

Professionals' Complaints

Office of
Mortgage Settlement
Oversight

May 10, 2013 – November 8, 2013

Top ten complaints received from professionals through mortgageoversight.com and the Neighborhood Assistance Corporation of America (NACA)

<i>Description</i>		<i>Number of Hits</i>
1	Servicer failed to make a determination on the borrower's loan modification no later than 30 days after receiving the completed application.	88
2	Servicer failed to offer loan modification/loss mitigation opportunity.	76
3	Servicer failed to provide single point of contact.	76
4	Servicer failed to maintain adequate staffing and systems for tracking borrower information.	73
5	Servicer failed to notify borrower of any known deficiency no later than five days after receiving initial loan modification application.	73
6	Single point of contact failed to carry out its responsibilities, including providing alternatives upon loan modification denial.	58
7	Servicer foreclosed while a loan modification/loss mitigation application was pending.	52
8	Servicer failed to allow properly submitted financial statements to be used for 90 days after receiving information from borrower.	51
9	Servicer referred borrower to foreclosure while a complete application for loan modification was pending.	38
10	Servicer failed to keep the same single point of contact assigned until the borrower's needs were met.	36

Total professionals' complaints for all servicers: 393

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