

Professionals' Complaints

Office of
Mortgage Settlement
Oversight

May 10, 2012-May 10, 2013

Top ten complaints received from professionals through mortgageoversight.com

<i>Description</i>		<i>Number of Hits</i>
1	Bank failed to offer loan modification/loss mitigation opportunity.	199
2	Bank failed to provide single point of contact.	145
3	Bank failed to make a determination on the borrower's loan modification no later than 30 days after receiving the complete application.	141
4	Bank foreclosed while a loan modification/loss mitigation was pending.	105
5	Single point of contact failed to carry out responsibilities of working with borrower on loan modification/loss mitigation activities.	103
6	Bank failed to notify borrower of any known deficiency in initial submission of information no later than 5 days of receipt.	102
7	Bank failed to communicate with borrower's authorized representatives.	92
8	Bank failed to keep the same single point of contact assigned until all the borrower's needs were met.	85
9	Bank failed to provide one or more direct means of communication with the single point of contact.	79
10	Bank failed to acknowledge receipt of first lien loan modification application within 3 business days.	78

Total professionals' complaints for all banks: 797