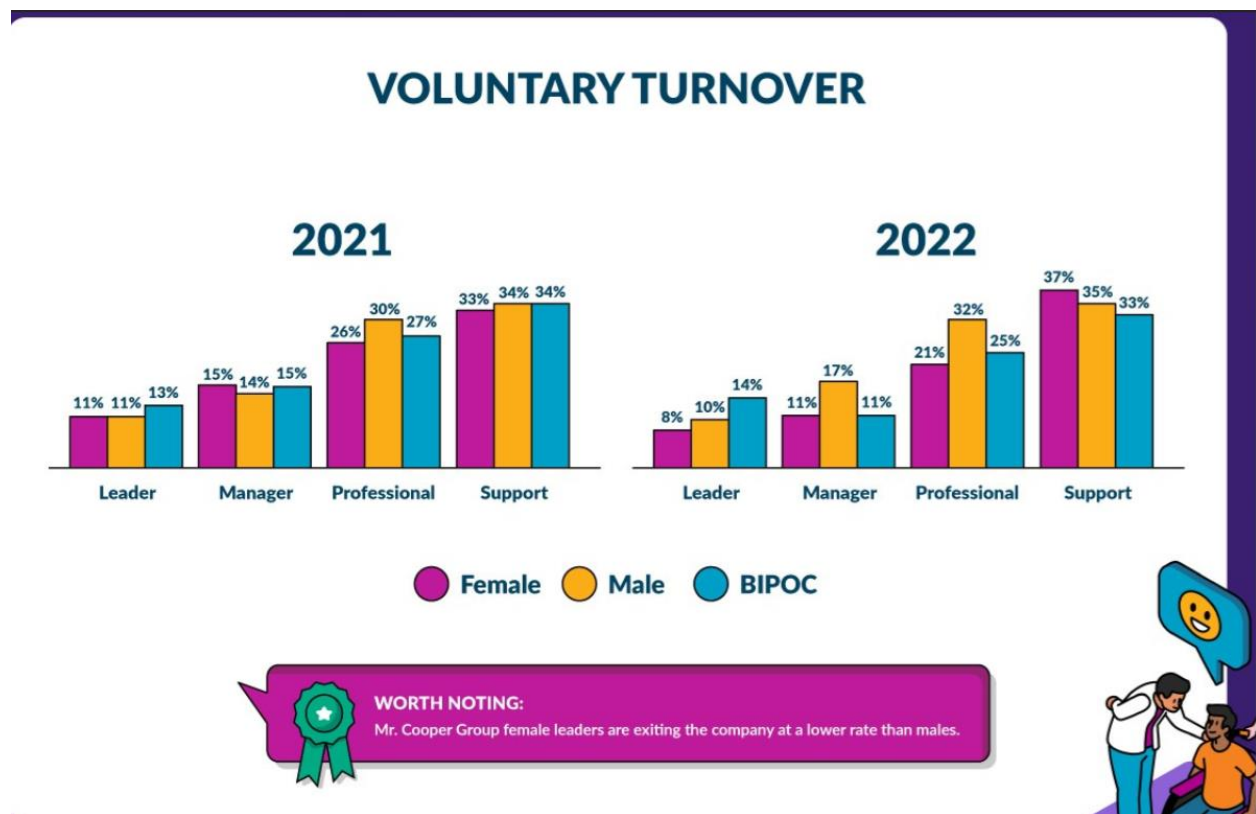
Here is the 2022 census report on the racial makeup of The United States:

Race and Hispanic Origin	
White alone, percent	75.5%
Black or African American alone, percent (a)	13.6%
American Indian and Alaska Native alone, percent (a)	1.3%
Asian alone, percent (a)	6.3%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.3%
Two or More Races, percent	3.0%
Hispanic or Latino, percent (b)	19.1%
White alone, not Hispanic or Latino, percent	58.9%

Some questions arise from this.

Since the makeup of The United States Mr Cooper workforce in 2021 was 42% white people, according to the Mr Cooper graph, that means that white people were underrepresented in the workforce by about 45% as compared to their percentage of US population. Mr Cooper has, in 2022, however, won points and a star-studded ribbon according to this Mr Cooper graph by reducing that number further by another three percentage points. (that's +3 points according to the Mr Cooper scoring system). Another such graph shows +11 points for a more drastic reduction in white people.

As this may relate to Lilia's behavior, there's another graph in the MR Cooper inclusivity report that I find interesting:



There's no way to interpret the first graph- in light of the drastic underrepresentation of white people and the continuing drive to reduce that number further- other than that Mr Cooper believes that white people are bad (there is no qualifier on the graph for why it's advantageous to reduce the percentage of white people other than the fact that they are white), and that there is no acceptable number of them.

In a report that contains this graph, it's reasonable to infer in the second graph that there is the intent and hope that white people will continue to leave the company, and that it is extra advantageous if these white people leaving the Mr Cooper are specifically white men.

This is Mr Cooper company culture and policy in very simple terms, proudly displayed by its upper management to the entire body of Mr Cooper employees.

Has Lilia S [REDACTED] been harassing me with unequal treatment because of her personal biases, or is she reflecting the unambiguous direction and culture of the company that employs her?

Here is what the equal opportunity employment commission has to say about discrimination in the workplace:

The screenshot shows the EEOC website page for 'Prohibited Employment Policies/Practices'. The page includes a navigation menu with links for 'About EEOC', 'Employees & Job Applicants', 'Employers / Small Business', 'Federal Sector', and 'Contact Us'. The main heading is 'Prohibited Employment Policies/Practices'. Below the heading, there is a paragraph explaining that it is illegal to discriminate against someone based on race, color, religion, sex, sexual orientation, and pregnancy, among other factors. A 'Translate this Page' button is visible. On the right side, there is a section titled 'On This Page' with links to 'Job Advertisements' and 'Recruitment'. At the bottom of the page, it states 'The law forbids discrimination in every aspect of employment.'

My position is clear, and I believe irrefutable:

The inclusivity report prepared by Mr Cooper's Diversity, Equity, and Inclusion department that contains the graphs above along with other assessments:

1. Is unlawfully discriminatory on the basis of race, sex, and age.
2. Is threatening not only to white people but to all who support free-market capitalism and individualism- i.e., the philosophy which underlay The Constitution of The United States.
3. creates a hostile work environment that fosters distrust and impedes cooperation.
4. creates an example where actions that can help to push white males into "voluntarily" leaving the company will be perceived as reward worthy.

Whether Lilia's biases are her own or she is doing her job in the manner projected by those who produced and released the Mr Cooper 2022 inclusion report, it makes only the difference in whether we have two independent problems, or one central problem.

It's obvious that Mr Cooper's shockingly discriminatory workplace practices have become the main issue at this point.

I don't enjoy drama. I have worked at Mr Cooper for more than 5 years with very little drama other than Lilia S [REDACTED]'s relentless passive-aggressive nitpicking of my change control tickets. But surely, reasonable people of all political backgrounds can agree that this inclusion report from our DEI department crosses any acceptable line of appropriate discourse in the workplace.

I would like to understand, therefore, what Mr Cooper's official response is to this recognition of discriminatory activity and what Mr Cooper intends to do to remedy this encroachment on the rights of its employees.

Sincerely,


Kenneth S [REDACTED]

# Nikhil V [redacted] tickets from which I copied description verbatim

Number	CHG0053746	Type	Normal
Requested by	Nikhil V [redacted] ⓘ	State	Closed
Category	Software ⓘ	Conflict status	Not Run
Subcategory	Azure	Conflict last run	
Configuration item		Opened by	Nikhil V [redacted]
Risk	Medium	Resource groups	DevOps - Resource
Business Channel	Information Technology		
Short description	Upper kubernetes Cluster upgrades (AKS and GKE)		
Description	GKE and AKS (Azure Kubernetes Service) version 1.21.x is already EOL Dec 2022 <a href="https://docs.microsoft.com/en-us/azure/aks/supported-kubernetes-versions">https://docs.microsoft.com/en-us/azure/aks/supported-kubernetes-versions</a> We are planning to upgrade all our MRC AKS and GKE clusters to the latest stable version (1.23.x)		


Number	CHG0053865	Type	Normal
Requested by	Nikhil V [redacted] ⓘ	State	Closed
Category	Software ⓘ	Conflict status	Not Run
Subcategory	Azure	Conflict last run	
Configuration item		Opened by	Nikhil V [redacted]
Risk	Medium	Resource groups	DevOps - Resource
Business Channel	Information Technology		
Short description	Upper kubernetes Cluster upgrades (AKS and GKE) Part-1		
Description	GKE and AKS (Azure Kubernetes Service) version 1.21.x is already EOL Dec 2022 <a href="https://docs.microsoft.com/en-us/azure/aks/supported-kubernetes-versions">https://docs.microsoft.com/en-us/azure/aks/supported-kubernetes-versions</a> We are planning to upgrade all our MRC AKS and GKE clusters to the latest stable version (1.23.x)		




## Lilia's response when the language came from me:



Lilia S.  
To: Kenneth S.  
Cc: Change Management

Retention Policy: Mr. Cooper - 1 Year Delete from Archive (1 year) Expires: 7/5/2024

 You replied to this message on 7/6/2023 6:39 AM.

  Reply  Reply All

Hi Kenneth,

I reviewed CHG0055403 and it looks good, but there is a minor update needed before Change Management would approve.

1. In the Description of the RFC, do you know what the correct version update # should be? Will you please update the 'x' to the correct version #.

Description

AKS (Azure Kubernetes Service) version 1.21.x is already EOL Dec 2022  
<https://docs.microsoft.com/en-us/azure/aks/supported-kubernetes-versions>  
This change is to upgrade the servwin-upper kubernetes cluster to the latest stable version (1.23.x)


Once the update is made, please let me know so I can re-review the change.

Thanks!

Lilia S.  
IT Change Management



Lilia's further dissatisfaction when I modified the target version to match an exact version, my reply, and her further dissatisfaction-

 Lilia S  
To: Kenneth S  
Cc: Change Management  
Retention Policy: Mr. Cooper - 1 Year Delete from Archive (1 year)  
Expires: 7/6/2024  
You replied to this message on 7/6/2023 10:08 AM.

Thanks Kenneth! Do you happen to know what the expired version is? You didn't update the 'x' for the previous version in the description.

\* Short description: Upper kubernetes Cluster upgrade on windows aks clusters

Description: AKS (Azure Kubernetes Service) version 1.21.x is already EOL Dec 2022  
<https://docs.microsoft.com/en-us/azure/aks/supported-kubernetes-versions>  
This change is to upgrade the servwin-upper kubernetes cluster to the latest stable version (1.23.8)

3755 characters remaining of 4000 characters


Since Toby approved the RFC before you updated the description, please make a note in the NOTES Tab to explain the update. Below is an example of what we're looking for.

**Example:**


- The Description of the change was updated to provide the latest upgrade version 1.23.8 for clarity. This was already included in the implementation plan. Nothing new was added to the scope of the change.

Let me know once this is complete so I can re-review.

Thanks!


 Lilia S  
IT Change Management

RE: CHG0055403 - Update Required


 Kenneth S  
To: Lilia S  
Cc: Change Management  
Retention Policy: Mr. Cooper - 1 Year Delete from Archive (1 year)  
Expires: 7/6/2024

The language was copied from an earlier successful change, and it is intended to mean that "all" versions of 1.21 are End Of Life, so it would not make sense to narrow that variable.

RE: CHG0055403 - Update Required

 Lilia S  
To: Kenneth S  
Cc: Change Management  
Retention Policy: Mr. Cooper - 1 Year Delete from Archive (1 year)  
Expires: 7/6/2024  
You replied to this message on 7/11/2023 6:47 AM.

That's not how I understood the verbiage. If it's intended to mean that "all" versions of 1.21 are End Of Life, please go ahead and mention that in the Description. When you use an 'x' in place of a digit, I take it as if you don't know what the version is and that you're waiting to find out, or that you were using a template and forgot to update the 'x'.

 Lilia S  
IT Change Management

My question to Lilia regarding why the language is fine from someone named “Nikhil” but not from someone named “Kenneth” and her reply.

From: Kenneth S [redacted] <Kenneth.[redacted]@mrcooper.com>  
Sent: Tuesday, July 11, 2023 6:47 AM  
To: Lilia S [redacted] <Lilia.S.[redacted]@mrcooper.com>; Toby S [redacted] <Toby.S.[redacted]@mrcooper.com>  
Cc: Change Management <change.[redacted]@mrcooper.com>  
Subject: RE: CHG0055403 - Update Required

Change numbers CHG0053865, CHG0053746 were both approved prior to my ticket with the exact language that I used, and that's where I copied the language from.

Those were both opened by Nikhil V [redacted]

Why is the language acceptable when opened by someone named “Nikhil”, but not when opened by someone named “Kenneth”?

**Kenneth S [redacted]**  
Senior Infrastructure Engineer  
Server Automation

RE: CHG0055403 - Update Required

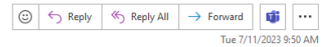


Lilia S [redacted]  
To: Kenneth S [redacted], Toby S [redacted]  
Cc: Change Management

Retention Policy: Mr. Cooper - 1 Year Delete from Archive (1 year)

You forwarded this message on 7/12/2023 8:57 AM.

Expires: 7/11/2024



Tue 7/11/2023 9:50 AM

Suggested Meetings

Get more add-ins

Hi Kenneth,

Each time we review changes, we may comprehend the verbiage a little bit differently, unfortunately. We go through so many changes, I don't always remember what I reviewed and approved five months ago.

When I read the description to your change last week, I immediately thought the 'x' was a place marker and that you had forgotten to replace it with the correct version. Some people use templates; they enter an 'x' in the template to remind them that they need to replace it with a digit when creating a new change. Others use an 'x' as a place holder when they are still gathering information. I thought you had forgotten to replace the 'x'. As for Nikhil's changes, I should have had him replace the 'x', too.

Looking at your change again this morning made me catch something that I failed to have you add to the RFC last week. The clusters were never listed in your Description, nor implementation plan. So, as you can see, I'm not perfect, but only human.

Nothing was intentional, and I apologize if you feel that I was picking on you. If you would like to set up a meeting so that we can discuss better ways on avoiding this, please put a meeting on my calendar and invite my manager, Alberto C [redacted]. I'll be happy to discuss any suggestions you might have.

Thank you!

**Lilia S [redacted]**  
IT Change Management

My summary of the history of harassment from Lilia S██████ for William White and Toby Smith-

RE: CHG0055620 - Updates Required- regarding my position on Lilia S██████ unacceptable behavior.




Kenneth S██████

To ● Toby ████████

Cc ● William W███████

Retention Policy Mr. Cooper - 1 Year Delete from Archive (1 year)

Expires 7/14/2024

 This is the most recent version, but you made changes to another copy. [Click here to see the other versions.](#)  
You forwarded this message on 7/14/2023 1:30 PM.

Good afternoon-

Since someone else is going to review this, I'll start from the beginning, so my position is clear:

(text for readability)

Good afternoon-

Since someone else is going to review this, I'll start from the beginning, so my position is clear:

Shortly after I started doing change tickets (about 5 years ago), Lilia S██████ would appear at my cube to discuss issues with the language in the ticket. For the first while, I just tried to work through whatever requirements she indicated, as I was new, and each company has its ways of doing things.

Before long, I noticed that her visits became oddly frequent, and the nature of the admonishments was increasingly petty and immaterial. With email and teams, further, I could not understand why a physical visit was necessary.

I began to only post language in tickets that had already been approved by her and completed, believing this would be a path toward a streamlined process for both of us.

I was wrong.

When I would point out that this language had already been approved by her in the past for another person, the reply was never "oh, well if it was good enough then, it's ok now too, I'll go ahead and approve".

The answer was 100% of the time some form of "that was then and them, and this is you and now".

At one point, I remarked to Toby that "if I showed up to a female's cube with constant, unnecessary requirements, she would have grounds for a harassment case".

Toby laughed this comment off, literally.

As covid came about, I began to focus more on POCs, Chef, and devops technologies, so I opened very few tickets for a couple of years.

I was recently asked, however, to open a ticket to facilitate the Kubernetes cluster upgrade for servwin-upper.

I searched for previous tickets with the same task and found Nikhil's completed changes CHG0053865 and CHG0053746. I copied the language for every field, adjusting only cluster names where appropriate.

On cue, the language was flagged by Lilia. While it was ok for Nikhil to write "(Azure Kubernetes Service) version 1.21.x is already EOL Dec 2022" and that the upgrade is "to the latest stable version (1.23.x)", I was required to fill in not only the exact version which we'd be going to, but I was required to replace the first "x" as well. When I explained that the first "x" simply means "all versions of 1.12 are EOL", she did not say "oh, I see. That's fine".

She required I enter language to explain what the "x" in 1.21.x is EOL means.

I copied Toby as I questioned her why Nikhil was not so ordered, though I complied yet again.

In the change meeting prior to the window, I stated my change, its purpose, and that I'd need no additional support as per custom.

At that point, Toby interrupted indicating that someone would also be doing "origwin-upper" under this change ticket, and I understood he made modifications to add that name into the language.

I find what happened on the evening of the change to be interesting and relevant:

That night, I, Larry [redacted], Toby [redacted], Rengarajan [redacted], Leonard [redacted], and several others joined a call to participate or look on.

Toby informed us first-off that servwin-upper (my upgrade) would not be done because development teams had Dockerfile changes to move into prod first.

Origwin-upper would proceed however, with commands being entered by Larry and all of us offering input where appropriate as he worked through the steps.

When it came time to do the upgrade, Azure's apparently available list of versions only included three versions of 1.24, and it took no more than a few seconds for Toby and the leads to select version 1.24.10 and move ahead.

I found this significant because it illustrates what those setting examples for the rest of us on attitudes regarding change control really think about our change control implementation.

The change ticket says that we would be going to a specific version- version 1.23.8.

It wasn't "my" change ticket.

It's the ticket we were operating under that evening. My piece of the change was canceled, and I was just looking on to gain experience.

There was no mention of change control in the window, and that was part of that experience I gained.

That's a level of disrespect for our change control that is beyond mine.

If someone tells you they disrespect you to your face, they respect you enough to tell you.

If someone behaves as though you don't exist- as did our leaders toward our change control- that's what disrespect truly means.

In the old paradigm (pre-devops), it would have been unthinkable to put a later release into production than in dev, but that may be a perfectly acceptable decision to make in the devops world.

I don't have an issue with that decision.

The question is: Why do management and lead engineers have no respect for Lilia's version dictates in the change record?

I believe it is- in large part- that our change control as implemented doesn't provide value other than as an industry check-box requirement- and everybody knows it.

Are change control personnel supposed to be technical people who can circumvent potential issues through their expertise in coding or engineering practices, or are they just in the business of documenting what engineers are doing as we move changes into environments?

Lilia may believe she represents the former type, while by her own admission (as someone who changes interpretations of words based on the month or who's saying them and doesn't know what a variable is after at least 5 years in IT), she is wholly unqualified for that type of role.

I am an empirical person. For me, language means the same thing in June that it did in February, and "2+2" always equals "4".

I'm uncomfortable when I'm caught between two irrational positions, neither of which- in my view- could possibly accrue to the benefit of my employer.

On the one hand, I'm told that I must continue to respect and "work with" someone who repeatedly harasses me with indefensibly inane quibbles in response to the exact same words she finds no fault with from others, while on the other hand, this mandate is coming from someone who exhibits less regard, in practice, for that same person's requirements on the same change record.

It's clear that Lilia has the power over others to approve or disapprove changes.

It's a documented fact, further, that she applies that power differently according to some internal bias.

Is it personal, is it racial, is it political?

I have my suspicions, but in any case: I'm burned-out from years of her unequal treatment of me in this regard.

If the way to move forward is that we all agree to put whatever appeases her into tickets, and then do whatever we want in windows- as in the examples set for me by those above me- then I'll just have to do that though I find it a strange way to conduct business.

I would prefer that those in change control recognize their strengths and weaknesses in that role and attempt to apply a uniform standard of change documentation that doesn't discriminate against certain individuals in ways that provide no benefit, at best, to Mr. Cooper. Then we as engineers can make meaningful characterizations of our change plans in these tickets that allow us the flexibility to react to conditions during upgrades that we deem most likely to result in the best outcomes for Mr. Cooper as a company.

For example, the change I scheduled for Saturday evening contains the language (regarding target version)- "the latest version of 1.24.x available" or something similar, because I was trying to emulate (in ticket form) what my leaders exhibited in practice in the previous window.

That's not good enough for Lilia, Toby, so I'll need you to provide a way forward since it will be inconsistent with your actual practice.

I will continue to document incidents, such as this series, where I am required to endure unequal and harassing behavior at the hands of Lilia S [REDACTED] by management.

**Kenneth S [REDACTED]**

*Senior Infrastructure Engineer*

## August 3<sup>rd</sup> communication from HR

**From:** Kim P. [REDACTED] <Kim.P.[REDACTED]@mrcooper.com>  
**Sent:** Thursday, August 3, 2023 8:28 AM  
**To:** Kenneth S. [REDACTED] <Kenneth.S.[REDACTED]@mrcooper.com>  
**Subject:** Scheduling some time

Hi Kenneth,

I work in Employee Relations and have talked with your HR Business Partner about the concerns you brought forward to your leaders. I am going to schedule time in for us to connect so I can let you know what my role is and gather some more information from you. I have viewed the document you shared with William, I just have a few questions that will help me understand some of the history.

I will first look for some time this afternoon. If we are unable to connect today, I will schedule some time early next week.

I look forward to talking with you,

Kim

**Kim P. [REDACTED] PHR**  
*Manager Employee Relations*

8950 Cypress Waters Blvd.  
Dallas, TX 75019



## Decline of HR meeting response excerpt followed by full text:

To: Kim P [REDACTED]  
Subject: Declined: Discussion: ER/S [REDACTED]  
When: Thursday, August 3, 2023 2:30 PM-3:30 PM (UTC-06:00) Central Time (US & Canada).  
Where: Microsoft Teams Meeting

I sent this follow up to William yesterday-

Good afternoon-

This is a follow-up to my document, hopefully to clarify my position further.

First of all- I am pro Mr Cooper. I want what's best for stockholders, employees, and customers.  
I have no intention or desire to pursue any litigation with Mr Cooper.

I was, however, angered by the – I believe- indefensible nature of the information in the inclusion report.  
I just recognize that there could be exposure in these areas, and reacted accordingly.

My hope is that those in positions to improve this stance will do that.

I also don't want anyone fired- but I think it's reasonable if I believe that I'm being unfairly scrutinized, that I can kick that instance up to my manager for input.

Thanks,

**Kenneth S [REDACTED]**  
*Senior Infrastructure Engineer*  
*Server Automation*  
8950 Cypress Waters Blvd.  
Dallas, TX 75019  
(M) [REDACTED]

I see no benefit to Mr. Cooper or to me from having a personal conversation with a member of Mr Cooper HR.  
At this stage, it's important that my positions and those of Mr Cooper are documented. I will regard any attempt to force verbal or face-to-face communications as retaliation.

This started as something quite simple and documented- Lilia S [REDACTED] has treated me differently when submitting the same language as others in ways I find harassing.  
After years of this, I finally reached the point where I don't want interaction with her anymore.

I sent this follow up to William yesterday-

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My hope is that those in positions to improve this stance will do that.

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Thanks,

**Kenneth S** [redacted]

*Senior Infrastructure Engineer*

*Server Automation*

8950 Cypress Waters Blvd.

Dallas, TX 75019

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This started as something quite simple and documented- Lilia S [redacted] has treated me differently when submitting the same language as others in ways I find harassing.

After years of this, I finally reached the point where I don't want interaction with her anymore.

William W [redacted] required a meeting with me regarding this, in preparation for which I was reminded of a slide I'd been shown in our weekly huddle meeting.

At the time, I'd only glanced at it and only noticed that it discriminated between "white" people and those who are not "white", which offended me and caused me to leave the meeting.

I wasn't sure if I could find this slide, but reviewing the DEI page, I quickly found it in the "inclusion report". It was then that I noticed that it not only showed the difference, but implied improvement, winning, and rewards for reducing the amount of the workforce who are "white". Realizing, further, that the proportion of what Mr Cooper defines as "white" are defined the same way as the U.S census defines them, and that the 2022 census report shows them at 75.5% of the U.S. population, while only making up 42% of the Mr Cooper U.S. Workforce. The Mr Cooper communication shows that we have won a star-studded ribbon and earned +3 points for reducing that number further to 39%. There are further graphs that indicate positive strides toward having "white" males leave voluntarily.

Obviously, we live in charged political times.

Obviously, there is a narrative from the fringe left that pushes the idea that white people are somehow special in their propensity for evil, and that they're getting in the way of all the "progress" from people who aren't white by being in favor of "outdated" concepts such as freedom and free-markets.

The proponents of these ideas will go as far as to state in writing that "showing up on time" or even "cause and effect relationships" are examples of "whiteness". (Smithsonian DEI documentation).

The people behind this narrative don't care about race, in my opinion. They care about division.

The founders and bosses of BLM, for example, state in their own words that they are "trained Marxists".

How much money did Mr Cooper donate to BLM?

We know where that money went, now, of course. It went to buy large houses and things for BLM founders, bosses, and friends.

The instigators of DEI are the same: Marxists who don't believe in free markets or individualism. Their goal is not to help Mr Cooper customers, shareholders, or employees. It's to divide, destroy, and loot.

Mr Cooper has the dilemma of expressing its identity between the rock of respecting free-market capitalism, individualism, and freedom (dirty words to the left), vs the hard-place of appeasing Marxists.

Many large corporations are facing this challenge, and many are failing to simply be ethical in response. This "inclusion" report which only communicates one clear idea- that "white" people are to be excluded- is an ugly example.

My suggestion is to get rid of all aspects of DEI, admit it was poor leadership to allow these Marxists to influence Mr Cooper's image, and to express a commitment to individualism and freedom as the highest principles.

A large impediment to this commitment, of course, is the significant percentage of people (employees or otherwise) who are empathetic to the anti-white narrative.

These are people who suggest they are against slavery; but are curiously in favor of Obamacare or Publicly funded education, for example.

What's the difference, then, between threatening a man with murder if he doesn't work for free so your cotton gets picked, and threatening a man with murder if he doesn't work for free so that your healthcare or education ideas get imposed? (I welcome the chance to respond to any sincere attempt to distinguish between the two).

In my experience, there are two kinds of people: those who are ok with enslaving others as long as they get their way, and those who will only seek mutually agreeable relations with others, period.

I want Mr Cooper to be the latter type of person or corporation.

I'm not getting paid for teaching basic morals to Mr Cooper or its employees, but the fact that I'm required to do so is beginning to negatively affect my outlook and working conditions.

I think Mr Cooper has an opportunity to correct its position on these questions, and I hope that it does so.

I will be documenting any actions or behaviors from management that I believe may be retaliatory in response to my assertions as we move forward.

Sincerely,

**Kenneth S** 

***Senior Infrastructure Engineer***


***Server Automation***

8950 Cypress Waters Blvd.

Dallas, TX 75019

## First response from HR following meeting decline and response:

RE: Discussion: ER/S [REDACTED]

 Kenneth S. [REDACTED]  
To: Kim [REDACTED]

Retention Policy: Mr. Cooper - 1 Year Delete from Archive (1 year) Expires: 8/4/2024  
You replied to this message on 8/8/2023 7:34 AM.

Good morning-  
I'm happy to answer any questions you may have in your investigations.  
However, they must be in writing.

Thanks,

**Kenneth S. [REDACTED]**  
*Senior Infrastructure Engineer*  
Server Automation  
8950 Cypress Waters Blvd.  
Dallas, TX 75019  
[REDACTED]

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**From:** Kim P. [REDACTED] <Kim.[REDACTED]@mrcooper.com>  
**Sent:** Friday, August 4, 2023 8:05 AM  
**To:** Kenneth S. [REDACTED] <Kenneth.S.[REDACTED]@mrcooper.com>  
**Subject:** RE: Discussion: ER/S [REDACTED]

Kenneth,

I appreciate you do not want to meet with me and I will note that you do not want to discuss this further. That is your decision. However, we have an obligation to investigate your claim of harassment. I will proceed accordingly with the information you have provided. If you decide to reconsider I am open for conversation. Otherwise, I will let you know once I have completed the investigation.

Kim

## My response to the omission of my discrimination claim:

RE: Discussion: ER/[REDACTED]



Kenneth S [REDACTED]  
To: Kim P [REDACTED]

Retention Policy Mr. Cooper - 1 Year Delete from Archive (1 year)

Expires 8/8/2024

Good morning-

I see that you indicated an obligation to investigate my claim of harassment.

I do not see any recognition of my claim of unlawful discrimination.

Regarding the latter claim, there's only one person I need to hear from- which is the one who is ostensibly in control of the direction of the company.

Has my document detailing my claim of harassment and discrimination been brought to the attention of Jay Bray?

If not, why is Mr Cooper HR not making the CEO aware of these claims?

Before I can contribute further to this company, I need to understand at least the following, either privately or publicly, from Jay Bray:

1. Does Mr. Cooper stand behind or disavow the information presented in the Mr Cooper DEI inclusion reports?
2. Why is the Mr Cooper U.S. workforce currently so unreflective of the demographics of The United States, in a way that drastically excludes so-called "white" people?
3. What is being planned to correct this overtly discriminatory and blatantly racist company stance?

Thanks,

**Kenneth S [REDACTED]**  
*Senior Infrastructure Engineer*  
*Server Automation*  
8950 Cypress Waters Blvd.

## HR response to my recognition of omission:

RE: Discussion: ER/[REDACTED]



Kim P [REDACTED]  
To: Kenneth Shipman

Retention Policy Mr. Cooper - 1 Year Delete from Archive (1 year)

Expires 8/9/2024

Hi Kenneth,

This is to acknowledge your email below. I am continuing my work on the investigation, however we will provide a response to your DEI concerns as well.

Kim

## Final response by HR to claims:

RE: Discussion: ER/S [REDACTED]



Kim F. [REDACTED]  
To: Kenneth S. [REDACTED]

Retention Policy: Mr. Cooper - 1 Year Delete from Archive (1 year)

Expires: 8/16/2024



Wed 8/16/2023 11:11 AM

Kenneth,

Thank you for raising your recent concern regarding Lilia S. [REDACTED] and giving the Company an opportunity to properly review the concern as we take these matters seriously. This is to let you know that the claim of harassment has been unsubstantiated. While you may feel she is subjectively singling you out, I have reviewed the records and there is no proof of this. Lilia's communication, in her role as product assurance/change management, is consistent with all team members. This is to let you know that the investigation is complete, and the matter is closed.

We have reviewed your concerns regarding the company's Diversity, Equity, and Inclusion report. Based on our review, including discussions with our legal team, we have found no discriminatory or otherwise unlawful content in the report. While we appreciate your desire to discuss your concerns with leadership, it is not our practice to have our Chairman and Chief Executive Officer respond directly to employee's human resources complaints. Finally, Mr. Cooper is committed to an inclusive workplace for the benefit of our team members, our customers, and the communities where we live and work. We expect all employees to follow Mr. Cooper policies in this regard.

As a reminder, Mr. Cooper does not tolerate retaliation for anyone bringing concerns forward in good faith, or those participating in the investigation. As per our Code of Business Conduct and Ethics Policy, the Company expects everyone be treated with respect and dignity, and that employees interact with each other in a professional manner. Should you have additional questions or concerns, please reach out to myself or your HR Business Partner.

Thank you again for bringing these matters to our attention,

Kim