

# Executive Office Complaints

Office of  
**Mortgage Settlement**  
Oversight

April 1, 2013 - September 30, 2013

## Top ten executive office complaints

<i>Description</i>	<i>Number of Hits</i>
<b>1</b> Single point of contact was not provided, was difficult to deal with or was difficult to reach.	<b>11,316</b>
<b>2</b> Single point of contact was non-responsive.	<b>6,258</b>
<b>3</b> Servicer did not take appropriate action to remediate inaccuracies in borrower's account.	<b>6,040</b>
<b>4</b> Servicer failed to update the borrower's contact information and/or account balance.	<b>5,928</b>
<b>5</b> Servicer failed to correct errors in the borrower's account information.	<b>4,368</b>
<b>6</b> The borrower was "dual-tracked." In other words, the borrower submitted an application for loss mitigation, and although it was in process or pending, the borrower was foreclosed upon.	<b>4,192</b>
<b>7</b> Servicer did not accept payments or incorrectly applied them.	<b>3,086</b>
<b>8</b> Servicer did not follow appropriate loss mitigation procedures.	<b>3,009</b>
<b>9</b> The borrower received requests for financial statements they already provided.	<b>2,942</b>
<b>10</b> The completed first lien modification request was not responded to within 30 days.	<b>2,871</b>

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**Total Executive Office complaints for all servicers: 44,570**

One complaint submission can include multiple issues, or "hits." This explains why there are more hits than complaints.