



Lee-Madeline Dowls
Managing Director of Operational Compliance and
Remediation
Stellantis Financial Services

Lee-Madeline Dowls currently serves as the Managing Director of Operational Compliance and Remediation for Stellantis Financial Services, where she oversees credit reporting, dispute resolution, regulatory compliance, and issue management. With more than 25 years of experience in the automotive finance industry, including nearly two decades dedicated to credit reporting and consumer dispute investigations, she has built a reputation as a trusted leader in regulatory compliance and operational risk management.

Lee-Madeline holds a Master of Legal Studies from Emory University, with a concentration on Business Law and Regulation. She is also a Certified Consumer Credit Compliance Professional and a recognized subject matter expert on the FCRA, particularly as it relates to credit reporting accuracy, consumer disputes, and regulatory compliance.

Throughout her career, Lee-Madeline has championed initiatives designed to strengthen compliance frameworks, improve operational effectiveness, and enhance the customer experience. She believes the credit reporting system plays a critical role in the consumer credit marketplace, impacting both consumers and creditors alike. As such, she is committed to ensuring the accuracy of information furnished to credit reporting agencies, promoting thorough and fair investigations of consumer disputes, and maintaining robust policies, procedures, and controls that support regulatory compliance and sustainable business practices.

Leveraging her background in project management, process improvement, and remediation strategy, Lee-Madeline leads cross-functional efforts to identify, resolve, and prevent operational issues while building resilient processes that can adapt to an evolving regulatory and business environment. Her leadership philosophy centers on accountability, continuous improvement, and delivering solutions that protect consumers while supporting organizational success.