

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

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.