

Executive Office Complaints

Office of
Mortgage Settlement
Oversight

October 1, 2012-March 31, 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.	12,340
2 Single point of contact was non-responsive.	7,620
3 Bank failed to update borrower's contact information and/or account balance.	6,127
4 Bank foreclosed on borrower after borrower submitted an application for loan modification/loss mitigation.	4,587
5 Bank did not take appropriate action to remediate inaccuracies in borrower's account.	4,205
6 Bank requested financial statements that borrower already provided.	3,586
7 Bank did not accept payments or incorrectly applied them.	3,050
8 Bank was unresponsive during the short-sale process.	2,851
9 Bank failed to correct account information.	2,703
10 Bank took too long to advise borrower of deficiencies in their submission.	2,464

Total executive office complaints for all banks: 59,586