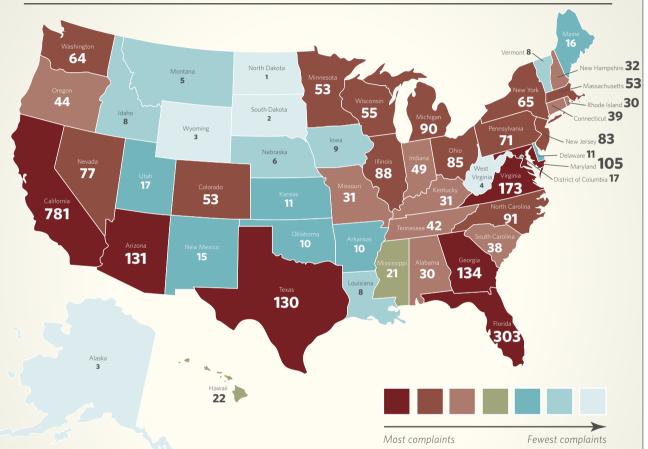
# From the Market

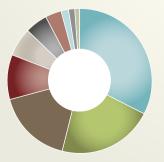
What are consumers saying about their experiences with the five mortgage servicers? From mid-April to to the end of October, individuals from across the country submitted complaints through our website about the issues they are facing.

Office of Mortgage Settlement Oversight



## Number of Consumer Issues Reported per State

### Consumer Form Submission Complaints by Issue



#### Loan Modification 2549

- Customer Service 1683
- Documentation 1324
- E Fees 787
- Third Party Vendors 504
- Bankruptcy 395
- Force Placed Insurance 277
- Tenant Rights 129
- Community Blight 98
- Military Personnel 85

#### **Consumer Form Submissions by Servicer**

