Mortgage Complaints

Based on Consumer Complaints

Date received	Product	Sub-product
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Issue	Sub-issue
Loan servicing, payments, escrow account	
Loan servicing, payments, escrow account	
Loan modification,collection,foreclosure	
Loan servicing, payments, escrow account	
Loan modification,collection,foreclosure	
Loan modification,collection,foreclosure	
Loan modification,collection,foreclosure	
Loan modification,collection,foreclosure	
Loan servicing, payments, escrow account	
Loan modification,collection,foreclosure	
Application, originator, mortgage broker	
Application, originator, mortgage broker	
Loan modification,collection,foreclosure	
Loan servicing, payments, escrow account	
Application, originator, mortgage broker	
Loan modification,collection,foreclosure	
Loan modification,collection,foreclosure	
Loan servicing, payments, escrow account	
Loan modification,collection,foreclosure	

Mortgage Complaints

Based on Consumer Complaints

Consumer complaint narrative

Mortgage Complaints

Based on Consumer Complaints

Company public response

Mortgage Complaints

Based on Consumer Complaints

Company	State	ZIP code	Tags	Consumer consent provided?
Franklin Credit Management	CT	06106		N/A
Wells Fargo & Company	NV	89511		N/A
Bank of America	NC	27949		N/A
JPMorgan Chase & Co.	CA	90703		N/A
Citibank	CA	95821		N/A
JPMorgan Chase & Co.	NY	14092		N/A
Ocwen	FL	33426		N/A
JPMorgan Chase & Co.	NY	10019		N/A
Citibank	NJ	07604		N/A
Bank of America	HI	96793		N/A
JPMorgan Chase & Co.	FL	32825		N/A
Wells Fargo & Company	NY	10605		N/A
Ocwen	NY	14467		N/A
U.S. Bancorp	CA	92591		N/A
Bank of America	IL	60443		N/A
SunTrust Banks, Inc.	FL	32084		N/A
Bank of America	FL	33234		N/A
SunTrust Banks, Inc.	FL	32505		N/A
Land/Home Financial Services	MI	48382		N/A

Mortgage Complaints

Based on Consumer Complaints

Submitted via	Date sent to company	Company response to consumer	Timely response?	Consumer disputed?
Web	07/30/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	Yes
Referral	07/30/2013	Closed with non-monetary relief	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	Yes
Phone	07/31/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Postal mail	07/30/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with non-monetary relief	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	Yes
Referral	07/31/2013	Closed with monetary relief	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with non-monetary relief	Yes	No
Web	07/30/2013	Closed with non-monetary relief	Yes	No
Referral	08/02/2013	Closed	Yes	No
Fax	08/06/2013	Closed with explanation	No	

Mortgage Complaints

Based on Consumer Complaints

Complaint ID
475823
469035
469037
469284
480488
469057
469060
469070
472236
469138
469143
480173
469360
469632
469173
469863
469255
469811
454668

Mortgage Complaints

Based on Consumer Complaints

07/29/2013	Mortgage	FHA mortgage
07/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	FHA mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Home equity loan or line of credit
07/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Other mortgage
07/29/2013	Mortgage	Home equity loan or line of credit
07/29/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	GA	30041		N/A
Ocwen	MA	02368		N/A
CIT Bank National Association	NY	11101		N/A
Bank of America	CA	91701		N/A
Ditech Financial LLC	TN	37218		N/A
Citibank	GA	30135		N/A
U.S. Bancorp	MN	55414		N/A
Wells Fargo & Company	CA	91741		N/A
Bank of America	CA	91320		N/A
Ocwen	CA	95765		N/A
CIT Bank National Association	CA	95363		N/A
Houston Home Loan, Inc.	TX	77386		N/A
Ocwen	NY	10038		N/A
Ocwen	VA	24112	Older American	N/A
Citizens Financial Group, Inc.	VT	05770	Servicemember	N/A
Bank of America	CA	95219		N/A
Bank of America	MI	49042		N/A
Ocwen	NY	11230		N/A
Wells Fargo & Company	CA	95020		N/A
JPMorgan Chase & Co.	AZ	85138		N/A
Wells Fargo & Company	NY	10803		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	07/30/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with non-monetary relief	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	Yes
Phone	07/31/2013	Closed	Yes	No
Web	08/30/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with non-monetary relief	Yes	No
Web	07/31/2013	Closed with non-monetary relief	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	Yes
Referral	07/30/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

469293
469334
469487
469394
469411
469423
469428
464039
469461
469479
469499
469513
480183
469525
469589
470831
469653
455630
469660
467092
469664

Mortgage Complaints

Based on Consumer Complaints

07/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/31/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/30/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	OH	44112	Older American	N/A
Ocwen	IN	47265	Older American	N/A
Bank of America	NY	14212		N/A
Nationstar Mortgage	CA	95037		N/A
Citibank	CA	90045		N/A
HSBC North America Holdings Inc.	FL	32747		N/A
EverBank	TN	37217		N/A
JPMorgan Chase & Co.	CO	80206		N/A
Bank of America	CA	91320		N/A
JPMorgan Chase & Co.	NC	28075	Servicemember	N/A
Nationstar Mortgage	NC	28457		N/A
JPMorgan Chase & Co.	AL	36526		N/A
U.S. Bancorp	WI	53130		N/A
Wells Fargo & Company	CA	93111		N/A
Citibank	AL	36854		N/A
Ocwen	FL	33558		N/A
Bank of America	TX	78239		N/A
Nationstar Mortgage	GA	30121		N/A
Ocwen	VA	20878		N/A
Provident Funding	CT	06106		N/A
Bank of America	NY	11581		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	07/30/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with monetary relief	Yes	No
Phone	11/03/2013	Closed with explanation	Yes	No
Fax	07/31/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

469669
469678
493136
454695
748242
482443
469734
469739
476001
470978
470012
470091
470985
470103
470206
470970
475278
535169
474284
474893
471014

Mortgage Complaints

Based on Consumer Complaints

07/30/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Reverse mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	FHA mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	GA	30121		N/A
Specialized Loan Servicing LLC	CA	94565		N/A
Bank of America	OK	73053	Older American	N/A
CIT Bank National Association	FL	34237		N/A
Bank of America	MO	64048		N/A
Wells Fargo & Company	CA	95117		N/A
JPMorgan Chase & Co.	SC	29212	Servicemember	N/A
Ditech Financial LLC	NH	03431		N/A
Wells Fargo & Company	PA	19015		N/A
Bank of America	MD	20878		N/A
Citibank	CA	92610	Older American	N/A
Carrington Mortgage Holdings, LLC.	CA	90808		N/A
Nationstar Mortgage	CA	95678		N/A
Bayview Loan Servicing, LLC	GA	30566		N/A
Bank of America	MD	21843	Older American	N/A
Bank of America	FL	33146		N/A
Seterus, Inc.	FL	33146		N/A
Citibank	FL	33146		N/A
Bank of America	FL	33993		N/A
JPMorgan Chase & Co.	GA	30349		N/A
Citibank	CA	91364		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	07/31/2013	Closed with non-monetary relief	Yes	Yes
Web	08/05/2013	Closed	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	Yes
Referral	07/31/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	Yes
Referral	08/02/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Postal mail	07/31/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/02/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with explanation	Yes	Yes
Postal mail	07/31/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

471164
471015
468212
479907
470235
471037
470298
469980
473955
470507
463102
468579
471127
471143
470150
461071
461072
461073
471172
475640
471327

Mortgage Complaints

Based on Consumer Complaints

07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	FHA mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/31/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	FHA mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	FHA mortgage
07/22/2013	Mortgage	FHA mortgage
07/31/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Other
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Embrace Home Loans Inc	NC	27407		N/A
Bank of America	CO	80126		N/A
Nationstar Mortgage	MD	20607		N/A
Third Federal Savings & Loan	OH	43220		N/A
Bank of America	FL	34120		N/A
Bank of America	NY	11234		N/A
PNC Bank N.A.	GA	30035		N/A
Nationstar Mortgage	FL	32746		N/A
HSBC North America Holdings Inc.	GA	31904		N/A
Wells Fargo & Company	MD	20880		N/A
Bank of America	NV	89135		N/A
Wells Fargo & Company	MD	20601		N/A
Select Portfolio Servicing, Inc	CA	92881		N/A
JPMorgan Chase & Co.	NM	87110	Servicemember	N/A
Ditech Financial LLC	VA	22203	Older American	N/A
Wells Fargo & Company	NY	12859		N/A
SunTrust Banks, Inc.	GA	30312		N/A
UMB Bank	KS	66002		N/A
JPMorgan Chase & Co.	NY	11694		N/A
American Southwest Mortgage Corporation	TX	76116	Servicemember	N/A
Bank of America	MO	65202		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/02/2013	Closed with explanation	No	
Referral	08/05/2013	Closed with non-monetary relief	Yes	Yes
Web	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with non-monetary relief	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	Yes
Phone	08/02/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No
Fax	08/02/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with monetary relief	Yes	No
Web	07/25/2013	Closed	Yes	Yes
Web	08/02/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

471177
471179
471155
471207
471208
471365
471203
471226
470596
470650
468438
479616
476056
479863
471270
470705
471552
471544
470535
463274
471300

Mortgage Complaints

Based on Consumer Complaints

07/22/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Home equity loan or line of credit
07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/30/2013	Mortgage	FHA mortgage
08/06/2013	Mortgage	VA mortgage
08/06/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	VA mortgage
08/06/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/31/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	OH	45242		N/A
HSBC North America Holdings Inc.	IL	60409		N/A
JPMorgan Chase & Co.	VA	22306		N/A
HSBC North America Holdings Inc.	TX	79339	Older American	N/A
U.S. Bancorp	CA	92109	Older American	N/A
Ocwen	CA	95405		N/A
Ocwen	VA	22182		N/A
Ditech Financial LLC	IL	60302		N/A
Nationstar Mortgage	VA	20152		N/A
Bank of America	WA	98424		N/A
Wells Fargo & Company	NV	89129		N/A
JPMorgan Chase & Co.	GA	30233		N/A
Ocwen	MD	20743		N/A
Bank of America	NY	11978		N/A
Wells Fargo & Company	CA	91359		N/A
Ocwen	FL	32607		N/A
Bank of America	MA	02149		N/A
CIT Bank National Association	NY	10305		N/A
Bank of America	OH	45248		N/A
Ocwen	MA	01852		N/A
Bank of America	NJ	07728		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	07/25/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No
Postal mail	07/31/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Phone	08/01/2013	Closed with non-monetary relief	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with non-monetary relief	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	Yes
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

463295
471307
474937
470618
470683
471333
479407
463452
463464
470753
482000
481969
481956
481987
471391
481990
471396
471397
482036
481612
472449

Mortgage Complaints

Based on Consumer Complaints

08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	FHA mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
07/22/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	FHA mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
07/22/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	FHA mortgage
08/01/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/23/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	IL	60618		N/A
HSBC North America Holdings Inc.	NY	14750		N/A
Wells Fargo & Company	GA	30260		N/A
Bank of America	GA	30663		N/A
JPMorgan Chase & Co.	NY	11778		N/A
JPMorgan Chase & Co.	CA	92656		N/A
Wells Fargo & Company	CA	91364		N/A
JPMorgan Chase & Co.	CA	90807		N/A
Wells Fargo & Company	MN	55044		N/A
Ditech Financial LLC	TN	37122	Servicemember	N/A
Ocwen	CO	80222		N/A
HSBC North America Holdings Inc.	NY	11238		N/A
Wells Fargo & Company	CA	92626		N/A
Wells Fargo & Company	PA	18360		N/A
Ocwen	NY	11950		N/A
TCF National Bank	IL	60619		N/A
Bank of America	FL	32068		N/A
Nationstar Mortgage	NH	03101		N/A
Bank of America	FL	33032		N/A
Bank of America	NC	28348	Older American	N/A
JPMorgan Chase & Co.	NJ	08302	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with monetary relief	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with non-monetary relief	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with explanation	Yes	Yes
Phone	08/08/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

481624
482074
475541
471409
454537
479594
471328
471416
471427
481656
463582
468000
482132
481678
463565
475473
463616
471470
463636
482419
463641

Mortgage Complaints

Based on Consumer Complaints

08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/01/2013	Mortgage	FHA mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	FHA mortgage
08/06/2013	Mortgage	FHA mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	FHA mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Specialized Loan Servicing LLC	WA	98225	N/A
JPMorgan Chase & Co.	DC	92544	N/A
Wells Fargo & Company	WA	98388	N/A
Bank of America	ID	83672	N/A
JPMorgan Chase & Co.	TX	76308	N/A
Bank of America	WA	98668	N/A
Wells Fargo & Company	WA	98321	N/A
Wells Fargo & Company	UT	84111	N/A
Bank of America	IL	61008	N/A
Nationstar Mortgage	FL	34761	N/A
Wells Fargo & Company	CA	90069	N/A
Wells Fargo & Company	MN	56560	N/A
Ocwen	NY	11516	N/A
Nationstar Mortgage	VA	20171	N/A
Bank of America	FL	33777	N/A
Wells Fargo & Company	IL	60510	N/A
JPMorgan Chase & Co.	AL	35808	N/A
Ditech Financial LLC	DC	20017	N/A
Flagstar Bank	CO	80027	N/A
Citibank	MO	63108	N/A
Bank of America	PA	19140	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/09/2013	Closed	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Referral	07/24/2013	Closed with monetary relief	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with monetary relief	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

481738
482402
463670
471504
463716
463705
463682
462160
463683
481768
463685
463687
474839
455881
471530
463689
463691
463751
481789
473158
471539

Mortgage Complaints

Based on Consumer Complaints

08/01/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/06/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/01/2013	Mortgage	FHA mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	95409		N/A
JPMorgan Chase & Co.	GA	30228		N/A
Bank of America	MD	21237		N/A
Bank of America	FL	32221		N/A
Wells Fargo & Company	CA	92626		N/A
JPMorgan Chase & Co.	AZ	85338		N/A
Citizens Financial Group, Inc.	MA	02184		N/A
Select Portfolio Servicing, Inc	NJ	07621		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Bank of America	FL	33026		N/A
JPMorgan Chase & Co.	FL	34120	Older American	N/A
Regions Financial Corporation	MS	39212		N/A
Ocwen	MA	01960		N/A
Citibank	FL	33460		N/A
Ocwen	CA	95126		N/A
Prospect Mortgage	FL	33469		N/A
Bank of America	NY	11779		N/A
Bank of America	CA	95842		N/A
Nationstar Mortgage	VA	22010		N/A
Citibank	MI	48301		N/A
JPMorgan Chase & Co.	TN	37777	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/05/2013	Closed with explanation	Yes	No
Phone	07/25/2013	Closed with explanation	Yes	No
Phone	08/05/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Fax	07/25/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with non-monetary relief	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes
Referral	07/24/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

464653
463742
471560
471580
482133
481849
463768
481857
454653
471617
463804
482413
475211
471625
471653
471663
464221
464275
475789
481960
465093

Mortgage Complaints

Based on Consumer Complaints

08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/24/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Home equity loan or line of credit
07/24/2013	Mortgage	Home equity loan or line of credit
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	FHA mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	VA	22182		N/A
Bank of America	FL	33141		N/A
Specialized Loan Servicing LLC	CA	92886		N/A
Citibank	NY	11743		N/A
Bank of America	NC	28031		N/A
Ditech Financial LLC	CA	94547		N/A
Ditech Financial LLC	MI	48041		N/A
JPMorgan Chase & Co.	CA	90064		N/A
Wells Fargo & Company	KY	40071		N/A
Bank of America	FL	33323		N/A
Bank of America	CA	92780		N/A
Regions Financial Corporation	FL	33142	Older American	N/A
JPMorgan Chase & Co.	PA	19008		N/A
HSBC North America Holdings Inc.	NH	03451	Older American	N/A
Bank of America	PA	19605		N/A
PNC Bank N.A.	MD	21029		N/A
Bank of America	FL	33024		N/A
Ocwen	CA	92701		N/A
JPMorgan Chase & Co.	FL	32774		N/A
Nationstar Mortgage	CA	91764		N/A
Wells Fargo & Company	MD	20748		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/07/2013	Closed with non-monetary relief	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	Yes
Postal mail	08/07/2013	Closed	Yes	No
Web	07/26/2013	Closed with monetary relief	Yes	No
Phone	09/20/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	No
Phone	07/25/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

482137
465316
481055
465124
482076
482078
464006
465192
465195
465198
465205
464031
465206
465212
464051
464059
454985
465218
466121
454862
464067

Mortgage Complaints

Based on Consumer Complaints

08/07/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	VA mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	FHA mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	VA mortgage
08/07/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	75115		N/A
Ditech Financial LLC	CA	94526		N/A
Real Time Resolutions	CA	92128		N/A
Wells Fargo & Company	CA	92660		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Astoria Bank	DC	20019		N/A
Bank of America	CA	94114		N/A
Nationstar Mortgage	WA	98665		N/A
SunTrust Banks, Inc.	FL	33185		N/A
Residential Credit Solutions	NC	27704		N/A
Bank of America	AZ	85345		N/A
Bank of America	NJ	07062	Older American	N/A
Nationstar Mortgage	WA	98036		N/A
Nationstar Mortgage	SC	29649	Servicemember	N/A
Bank of America	CA	91709		N/A
Wells Fargo & Company	WA	98045		N/A
BB&T Financial	FL	34668		N/A
PNC Bank N.A.	PA	18062		N/A
Bank of America	CA	91702		N/A
JPMorgan Chase & Co.	IL	60630		N/A
Wells Fargo & Company	IL	60461	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/07/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Fax	07/25/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Referral	07/25/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	No	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Postal mail	07/24/2013	Closed with explanation	Yes	No
Phone	07/26/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

499212
475460
464080
476088
454654
464096
482503
482834
464608
464118
484851
488098
484852
482544
484871
488082
464825
464145
464155
465325
465331

Mortgage Complaints

Based on Consumer Complaints

07/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33777		N/A
Select Portfolio Servicing, Inc	DE	19954		N/A
Specialized Loan Servicing LLC	IL	60630		N/A
Nationstar Mortgage	TX	75401		N/A
Ocwen	PA	19464		N/A
Citibank	FL	34695		N/A
Nationstar Mortgage	MD	21044		N/A
EverBank	CA	91724		N/A
JPMorgan Chase & Co.	MD	21042		N/A
Bank of America	KY	40022	Older American	N/A
Bank of America	MD	21158		N/A
JPMorgan Chase & Co.	OH	43232		N/A
Regions Financial Corporation	GA	30114		N/A
Bank of America	NC	27545		N/A
SunTrust Banks, Inc.	VA	23462		N/A
Capital One	AZ	85746		N/A
Wells Fargo & Company	MA	01844		N/A
Bank of America	FL	33409		N/A
JPMorgan Chase & Co.	IL	61362		N/A
SunTrust Banks, Inc.	DC	20024		N/A
Wells Fargo & Company	IL	60586		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	07/25/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Phone	07/26/2013	Closed	Yes	No
Referral	08/15/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/14/2013	Closed	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	Yes
Phone	07/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

463917
482579
465326
487743
464202
484877
482846
488227
488229
475517
488235
488239
488615
488248
488255
480723
488258
487177
488259
488267
479979

Mortgage Complaints

Based on Consumer Complaints

08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	FHA mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/23/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	FHA mortgage
08/13/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	FHA mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	TN	37215		N/A
PNC Bank N.A.	MA	02720		N/A
M&T Bank Corporation	MA	01835		N/A
Bank of America	MN	55812		N/A
Caliber Home Loans, Inc	CA	92887		N/A
Ditech Financial LLC	IL	60657		N/A
Bank of America	SC	29566	Older American	N/A
LCS Financial Corporation	CA	92374		N/A
Wells Fargo & Company	KS	67002		N/A
Bank of America	AZ	85613	Servicemember	N/A
Ditech Financial LLC	MI	48331		N/A
Quicken Loans	RI	02914		N/A
Bank of America	OR	97048		N/A
Ocwen	PA	15057		N/A
BMO Harris	AZ	85297		N/A
Bank of America	TN	38351		N/A
Bank of America	VA	23236		N/A
Ditech Financial LLC	VA	22408		N/A
Bank of America	RI	02864		N/A
Bank of America	GA	30337		N/A
Wells Fargo & Company	NY	11770		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with non-monetary relief	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/29/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Web	07/24/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Phone	07/26/2013	Closed with explanation	Yes	Yes
Phone	08/09/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

499218
486979
487298
488313
464874
465510
488673
465522
464367
484886
484888
464385
489053
466089
491764
462649
484896
486603
484881
484902
465600

Mortgage Complaints

Based on Consumer Complaints

08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/13/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Home equity loan or line of credit
08/13/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	FHA mortgage
08/07/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Settlement process and costs
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CT	06108		N/A
Bank of America	GA	30039		N/A
Ocwen	MI	48906		N/A
Bank of America	CA	91724		N/A
Wells Fargo & Company	UT	84118		N/A
JPMorgan Chase & Co.	NJ	08110		N/A
Bank of America	NC	28226	Older American	N/A
Citibank	MD	21795		N/A
JPMorgan Chase & Co.	FL	33309		N/A
Fifth Third Financial Corporation	FL	33966		N/A
Bank of America	GA	30041		N/A
BBVA Compass	FL	32233	Servicemember	N/A
Capital One	LA	70816		N/A
BMO Harris	IL	60041		N/A
Bank of America	NY	11101		N/A
BMO Harris	WI	54971		N/A
Wells Fargo & Company	NC	27360		N/A
Wells Fargo & Company	CA	94503		N/A
U.S. Bancorp	IL	61920		N/A
JPMorgan Chase & Co.	NY	11201		N/A
Wells Fargo & Company	NY	10307		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/09/2013	Closed with non-monetary relief	Yes	No
Phone	08/26/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	Yes
Web	07/24/2013	Closed with monetary relief	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Postal mail	08/15/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with non-monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

484907
501167
489072
491465
484914
484920
465649
493245
491475
484931
482909
464531
491498
489105
469486
464578
465735
482927
465740
496684
484956

Mortgage Complaints

Based on Consumer Complaints

08/07/2013	Mortgage	FHA mortgage
08/13/2013	Mortgage	Home equity loan or line of credit
08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/13/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Reverse mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	TX	78641		N/A
HSBC North America Holdings Inc.	PA	17324		N/A
Wells Fargo & Company	WA	98065		N/A
Ocwen	FL	10981		N/A
Bank of America	FL	33881	Older American	N/A
JPMorgan Chase & Co.	MO	63129		N/A
Wells Fargo & Company	MO	63105		N/A
Ditech Financial LLC	TX	76053		N/A
Selene Finance	CA	90008		N/A
Citibank	OH	45223		N/A
JPMorgan Chase & Co.	TX	78101		N/A
Residential Credit Solutions	OR	97216		N/A
Wells Fargo & Company	CA	94534		N/A
Wells Fargo & Company	WA	98026		N/A
JPMorgan Chase & Co.	PA	19363		N/A
Nationstar Mortgage	CA	93422		N/A
Wells Fargo & Company	FL	33437		N/A
Wells Fargo & Company	CA	90706		N/A
Wells Fargo & Company	FL	33173		N/A
Bank of America	CA	95316		N/A
Wells Fargo & Company	AZ	85122		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/07/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Phone	08/09/2013	Closed with explanation	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	Yes
Referral	07/26/2013	Closed with explanation	Yes	Yes
Phone	08/19/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Web	07/24/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	Yes
Referral	07/25/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

496685
491525
499228
491538
482935
491547
465790
465793
464663
484966
464468
482983
465834
479452
491572
466291
464698
455806
475076
465843
464705

Mortgage Complaints

Based on Consumer Complaints

07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Home equity loan or line of credit
07/25/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	FHA mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/24/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	92804		N/A
Nationstar Mortgage	CA	91024		N/A
Citizens Financial Group, Inc.	NY	12144		N/A
Nationstar Mortgage	AZ	85209		N/A
Citibank	NY	10010		N/A
Bank of America	WA	98118		N/A
Bank of America	CA	94116		N/A
JPMorgan Chase & Co.	MI	49057		N/A
CIT Bank National Association	GA	30342		N/A
Ditech Financial LLC	IL	60045		N/A
CIT Bank National Association	FL	33403		N/A
Ditech Financial LLC	NC	27040		N/A
Caliber Home Loans, Inc	NJ	07652		N/A
Wells Fargo & Company	AL	35662	Servicemember	N/A
Ditech Financial LLC	RI	02919	Older American	N/A
HSBC North America Holdings Inc.	NY	10027		N/A
Select Portfolio Servicing, Inc	CA	95746		N/A
Ocwen	CA	92311		N/A
Bank of America	FL	32086		N/A
Ocwen	IL	60471		N/A
Wells Fargo & Company	GA	30064		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with non-monetary relief	Yes	Yes
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with monetary relief	Yes	No
Web	08/09/2013	Closed with non-monetary relief	Yes	No
Web	07/25/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with non-monetary relief	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Postal mail	07/25/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

465849
471477
475990
466674
465859
484975
465918
484962
465934
465935
475499
464813
482903
484994
465944
484933
464836
491671
484689
464830
465506

Mortgage Complaints

Based on Consumer Complaints

07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Home equity loan or line of credit
08/07/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/24/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	PA	18016	N/A
Bank of America	FL	33056	N/A
Wells Fargo & Company	CA	93010	N/A
PHH Mortgage	MN	55079	N/A
Wells Fargo & Company	CA	91724	N/A
Nationstar Mortgage	CA	92119	N/A
Bank of America	MI	48225	N/A
Ocwen	CA	90806	N/A
Bank of America	GA	60438	N/A
Arvest Bank	CA	93428	N/A
PNC Bank N.A.	CO	80239	N/A
PNC Bank N.A.	MA	02019	N/A
Wells Fargo & Company	NC	28025	N/A
Capital One	OH	45875	N/A
Nationstar Mortgage	CA	94501	N/A
Ocwen	MD	21236	N/A
Nationstar Mortgage	AZ	85747	N/A
Wells Fargo & Company	WA	98117	N/A
Nationstar Mortgage	MN	55398	N/A
CIT Bank National Association	NH	03766	N/A
Bank of America	MO	65281	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with non-monetary relief	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes
Referral	07/25/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with non-monetary relief	Yes	No
Phone	08/15/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with non-monetary relief	Yes	No
Phone	08/09/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Fax	07/29/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Phone	08/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

466753
467035
465102
465991
465513
485006
491702
485016
491728
489225
491391
464926
484649
485027
463781
475445
485030
485036
485038
491807
464994

Mortgage Complaints

Based on Consumer Complaints

08/01/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PNC Bank N.A.	GA	30548		N/A
PNC Bank N.A.	GA	30024		N/A
Generation Mortgage	MD	21215	Older American	N/A
Bayview Loan Servicing, LLC	FL	33023		N/A
JPMorgan Chase & Co.	NY	11727		N/A
Ditech Financial LLC	CA	92562		N/A
CIT Bank National Association	MO	63132		N/A
Bank of America	VA	22033		N/A
Wells Fargo & Company	CA	91387		N/A
JPMorgan Chase & Co.	WA	98271		N/A
Wells Fargo & Company	PA	19143		N/A
JPMorgan Chase & Co.	NY	14534		N/A
JPMorgan Chase & Co.	NY	10509		N/A
Wells Fargo & Company	WI	54601	Older American	N/A
Citibank	CA	92870		N/A
Citibank	NJ	08753		N/A
Wells Fargo & Company	VA	22191		N/A
Ocwen	MI	48382		N/A
Citibank	NY	12308		N/A
JPMorgan Chase & Co.	PA	15236	Servicemember	N/A
Bank of America	NJ	07504	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	No	
Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Fax	07/26/2013	Closed	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	08/05/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes
Fax	07/29/2013	Closed with monetary relief	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/09/2013	Closed with explanation	Yes	Yes
Postal mail	07/25/2013	Closed with non-monetary relief	Yes	No
Web	08/14/2013	Closed with monetary relief	Yes	No
Referral	08/09/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

472638
485043
472581
454984
464130
485047
466175
465030
465556
471722
465044
479311
466202
491858
466232
471736
471737
482634
480748
493262
483262

Mortgage Complaints

Based on Consumer Complaints

08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/13/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	FHA mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Reverse mortgage
08/08/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	FHA mortgage
08/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	AE	09630	Servicemember	N/A
Nationstar Mortgage	NJ	07039		N/A
CIT Bank National Association	NJ	07062		N/A
JPMorgan Chase & Co.	TX	77546		N/A
JPMorgan Chase & Co.	FL	33147		N/A
Ocwen	GA	30680		N/A
Ocwen	UT	84103		N/A
Liberty Home Equity Solutions, Inc	AZ	85301	Servicemember	N/A
Wells Fargo & Company	FL	33063		N/A
Bank of America	LA	70785		N/A
Franklin American Mortgage Company	CA	92011		N/A
Ditech Financial LLC	NM	87111		N/A
Sun West Mortgage Company, Inc.	PA	18073		N/A
Bank of America	VA	23462		N/A
Ocwen	GA	30075		N/A
Bayview Loan Servicing, LLC	HI	96778	Older American	N/A
Citizens Financial Group, Inc.	OH	43617		N/A
Nationstar Mortgage	TN	37948		N/A
Ocwen	FL	32931	Servicemember	N/A
Bank of America	CA	94597		N/A
Specialized Loan Servicing LLC	MN	55805		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/09/2013	Closed with monetary relief	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	Yes
Referral	08/09/2013	Closed with explanation	Yes	No
Fax	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Phone	08/09/2013	Closed with explanation	Yes	No
Postal mail	08/14/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	No	
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

483129
492070
483060
471739
471766
483141
485056
454561
483433
485063
467030
485055
483413
491255
491914
485072
466354
483081
471832
466380
466384

Mortgage Complaints

Based on Consumer Complaints

07/25/2013	Mortgage	VA mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	FHA mortgage
08/01/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	FL	33172		N/A
Flagstar Bank	FL	33030		N/A
Bank of America	OR	97055		N/A
Select Portfolio Servicing, Inc	CT	06903		N/A
Wells Fargo & Company				N/A
Ocwen	CA	94547		N/A
Bank of America	CA	92507		N/A
Wells Fargo & Company	CA	92881		N/A
Wells Fargo & Company	CA	90010		N/A
U.S. Bancorp	CA	94533		N/A
Morgan Stanley	CA	91016	Older American	N/A
Bank of America	DE	19975	Older American	N/A
Wells Fargo & Company	CO	81637		N/A
Bank of America	CT	06615		N/A
Specialized Loan Servicing LLC	GA	30052	Servicemember	N/A
HSBC North America Holdings Inc.	MA	02726		N/A
Bank of America	NC	27837		N/A
Wells Fargo & Company	VA	22901		N/A
Bank of America	OR	97470		N/A
PHH Mortgage	TX	76180	Servicemember	N/A
BankUnited	FL	33141		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Phone	07/26/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with non-monetary relief	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with non-monetary relief	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

462599
466390
467219
466395
476089
466398
461838
476055
462190
466403
499502
483238
483243
466414
484469
491972
483119
466431
472555
499510
471679

Mortgage Complaints

Based on Consumer Complaints

08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Home equity loan or line of credit
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Home equity loan or line of credit
07/25/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	MA	02644		N/A
JPMorgan Chase & Co.	NV	89123		N/A
Wells Fargo & Company	GA	30341		N/A
Ditech Financial LLC	FL	33028		N/A
Bank of America	VA	23320		N/A
Provident Funding	MN	55347		N/A
Capital One	FL	32771		N/A
PNC Bank N.A.	PA	15136	Older American, Servicemember	N/A
Citibank	NJ	07644		N/A
Bank of America	CA	95762		N/A
CIT Bank National Association	CA	92404		N/A
Wells Fargo & Company	PA	19149		N/A
Bank of the West	CA	92630	Older American	N/A
Wells Fargo & Company	NY	11003		N/A
Wells Fargo & Company	CA	92591		N/A
Citibank	NJ	07204		N/A
Ocwen	CA	95825	Older American	N/A
JPMorgan Chase & Co.	NH	03079		N/A
Bank of America	PA	19126		N/A
HSBC North America Holdings Inc.	OH	45640		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Phone	08/12/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with non-monetary relief	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with monetary relief	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	No
Phone	08/09/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	Yes
Phone	07/29/2013	Closed with explanation	Yes	Yes
Web	08/30/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

471883
479689
471884
483265
471889
471891
475454
483278
471894
479319
471903
472749
467037
483296
499520
467044
466493
467065
467066
471927

Mortgage Complaints

Based on Consumer Complaints

07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	FHA mortgage
07/25/2013	Mortgage	FHA mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Home equity loan or line of credit
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/25/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	NC	28075		N/A
Bank of America	GA	30281		N/A
Bank of America	FL	33155		N/A
Bank of America	ID	46342		N/A
W.J. Bradley Mortgage	AZ	85308		N/A
Bank of America	IL	60426	Older American	N/A
Bank of America	VA	23116		N/A
Bank of America	PA	18210		N/A
JPMorgan Chase & Co.	CA	95330		N/A
Bank of America	CA	90220		N/A
PNC Bank N.A.	CA	94920		N/A
E*Trade Bank	AZ	85138		N/A
Nationstar Mortgage	GA	30087		N/A
Bank of America	CA	94560		N/A
Citibank	NY	10037		N/A
Finance of America Reverse LLC	KS	67865	Older American	N/A
HSBC North America Holdings Inc.	AZ	85224	Servicemember	N/A
Nationstar Mortgage	NC	27045		N/A
Wells Fargo & Company	MN	55352		N/A
PHH Mortgage	TX	75701		N/A
Ocwen	NY	11727		N/A
Citibank	NY	14464		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes
Referral	07/29/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with monetary relief	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	07/26/2013	Closed with non-monetary relief	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	Yes
Referral	07/26/2013	Closed	Yes	No
Referral	08/08/2013	Closed with explanation	No	Yes
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Phone	08/23/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with monetary relief	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

467515
480751
475310
479926
466528
492025
467089
467086
475847
475384
467508
467091
467093
467519
467635
499534
467110
471929
499538
467124
489398
467408

Mortgage Complaints

Based on Consumer Complaints

08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/25/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	VA mortgage
08/01/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/14/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Home equity loan or line of credit
08/08/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Settlement process and costs
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	90001		N/A
PNC Bank N.A.	IN	46011		N/A
JPMorgan Chase & Co.	NY	11236		N/A
Wells Fargo & Company	MI	48048		N/A
Citizens Financial Group, Inc.	MI	48111	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30041		N/A
Bank of America	MD	20743	Servicemember	N/A
Wells Fargo & Company	OR	97520		N/A
Ocwen	IN	47901		N/A
American Financial Resources, Inc.	FL	32763		N/A
JPMorgan Chase & Co.	CT	06903		N/A
Nationstar Mortgage	CA	92056		N/A
Select Portfolio Servicing, Inc	CA	93021		N/A
HSBC North America Holdings Inc.	MD	21050		N/A
Citibank	CO	80403		N/A
Citibank	NJ	07928		N/A
Bank of America	TX	76039		N/A
Citibank	GA	30328		N/A
21st Mortgage Corporation	TX	78245		N/A
Wells Fargo & Company				N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	09/09/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/13/2013	Closed with explanation	Yes	Yes
Referral	09/24/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with non-monetary relief	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Phone	08/05/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

498477
467139
471992
483623
483469
492043
467158
472011
499545
499552
489435
467171
472033
499557
466931
467175
489446
483417
483420
472040

Mortgage Complaints

Based on Consumer Complaints

07/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/14/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Real Time Resolutions	CA	95765		N/A
Ocwen	CA	95608	Older American	N/A
PNC Bank N.A.	NC	27909		N/A
M&T Bank Corporation	NJ	07650		N/A
JPMorgan Chase & Co.	IN	46514		N/A
JPMorgan Chase & Co.	CA	90018		N/A
Caliber Home Loans, Inc	AZ	85297		N/A
Wells Fargo & Company	FL	32141	Older American	N/A
Bank of America	MI	48035		N/A
Bank of America	LA	70808		N/A
PHH Mortgage	CA	91344		N/A
Wells Fargo & Company	DE	11962	Servicemember	N/A
JPMorgan Chase & Co.	NC	28117		N/A
Nationstar Mortgage	CA	91342		N/A
Bank of America	NY	14612		N/A
Bank of America	GA	30248	Older American	N/A
Caliber Home Loans, Inc	CA	92506		N/A
Nationstar Mortgage	NY	10458		N/A
Bank of America	CA	90002	Older American	N/A
Bank of America	WA	98002		N/A
Dovenmuehle Mortgage Inc.	IL	62203		N/A
Bank of America	PA	17545		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	07/29/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed	Yes	No
Postal mail	08/15/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/15/2013	Closed with explanation	Yes	No
Referral	08/15/2013	Closed with explanation	Yes	No
Referral	08/15/2013	Closed with explanation	Yes	Yes
Referral	08/16/2013	Closed with non-monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/15/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with non-monetary relief	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

466626
493279
488783
472046
466634
493307
467731
472931
489631
489637
489627
493295
499574
472061
489522
467211
489462
465059
501073
499594
484204
488865

Mortgage Complaints

Based on Consumer Complaints

07/25/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Home equity loan or line of credit
07/25/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IN	46514		N/A
Bank of America	CA	94591		N/A
Bank of America	CA	92804		N/A
Nationstar Mortgage	FL	33308		N/A
Fifth Third Financial Corporation	MI	48461		N/A
HSBC North America Holdings Inc.	OH	45406		N/A
PNC Bank N.A.	OH	45432		N/A
Wells Fargo & Company	GA	30087		N/A
SunTrust Banks, Inc.	NC	28443		N/A
Wells Fargo & Company	CA	91367		N/A
Bank of America	FL	33617		N/A
Bayview Loan Servicing, LLC	FL	34652		N/A
Citibank	MI	48618		N/A
Bank of America	MA	01845		N/A
Wells Fargo & Company	OR	97415		N/A
Bank of America	MD	20748		N/A
Ocwen	FL	42218		N/A
JPMorgan Chase & Co.	FL	32789		N/A
Bank of America	GA	30519		N/A
Ocwen	GA	30075	Servicemember	N/A
Bank of America	OH	43229		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	07/29/2013	Closed with explanation	Yes	No
Referral	08/15/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with non-monetary relief	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Phone	08/15/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

466731
489484
472128
475695
472933
466755
483546
467273
489494
483552
463210
483554
500139
466723
484568
484569
483802
471405
483560
484193
489499

Mortgage Complaints

Based on Consumer Complaints

08/01/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Home equity loan or line of credit
07/26/2013	Mortgage	VA mortgage
08/08/2013	Mortgage	VA mortgage
07/25/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/26/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	CA	91724		N/A
Nationstar Mortgage	FL	32591		N/A
Bank of America	GA	30024		N/A
The Huntington National Bank	OH	43082		N/A
Bank of America	MN	55447		N/A
Ocwen	CA	95608	Older American, Servicemember	N/A
Wells Fargo & Company	CA	95376		N/A
Wells Fargo & Company	PA	18706		N/A
Wells Fargo & Company	MT	95715	Older American	N/A
Wells Fargo & Company	MD	21207	Servicemember	N/A
Bank of America	AL	36695	Servicemember	N/A
Ditech Financial LLC	CA	90041	Servicemember	N/A
JPMorgan Chase & Co.	CA	93552		N/A
Bank of America	OH	45324	Older American	N/A
Citibank	FL	32257		N/A
Freedom Mortgage	KS	67219		N/A
Wells Fargo & Company	MD	21704		N/A
Arbor Residential Mortgage LLC	NY	10465		N/A
SunTrust Banks, Inc.	VA	23116		N/A
Bank of America	MO	64152		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/09/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with monetary relief	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Phone	07/29/2013	Closed with explanation	Yes	Yes
Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

472150
482704
499619
483579
474961
466809
468023
483584
489509
468171
483594
466836
472189
489517
499627
483625
492157
464030
472227
466907

Mortgage Complaints

Based on Consumer Complaints

08/21/2013	Mortgage	FHA mortgage
08/08/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	FHA mortgage
08/01/2013	Mortgage	Reverse mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/26/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Credit decision / Underwriting
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	AZ	85016	Servicemember	N/A
Bank of America	TX	75044		N/A
Wells Fargo & Company	HI	96744		N/A
Wells Fargo & Company	TX	75081		N/A
Ditech Financial LLC	WI	53952		N/A
Bank of America	MN	55025		N/A
Citizens Financial Group, Inc.	NY	14215		N/A
Carrington Mortgage Holdings, LLC.	CA	94549	Older American	N/A
SunTrust Banks, Inc.	CA	92660		N/A
Wells Fargo & Company	FL	32208		N/A
Ocwen	CA	95747		N/A
Bank of America	AZ	85139		N/A
Wells Fargo & Company	AZ	85172	Older American	N/A
Flagstar Bank	NM	87732	Older American	N/A
Ocwen	CA	90036		N/A
Bank of America	NY	11787		N/A
Ocwen	MI	48239		N/A
Ocwen	NC	28472		N/A
Bank of America	NC	27312		N/A
EverBank	TN	38002		N/A
JPMorgan Chase & Co.	CA	95125		N/A
Ditech Financial LLC	NJ	07039		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/22/2013	Closed with explanation	Yes	No
Postal mail	08/09/2013	Closed with explanation	Yes	Yes
Phone	07/30/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with monetary relief	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with non-monetary relief	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Postal mail	09/06/2013	Closed with non-monetary relief	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with non-monetary relief	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

499192
483658
466922
472247
484566
467416
484165
466889
501114
482661
499660
491281
499668
525939
489647
464445
492220
467512
499676
469071
479264
467539

Mortgage Complaints

Based on Consumer Complaints

08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/21/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	FHA mortgage
07/26/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	FHA mortgage
07/26/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	CA	95608		N/A
PNC Bank N.A.	OH	44065		N/A
Carrington Mortgage Holdings, LLC.	AZ	85212		N/A
LoanDepot	NC	28146	Older American	N/A
Nationstar Mortgage	CA	90005		N/A
JPMorgan Chase & Co.	WI	53074		N/A
Citibank	NC	28079		N/A
Bank of America	UT	84117		N/A
JPMorgan Chase & Co.	SC	29102		N/A
Bank of America	CA	95609		N/A
Citibank	OR	97220		N/A
M&T Bank Corporation	VA	20191		N/A
JPMorgan Chase & Co.	CA	92129		N/A
PNC Bank N.A.	IL	60453		N/A
Ocwen	IL	60419		N/A
Ocwen	CA	91762		N/A
JPMorgan Chase & Co.	FL	33708	Older American	N/A
Nationstar Mortgage	TX	78212		N/A
Bank of America	CA	95821		N/A
Select Portfolio Servicing, Inc	NV	89101		N/A
Loan Care	FL	33064		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/04/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Postal mail	08/12/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with monetary relief	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

490025
467546
499683
499686
484575
467577
472364
499287
499954
488958
472370
489684
467602
483798
468162
489595
501075
475240
489596
480221
468222

Mortgage Complaints

Based on Consumer Complaints

08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Home equity loan or line of credit
08/14/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/14/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	FHA mortgage
08/02/2013	Mortgage	Home equity loan or line of credit
08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	Home equity loan or line of credit
08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Other
Application, originator, mortgage broker
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PNC Bank N.A.	FL	34654		N/A
Bank of America	TX	75123		N/A
TD Bank US Holding Company	NJ	07628		N/A
JPMorgan Chase & Co.	NY	10024		N/A
Nationstar Mortgage	FL	33901		N/A
Wells Fargo & Company	PA	18062		N/A
Bank of America	AL	36083	Older American	N/A
PNC Bank N.A.	CO	80602		N/A
Bank of America	NH	03304		N/A
Arvest Bank	IN	60156		N/A
Bank of America	NY	10601		N/A
Bank of America	TX	76135		N/A
Bank of America	PA	19055		N/A
Bank of America	PA	15717		N/A
Selene Finance	NJ	08759		N/A
LCS Financial Corporation	CA	92591		N/A
Wells Fargo & Company	OK	74126	Older American	N/A
CIT Bank National Association	CA	91202		N/A
Bank of America	CA	90008		N/A
Ocwen	CA	92410		N/A
PNC Bank N.A.	OH	45420		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/16/2013	Closed with non-monetary relief	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with monetary relief	Yes	Yes
Web	07/29/2013	Closed with monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Postal mail	08/15/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

489922
479585
489692
457477
499714
489940
489611
492263
483857
467672
489613
457935
499734
472473
472480
484573
460388
479310
473027
484485
473597

Mortgage Complaints

Based on Consumer Complaints

08/02/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	VA mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/02/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	FHA mortgage
08/08/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	92107		N/A
Bank of America	FL	34109		N/A
First Tennessee Bank	CA	95667	Older American	N/A
Bank of America	NY	11758		N/A
Bank of America	KY	40213	Servicemember	N/A
CIT Bank National Association	IL	62269		N/A
M&T Bank Corporation	TX	78245		N/A
JPMorgan Chase & Co.	CA	90019		N/A
JPMorgan Chase & Co.	CA	91356		N/A
Nationstar Mortgage				N/A
Nationstar Mortgage	FL	32763		N/A
Ditech Financial LLC	CA	92336		N/A
The Huntington National Bank	OH	44070		N/A
Nationstar Mortgage	GA	30228		N/A
Ocwen	WI	53216		N/A
Citibank	MD	20879		N/A
Nationstar Mortgage	CA	92656		N/A
Nationstar Mortgage	MI	48224		N/A
Wells Fargo & Company	VA	22968		N/A
Nationstar Mortgage	OK	73170		N/A
Bank of America	IL	60440		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/06/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with non-monetary relief	Yes	No
Web	08/15/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with non-monetary relief	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Referral	08/13/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Referral	08/23/2013	Closed with explanation	Yes	No
Phone	08/26/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

473603
472498
490918
467778
489729
467780
473571
467870
484021
484025
499553
484026
488957
491158
499372
500682
499209
472639
499836
499837
482663

Mortgage Complaints

Based on Consumer Complaints

08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/14/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	FHA mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/02/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Other mortgage
08/03/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	FHA mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	VA mortgage
08/08/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	GA	30319		N/A
Santander Bank US	CA	90025		N/A
PNC Bank N.A.	OH	43230	Servicemember	N/A
Bank of America	FL	33458		N/A
JPMorgan Chase & Co.	CA	94122		N/A
Residential Credit Solutions	CT	06905	Older American	N/A
Wells Fargo & Company	NJ	08807		N/A
Bank of America	CA	90272		N/A
Citibank	TX	75241		N/A
Citibank	MI	49327		N/A
Ocwen	GA	31021	Older American	N/A
Nationstar Mortgage	OH	44134		N/A
Bank of America	DE	19701		N/A
BB&T Financial	FL	34470		N/A
Ocwen	OH	43420	Older American	N/A
Wells Fargo & Company	IN	47909		N/A
JPMorgan Chase & Co.	FL	34984		N/A
JPMorgan Chase & Co.	WA	98327	Servicemember	N/A
Nationstar Mortgage	AZ	85746		N/A
JPMorgan Chase & Co.	WA	98006		N/A
Bank of America	MA	01351	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/22/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Phone	08/06/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	Yes
Referral	08/23/2013	Closed with explanation	Yes	Yes
Postal mail	08/06/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	Yes
Postal mail	08/22/2013	Closed with explanation	Yes	No
Phone	08/30/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

499260
489795
472679
472682
499864
482673
472691
499330
473550
489817
473559
501078
500709
473528
499882
473534
500761
500824
484151
499893
499902

Mortgage Complaints

Based on Consumer Complaints

08/15/2013	Mortgage	FHA mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/15/2013	Mortgage	Home equity loan or line of credit
08/15/2013	Mortgage	FHA mortgage
07/26/2013	Mortgage	Home equity loan or line of credit
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Home equity loan or line of credit
08/03/2013	Mortgage	FHA mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/03/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Primary Residential Mortgage	GA	31047		N/A
Bank of America	WA	98106		N/A
Citibank	CA	91381		N/A
Wells Fargo & Company	NY	11236		N/A
JPMorgan Chase & Co.	CA	90638	Older American	N/A
Ditech Financial LLC	AZ	86312		N/A
Nationstar Mortgage	UT	84043		N/A
JPMorgan Chase & Co.	CA	92130		N/A
Wells Fargo & Company	FL	33467	Servicemember	N/A
Wells Fargo & Company	CA	91344		N/A
Bank of America	NY	11420		N/A
Bank of America	GA	31721		N/A
Nationstar Mortgage	NY	11743		N/A
Wells Fargo & Company	CA	91303	Older American	N/A
Select Portfolio Servicing, Inc	MO	64030		N/A
Wells Fargo & Company	GA	30316		N/A
Wells Fargo & Company	CA	90703		N/A
CIT Bank National Association	CA	90008		N/A
Bank of America	NC	28645		N/A
Nationstar Mortgage	FL	33572		N/A
Select Portfolio Servicing, Inc	PA	19140		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/20/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with non-monetary relief	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Postal mail	08/16/2013	Closed with monetary relief	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

489651
475021
489868
484177
484180
489870
489871
458142
490355
490389
489872
481084
480872
481086
481089
481090
489892
468161
481092
485134
464524

Mortgage Complaints

Based on Consumer Complaints

08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/26/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	VA mortgage
08/22/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/04/2013	Mortgage	Conventional fixed mortgage
08/04/2013	Mortgage	Conventional fixed mortgage
08/04/2013	Mortgage	Conventional fixed mortgage
08/04/2013	Mortgage	Home equity loan or line of credit
08/02/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	FHA mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Reverse mortgage
08/22/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	VA	24019		N/A
Nationstar Mortgage	OH	43065	Older American	N/A
Ditech Financial LLC	CA	92335		N/A
Select Portfolio Servicing, Inc	WA	98026	Older American	N/A
JPMorgan Chase & Co.	GA	30066	Older American, Servicemember	N/A
Nationstar Mortgage	FL	33316		N/A
Wells Fargo & Company	MA	01104		N/A
Wells Fargo & Company	FL	32708		N/A
Ocwen	TX	78028		N/A
M&T Bank Corporation	AZ	85363	Older American	N/A
American Equity Mortgage, Inc.	GA	30141		N/A
HSBC North America Holdings Inc.	CA	95747		N/A
Freedom Mortgage	MO	63111		N/A
Wells Fargo & Company	PA	17058		N/A
Nationstar Mortgage	FL	33901		N/A
Bank of America	GA	30025		N/A
Bank of America	NC	27850		N/A
Wells Fargo & Company	FL	33014		N/A
American Advisors Group	GA	30315		N/A
Van Dyk Mortgage Corporation	SC	29572		N/A

Web	08/12/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with non-monetary relief	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with non-monetary relief	Yes	No
Referral	08/22/2013	Closed with explanation	No	No
Web	08/22/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

485137
499966
479995
486886
499973
499131
489924
473670
473671
473672
473682
472848
485170
485175
472854
465435
490444
485178
500001
500003

Mortgage Complaints

Based on Consumer Complaints

08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/26/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NJ	08066		N/A
Ocwen	CA	90042		N/A
American Internet Mortgage, Inc	MI	48108		N/A
Nationstar Mortgage	NY	11727		N/A
Select Portfolio Servicing, Inc	UT	84070		N/A
Ocwen	CA	95269		N/A
Flagstar Bank	CA	92336		N/A
New York Community Bank	MA	02632		N/A
JPMorgan Chase & Co.	TN	37876	Older American	N/A
TD Bank US Holding Company	PA	19022		N/A
CIT Bank National Association	CA	91941		N/A
JPMorgan Chase & Co.	MI	48382	Servicemember	N/A
PNC Bank N.A.	GA	30032		N/A
Wells Fargo & Company	CA	94566		N/A
Bayview Loan Servicing, LLC	TX	77082		N/A
Wells Fargo & Company	FL	33172		N/A
Bank of America	CA	95241		N/A
PHH Mortgage	NC	27834		N/A
Ditech Financial LLC	CO	81650		N/A
Ocwen	CA	91786		N/A
JPMorgan Chase & Co.	AZ	85226		N/A
Bank of America	CA	92563		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with monetary relief	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Fax	08/12/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

485181
485186
489973
468247
475749
485302
470883
490482
489985
485193
472877
484596
473719
454622
485310
475427
485404
473732
473735
473740
473752
473756

Mortgage Complaints

Based on Consumer Complaints

08/05/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	FHA mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	FHA mortgage
07/27/2013	Mortgage	FHA mortgage
08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Other mortgage
07/27/2013	Mortgage	Other mortgage
07/27/2013	Mortgage	Conventional fixed mortgage
07/27/2013	Mortgage	FHA mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	CA	90042		N/A
JPMorgan Chase & Co.	NJ	08757		N/A
Bank of America	CA	92618		N/A
Wells Fargo & Company	WA	98011	Older American	N/A
Flagstar Bank	CA	93292		N/A
Bank of America	TX	77493		N/A
Regions Financial Corporation	AL	35806		N/A
Loan Care	NY	10459		N/A
Bank of America	CA	92071		N/A
JPMorgan Chase & Co.	MD	20794		N/A
Wells Fargo & Company	IL	60002	Older American	N/A
Americas Mortgage Professionals, LLC	FL	32746		N/A
Bank of America	FL	32311		N/A
Bank of America	FL	33027		N/A
Bank of America	OH	45694		N/A
Bank of America	TX	75035		N/A
CIT Bank National Association	CA	95209		N/A
Wells Fargo & Company	PA	16426		N/A
WCS LENDING LLC	NY	10065		N/A
Wells Fargo & Company	CA	92780		N/A
Select Portfolio Servicing, Inc	NJ	07079		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/07/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Phone	07/30/2013	Closed with explanation	Yes	Yes
Referral	08/20/2013	Closed with explanation	Yes	Yes
Referral	08/06/2013	Closed with non-monetary relief	Yes	Yes
Web	08/26/2013	Closed	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	Yes
Web	10/08/2013	Closed	Yes	No
Phone	07/31/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	Yes
Referral	08/07/2013	Closed with non-monetary relief	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Untimely response	No	
Referral	08/23/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

473772
490037
465247
468294
473321
473800
500068
485611
499795
479595
490061
485221
455816
480014
473812
475887
468119
468333
472979
500081
465377

Mortgage Complaints

Based on Consumer Complaints

07/27/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
07/27/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Reverse mortgage
08/09/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/27/2013	Mortgage	Conventional fixed mortgage
07/27/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
07/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/02/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	VA mortgage
08/22/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33981	Older American	N/A
EverBank	CA	92336		N/A
Ocwen	SC	29334	Older American	N/A
Bank of America	NJ	08046		N/A
Ocwen	FL	34683		N/A
Bank of America	MD	20774		N/A
Bank of America	NJ	07111		N/A
American Advisors Group	MD	21093		N/A
Bank of America	MI	48382		N/A
Specialized Loan Servicing LLC	FL	32966		N/A
Ocwen	FL	33024		N/A
LoanDepot	DC	20003		N/A
HSBC North America Holdings Inc.	TX	77346		N/A
Nationstar Mortgage	NY	12122		N/A
Bayview Loan Servicing, LLC	PA	17404		N/A
HSBC North America Holdings Inc.	IA	52728		N/A
Bank of America	NY	11709	Older American, Servicemember	N/A
JPMorgan Chase & Co.	NC	28761		N/A
Bank of America	GA	30329		N/A
Citibank	NJ	08830		N/A

Web	07/31/2013	Closed with non-monetary relief	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	No	No
Fax	08/12/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	Yes
Referral	08/23/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	Yes
Phone	08/23/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

468353
490127
463826
484828
485265
475181
468370
500818
484597
479635
484606
485311
468391
468396
500845
500850
468416
473574
500176
500853

Mortgage Complaints

Based on Consumer Complaints

08/02/2013	Mortgage	Other mortgage
07/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/28/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Home equity loan or line of credit
08/05/2013	Mortgage	Second mortgage
08/23/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	FHA mortgage
08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/28/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
07/28/2013	Mortgage	FHA mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
07/28/2013	Mortgage	Conventional fixed mortgage
07/28/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	LA	70003		N/A
JPMorgan Chase & Co.	NV	89135		N/A
Bayview Loan Servicing, LLC	MO	63017		N/A
Ocwen	PA	17603		N/A
Bank of America	GA	30248		N/A
Nationstar Mortgage	IL	60164		N/A
Ditech Financial LLC	MI	48070		N/A
JPMorgan Chase & Co.	CO	81230		N/A
Bank of America	AR	72761		N/A
BBVA Compass	TX	76054		N/A
Bank of America	MO	64093		N/A
Wells Fargo & Company	NJ	07936		N/A
Wells Fargo & Company	IL	60523	Older American	N/A
Wells Fargo & Company	NY	12460		N/A
JPMorgan Chase & Co.	MO	63107		N/A
Bayview Loan Servicing, LLC	CA	95824		N/A
Wells Fargo & Company	CA	95615		N/A
Nationstar Mortgage	CA	94561		N/A
Ocwen	MA	01834		N/A
Nationstar Mortgage	FL	33409		N/A
JPMorgan Chase & Co.	AZ	85255		N/A
USAA Savings	NV	89135		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/06/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	Yes
Phone	08/08/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	Yes
Postal mail	08/08/2013	Closed with non-monetary relief	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	Yes
Referral	08/23/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

473604
468437
502072
473882
501368
468448
485354
502084
502087
475828
502095
471988
473069
468472
500231
468477
485216
468483
468487
499259
500239
500244

Mortgage Complaints

Based on Consumer Complaints

08/09/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/02/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	FHA mortgage
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	OH	43701		N/A
Bank of America	MN	55441		N/A
Bank of America	MN	55433		N/A
JPMorgan Chase & Co.	CA	92131		N/A
JPMorgan Chase & Co.	MI	49445	Servicemember	N/A
U.S. Bancorp	CA	92653		N/A
Carrington Mortgage Holdings, LLC.	MN	55443		N/A
JPMorgan Chase & Co.	RI	02919		N/A
Ocwen	NJ	07208		N/A
Citibank	CA	93721		N/A
Nationstar Mortgage	CA	95129		N/A
Bank of America	TX	75034		N/A
Bank of America	CT	06890		N/A
Bank of America	CA	92840		N/A
Banco Popular de Puerto Rico	PR	00926		N/A
CIT Bank National Association	NY	11236		N/A
Pleasant Valley Home Mortgage Corporation	CT	06089		N/A
Wells Fargo & Company	FL	33316		N/A
Wells Fargo & Company	GA	30016	Older American	N/A
Yale Mortgage Corporation	FL	33167		N/A
Ditech Financial LLC	GA	30252		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/12/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with non-monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	No	
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

485403
490244
474931
500257
473082
490253
490256
502134
490259
491104
485770
490267
490270
501954
473975
500288
473992
485429
485790
502185
474010

Mortgage Complaints

Based on Consumer Complaints

08/15/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	FHA mortgage
08/23/2013	Mortgage	Second mortgage
08/15/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/09/2013	Mortgage	FHA mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	FHA mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	95116		N/A
Wells Fargo & Company	CA	90660		N/A
Select Portfolio Servicing, Inc	TN	37919		N/A
Nationstar Mortgage	CA	91001		N/A
Ocwen	CA	91306		N/A
PHH Mortgage	MO	63033		N/A
Citibank	NY	11742		N/A
Bank of America	ME	04402		N/A
Wells Fargo & Company	PA	17011		N/A
Franklin Credit Management	TX	79118		N/A
Wells Fargo & Company	NJ	08021		N/A
HSBC North America Holdings Inc.	CA	92301		N/A
Flagstar Bank	WI	54301		N/A
Citibank	MA	01073		N/A
Wells Fargo & Company	FL	32792	Servicemember	N/A
Wells Fargo & Company	CA	92101		N/A
One Reverse Mortgage	UT	84414	Servicemember	N/A
U.S. Bancorp	MD	21222		N/A
Bank of America	MI	48323	Older American	N/A
Bank of America	MD	20745	Servicemember	N/A
M&T Bank Corporation	CA	90670		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/16/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	No
Phone	08/23/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Phone	08/13/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Phone	08/12/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

490322
485806
500315
474019
491203
468752
485817
502210
502233
501175
490354
500356
485519
485869
488883
474973
474963
474082
485886
485083
500385

Mortgage Complaints

Based on Consumer Complaints

07/29/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	FHA mortgage
08/02/2013	Mortgage	FHA mortgage
08/09/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	FHA mortgage
08/15/2013	Mortgage	Home equity loan or line of credit
08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/09/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	FHA mortgage
08/09/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33020		N/A
Citibank	NC	28215		N/A
U.S. Bancorp	WA	98065		N/A
Wells Fargo & Company	WA	98201		N/A
Bank of America	SC	29642		N/A
Capital One	IL	60016		N/A
JPMorgan Chase & Co.	CA	92585		N/A
Wells Fargo & Company	CA	95843		N/A
Bank of America	FL	33176		N/A
Bank of America	CA	94519	Older American	N/A
HSBC North America Holdings Inc.	PA	17070	Servicemember	N/A
Carrington Mortgage Holdings, LLC.	CT	06606		N/A
JPMorgan Chase & Co.	VA	22032		N/A
Franklin Credit Management	PA	19128		N/A
U.S. Bancorp	NV	89104		N/A
Wells Fargo & Company	NJ	08722		N/A
Nationstar Mortgage	CA	90304		N/A
Bank of America	CA	95020		N/A
Wells Fargo & Company	IN	46060		N/A
JPMorgan Chase & Co.	CT	06783		N/A
Bank of America	IL	60616		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	07/31/2013	Closed with non-monetary relief	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	Yes
Postal mail	08/16/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Referral	09/26/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Referral	08/13/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

468771
502282
473256
485549
500391
485908
486905
473284
500403
488747
502325
484704
500417
474131
486825
485945
486621
500428
468666
485929
474142

Mortgage Complaints

Based on Consumer Complaints

08/02/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Home equity loan or line of credit
08/22/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/15/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	NY	11784		N/A
Ocwen	IL	60473		N/A
Bank of America	AZ	85282		N/A
U.S. Bancorp	NY	11203		N/A
Wells Fargo & Company	NY	11427		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Wells Fargo & Company	FL	34232		N/A
JPMorgan Chase & Co.	NJ	07024		N/A
JPMorgan Chase & Co.	FL	33461		N/A
SunTrust Banks, Inc.	VA	22556		N/A
JPMorgan Chase & Co.	NY	11411		N/A
Wells Fargo & Company	NC	28560		N/A
Nationstar Mortgage	NY	11741		N/A
SunTrust Banks, Inc.	FL	32250		N/A
Seterus, Inc.	MN	55124		N/A
JPMorgan Chase & Co.	CA	95407		N/A
Citibank	AZ	85282		N/A
Seterus, Inc.	GA	30548		N/A
SunTrust Banks, Inc.	MD	20850		N/A
HSBC North America Holdings Inc.	NJ	08618		N/A
Wells Fargo & Company	MN	55403	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Phone	08/16/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with non-monetary relief	Yes	No
Referral	08/12/2013	Closed with monetary relief	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	Yes
Referral	08/07/2013	Closed with non-monetary relief	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

473304
499181
486002
491120
474146
484601
485955
488887
474156
468685
485595
484766
499173
474158
474159
485596
486903
474161
508249
488908
485607

Mortgage Complaints

Based on Consumer Complaints

08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Home equity loan or line of credit
08/23/2013	Mortgage	VA mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	VA mortgage
08/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	FHA mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/09/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Carrington Mortgage Holdings, LLC.	CA	91766		N/A
Bank of America	FL	33407		N/A
JPMorgan Chase & Co.	MD	20659		N/A
Bank of America	NC	28115		N/A
Wells Fargo & Company	FL	33065	Older American	N/A
Wells Fargo & Company	AZ	85248		N/A
JPMorgan Chase & Co.	CA	95062	Older American	N/A
Bank of America	ID	83646		N/A
Bank of America	NE	68048		N/A
Caliber Home Loans, Inc	CA	94509		N/A
CashCall, Inc.	CA	90041	Older American	N/A
Carrington Mortgage Holdings, LLC.	NJ	08029		N/A
Wells Fargo & Company	CA	94519	Older American	N/A
JPMorgan Chase & Co.	MD	20874		N/A
Seterus, Inc.	CA	95765		N/A
Ocwen	OH	43227		N/A
Partners for Payment Relief	MD	20854		N/A
Citibank	WA	98370		N/A
Ditech Financial LLC	WI	53215		N/A
Bank of America	AR	72753	Servicemember	N/A
JPMorgan Chase & Co.	FL	33133		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	08/12/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with non-monetary relief	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/08/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with monetary relief	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with non-monetary relief	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with explanation	Yes	No
Phone	08/23/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Phone	08/23/2013	Closed with explanation	Yes	No
Postal mail	07/31/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

484656
485609
501865
485616
480134
504106
485634
473374
473386
490535
500502
484604
473396
468739
474219
474221
500508
486035
486616
505285
468764

Mortgage Complaints

Based on Consumer Complaints

08/09/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/23/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Home equity loan or line of credit
08/22/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	FHA mortgage
08/25/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Home equity loan or line of credit
08/05/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	IL	60653		N/A
Nationstar Mortgage	MO	65714		N/A
Nationstar Mortgage	NM	87507		N/A
Specialized Loan Servicing LLC	GA	30263		N/A
Ocwen	OR	97702	Older American	N/A
BBVA Compass	TX	74851		N/A
Ditech Financial LLC	HI	96706		N/A
M&T Bank Corporation	OH	44094		N/A
Select Portfolio Servicing, Inc	MD	20895		N/A
Ocwen	NJ	07022		N/A
Wells Fargo & Company	MO	63664		N/A
Nationstar Mortgage	FL	33755		N/A
Bank of America	CA	95336		N/A
Ocwen	CA	90501		N/A
VHDA	VA	22485		N/A
Prospect Mortgage	IL	60551		N/A
JPMorgan Chase & Co.	KY	41042		N/A
Nationstar Mortgage	CA	91020		N/A
Seterus, Inc.	NJ	08110		N/A
Citibank	NY	11379		N/A
Bank of America	KS	66212		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No
Phone	08/23/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with non-monetary relief	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with monetary relief	Yes	Yes
Web	08/26/2013	Closed with explanation	Yes	Yes
Phone	08/07/2013	Closed with non-monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Closed	Yes	No

Mortgage Complaints

Based on Consumer Complaints

484719
486071
486072
486080
502486
502487
499340
503659
455753
502516
503647
479520
508114
460999
490928
503807
474346
500631
500638
500644
475326

Mortgage Complaints

Based on Consumer Complaints

08/09/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Home equity loan or line of credit
08/10/2013	Mortgage	Conventional fixed mortgage
08/10/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Conventional fixed mortgage
08/10/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/10/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/10/2013	Mortgage	Reverse mortgage
08/10/2013	Mortgage	FHA mortgage
08/10/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	FL	33173		N/A
Nationstar Mortgage	WA	98005	Older American	N/A
Citibank	CA	95822	Older American	N/A
Navy FCU	NC	28547		N/A
Wells Fargo & Company	CA	94560		N/A
CIT Bank National Association	NY	11798		N/A
TD Bank US Holding Company	NJ	08089		N/A
Wells Fargo & Company	MN	55125		N/A
Bank of America	OR	97236		N/A
JPMorgan Chase & Co.	TX	78216		N/A
Ditech Financial LLC	MD	20874		N/A
Bank of America	TX	77083		N/A
Fifth Third Financial Corporation	FL	34953		N/A
Finance of America Reverse LLC	FL	33056		N/A
LoanDepot	AZ	85705		N/A
Nationstar Mortgage	WI	53216		N/A
JPMorgan Chase & Co.	GA	30350		N/A
Nationstar Mortgage	GA	30296		N/A
CIT Bank National Association	MD	21234		N/A
Citibank	PA	17301		N/A
Ocwen	GA	30294		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/13/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with non-monetary relief	Yes	No
Fax	08/26/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Postal mail	08/13/2013	Closed with non-monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Postal mail	08/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

484709
502591
474370
502599
501990
474406
474413
486248
486249
501841
486256
486282
503645
486847
501396
486304
508834
474473
486320
486325
485257

Mortgage Complaints

Based on Consumer Complaints

08/29/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Second mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	VA mortgage
08/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Home equity loan or line of credit
08/10/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Home equity loan or line of credit
08/10/2013	Mortgage	Home equity loan or line of credit
08/05/2013	Mortgage	FHA mortgage
08/23/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	NY	14120		N/A
Ditech Financial LLC	MA	02368		N/A
Bank of America	CA	93727		N/A
Astoria Bank	CA	92081		N/A
Ocwen	MI	48066		N/A
Nationstar Mortgage	TX	75067		N/A
JPMorgan Chase & Co.	FL	32312		N/A
TCF National Bank	MN	55107		N/A
Wells Fargo & Company	FL	33173		N/A
Wells Fargo & Company	DE	19904	Older American	N/A
Bank of America	NC	28326	Servicemember	N/A
Caliber Home Loans, Inc	NY	11701		N/A
Ocwen	MO	64053		N/A
JPMorgan Chase & Co.	CO	80127		N/A
BB&T Financial	NC	27615		N/A
Bank of America	CA	90272		N/A
PHH Mortgage	TX	76542	Servicemember	N/A
U.S. Bancorp	NC	27262	Older American	N/A
Bank of America	NJ	07470		N/A
Wells Fargo & Company	UT	84047		N/A
Ditech Financial LLC	PA	17569		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/29/2013	Closed with explanation	Yes	Yes
Phone	08/26/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Web	08/08/2013	Closed with explanation	Yes	Yes
Referral	08/20/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with non-monetary relief	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed	Yes	Yes
Referral	08/07/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/16/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	Yes
Referral	08/13/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

508854
502757
488966
474520
490846
490852
490853
502110
490855
486391
493596
484587
501984
474758
486399
489025
509679
493186
486420
474566
502823

Mortgage Complaints

Based on Consumer Complaints

08/29/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Home equity loan or line of credit
08/29/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/10/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	VA mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
08/10/2013	Mortgage	Conventional fixed mortgage
08/10/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	FHA mortgage
08/16/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Citibank	OH	44108		N/A
JPMorgan Chase & Co.	TX	77479		N/A
Ocwen	NY	12850		N/A
JPMorgan Chase & Co.	NV	89129		N/A
Bank of America	NJ	08857		N/A
Bayview Loan Servicing, LLC	IL	60505	Servicemember	N/A
Bank of America	GA	30680		N/A
Wells Fargo & Company	IL	60503		N/A
Ocwen	NY	11757		N/A
U.S. Bancorp	AZ	85305	Servicemember	N/A
Bank of America	AZ	85306		N/A
Nationstar Mortgage	WA	98032		N/A
Flagstar Bank	MI	48382		N/A
Bank of America	OH	45056	Older American	N/A
Dovenmuehle Mortgage Inc.	TX	78717		N/A
Bank of America	TX	75169		N/A
Ditech Financial LLC	WA	98338		N/A
Bank of America	TN	37343	Older American	N/A
Wells Fargo & Company	CA	94112	Older American	N/A
JPMorgan Chase & Co.	MO	63089		N/A
Quicken Loans	MA	02052	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/29/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Postal mail	09/27/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Postal mail	08/13/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Fax	08/13/2013	Closed with explanation	Yes	No
Fax	08/13/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with non-monetary relief	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/20/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

509237
486904
508913
493435
508917
493640
473106
474598
486449
493133
493459
486453
484603
484594
474627
475284
508960
486479
493087
508982
493700

Mortgage Complaints

Based on Consumer Complaints

08/10/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	FHA mortgage
08/11/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Other mortgage
08/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/11/2013	Mortgage	FHA mortgage
08/11/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/16/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/16/2013	Mortgage	Conventional fixed mortgage
08/11/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/29/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	FHA mortgage
08/16/2013	Mortgage	Other mortgage
08/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/23/2013	Mortgage	Conventional fixed mortgage
08/11/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	SC	29492		N/A
Ocwen	LA	70128		N/A
Citibank	MI	49079		N/A
JPMorgan Chase & Co.	IA	52240		N/A
Bank of America	OR	97487		N/A
PNC Bank N.A.	MI	49519		N/A
Bank of America	CA	92557		N/A
Wells Fargo & Company	FL	34655		N/A
Ocwen	NJ	08343		N/A
Bank of America	NV	89706	Older American	N/A
Bank of America	VA	23111		N/A
Citibank	FL	33172		N/A
Bank of America	NJ	07307		N/A
Ocwen	OH	44039		N/A
Ocwen	VA	22310	Older American	N/A
Select Portfolio Servicing, Inc	FL	33146		N/A
Nationstar Mortgage	GA	30315		N/A
Nationstar Mortgage	CA	95953		N/A
Nationstar Mortgage	CA	95205	Servicemember	N/A
Ditech Financial LLC	VA	22901		N/A
Nationstar Mortgage	OR	97223		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/13/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Fax	08/19/2013	Closed with non-monetary relief	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

486488
502897
486503
493593
486510
486645
486518
474701
486519
493773
474710
493776
486076
474597
493539
508446
474734
493059
486556
501406
486558

Mortgage Complaints

Based on Consumer Complaints

08/11/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	FHA mortgage
08/11/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/16/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Reverse mortgage
08/16/2013	Mortgage	Home equity loan or line of credit
08/12/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Navy FCU	MD	21133		N/A
Freedom Mortgage	FL	32824		N/A
JPMorgan Chase & Co.	IL	61865		N/A
Bank of America	PA	17402		N/A
Ocwen	DE	19803		N/A
Bank of America	CA	91355		N/A
M&T Bank Corporation	NJ	07740	Older American	N/A
Nationstar Mortgage	CA	90260	Older American	N/A
Wells Fargo & Company	FL	33324		N/A
Wells Fargo & Company	OR	97760		N/A
CIT Bank National Association	TX	79902		N/A
JPMorgan Chase & Co.	CA	91364		N/A
Bank of America	GA	30016	Servicemember	N/A
Wells Fargo & Company	FL	33173		N/A
Citibank	CA	92677	Older American	N/A
Bank of America	MD	21666		N/A
JPMorgan Chase & Co.	VA	24013		N/A
Specialized Loan Servicing LLC	FL	32159	Older American	N/A
Nationstar Mortgage	LA	70570		N/A
Ocwen	KS	67206	Older American	N/A
JPMorgan Chase & Co.	NJ	07755		N/A

Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Postal mail	08/19/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed	Yes	Yes
Referral	08/20/2013	Closed with monetary relief	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed	Yes	No
Phone	08/30/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

486559
493753
474754
486568
494963
487183
493845
493944
493850
493849
501354
493852
487197
466458
487201
509136
488612
487044
509146
474805
487220

Mortgage Complaints

Based on Consumer Complaints

08/16/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	FHA mortgage
08/29/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	FHA mortgage
08/06/2013	Mortgage	VA mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Home equity loan or line of credit
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/06/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	NY	14621	Older American, Servicemember	N/A
Flagstar Bank	TX	75023	Older American	N/A
Wells Fargo & Company	CA	94404		N/A
Citibank	WA	98466		N/A
Citibank	MO	64064		N/A
Ocwen	TN	37407		N/A
Citibank	PA	15207	Older American	N/A
JPMorgan Chase & Co.	NJ	07627		N/A
JPMorgan Chase & Co.	WA	98115		N/A
Seterus, Inc.	CA	95967		N/A
Wells Fargo & Company	GA	31525		N/A
U.S. Bancorp	FL	34689		N/A
Fifth Third Financial Corporation	AE	09112	Servicemember	N/A
Bank of America	WI	53129		N/A
JPMorgan Chase & Co.	MI	49546		N/A
SunTrust Banks, Inc.	MD	20783	Servicemember	N/A
CIT Bank National Association	FL	33410		N/A
Bank of America	FL	32189	Older American	N/A
Nationstar Mortgage	GA	30324		N/A
Wells Fargo & Company	MD	20748		N/A

Phone	08/19/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	Yes
Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	Yes
Phone	08/07/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with non-monetary relief	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with non-monetary relief	Yes	No
Referral	08/14/2013	Closed	Yes	No
Phone	08/26/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

493898

509171
509195
480848
509236
481126
481131
516144
481138
481141
481142
516154
481149
487538
487552
501206
482162
481304
494192
503151

Mortgage Complaints

Based on Consumer Complaints

08/29/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	FHA mortgage
08/29/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	FHA mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Home equity loan or line of credit
08/16/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	FHA mortgage
09/05/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	FHA mortgage
08/06/2013	Mortgage	FHA mortgage
08/29/2013	Mortgage	VA mortgage
08/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/24/2013	Mortgage	Conventional fixed mortgage
08/24/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	FL	34145		N/A
Wells Fargo & Company	IL	60018		N/A
Citibank	NC	27858		N/A
Wells Fargo & Company	MN	55419		N/A
Wells Fargo & Company	MA	01607		N/A
JPMorgan Chase & Co.			Older American	N/A
Ocwen	GA	30052		N/A
Bank of America	NJ	07436		N/A
BB&T Financial	FL	32034		N/A
Citibank	CT	06820		N/A
1st Fidelity Loan Servicing	FL	33165		N/A
Bank of America	VA	24551	Older American	N/A
Bank of America	NV	89060		N/A
Bank of America	IL	60466		N/A
Ocwen	CA	94558		N/A
Nationstar Mortgage	FL	33023		N/A
Nationstar Mortgage	FL	33510		N/A
Bank of America	NH	03103	Servicemember	N/A
Quicken Loans	NV	89503	Older American	N/A
JPMorgan Chase & Co.	PA	18014	Older American	N/A
JPMorgan Chase & Co.	CA	95641	Older American	N/A
Wells Fargo & Company	NJ	07604		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/30/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	Yes
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/07/2013	Untimely response	No	
Phone	08/19/2013	Closed with non-monetary relief	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Postal mail	09/06/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

508542
509267
487322
509273
487328
487117
487340
481210
481332
503219
481068
494075
494341
516255
514916
481250
509341
481253
509343
494724
501308
503254

Mortgage Complaints

Based on Consumer Complaints

08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/24/2013	Mortgage	FHA mortgage
08/24/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	FHA mortgage
08/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/24/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Conventional fixed mortgage
08/24/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Home equity loan or line of credit
08/06/2013	Mortgage	Home equity loan or line of credit
08/24/2013	Mortgage	FHA mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Capital One	GA	31833	Older American	N/A
Bank of America	TX	75002		N/A
Ocwen	AZ	85260		N/A
Statebridge Company	CT	06106		N/A
JPMorgan Chase & Co.	FL	33161		N/A
InterFirst Mortgage Company	TX	75024		N/A
Ocwen	NC	27284		N/A
JPMorgan Chase & Co.	VA	24651		N/A
Ocwen	MA	02302		N/A
Wells Fargo & Company	WA	98208		N/A
Wells Fargo & Company	CA	94080		N/A
JPMorgan Chase & Co.	CA	92057	Older American	N/A
Citibank	FL	33189		N/A
Wells Fargo & Company	TN	38018	Older American	N/A
Bank of America	MD	20705		N/A
JPMorgan Chase & Co.	CA	95020		N/A
JPMorgan Chase & Co.	NC	28376		N/A
Wells Fargo & Company	MS	39505		N/A
Bank of America	FL	34987		N/A
Ocwen	CA	92831		N/A
HSBC North America Holdings Inc.	FL	32174		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/08/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	Yes
Web	08/08/2013	Closed with explanation	Yes	No
Fax	08/26/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with non-monetary relief	Yes	Yes
Referral	09/06/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Postal mail	08/13/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

481276
503265
503267
515095
494131
503272
509612
481297
481317
509393
503295
494162
481329
503306
487450
515380
481346
515385
509432
487472
515582

Mortgage Complaints

Based on Consumer Complaints

08/16/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	FHA mortgage
09/05/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Other mortgage
08/24/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Home equity loan or line of credit
09/05/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Conventional fixed mortgage
08/24/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/24/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	FHA mortgage
08/06/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	FL	32246		N/A
Ocwen	CA	91915		N/A
Bank of America	MO	64137		N/A
M&T Bank Corporation	MS	39157		N/A
M&T Bank Corporation	NY	11358		N/A
Santander Bank US	MA	02151		N/A
Citibank	NJ	07018		N/A
Citibank	MA	01831		N/A
Wells Fargo & Company	NY	11206		N/A
Wells Fargo & Company	OR	97520	Older American	N/A
Ocwen	PA	19038		N/A
Bank of America	CA	90005		N/A
Bank of America	NY	13669		N/A
Wells Fargo & Company	PA	15032		N/A
Wells Fargo & Company	NY	14619		N/A
New York Community Bank	SC	29680		N/A
SunTrust Banks, Inc.	NY	10304		N/A
Neighborhood Assistance Corporation of America ("NACA")	MO	64133		N/A
Citibank	MN	55301		N/A
Nationstar Mortgage	GA	30252		N/A
Bank of America	CA	94566		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/19/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with non-monetary relief	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	Yes
Phone	08/19/2013	Closed with explanation	Yes	Yes
Postal mail	08/16/2013	Closed with explanation	Yes	Yes
Postal mail	09/06/2013	Closed with explanation	Yes	Yes
Web	09/12/2013	Closed with explanation	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	Yes
Web	08/08/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

494721
488645
509653
516362
515389
515388
503352
481383
516369
481388
487505
508324
487527
487534
515122
494302
488607
503447
494309
523102
481475

Mortgage Complaints

Based on Consumer Complaints

08/24/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	FHA mortgage
09/11/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	FHA mortgage
09/11/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	VA mortgage
09/11/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/11/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

CIT Bank National Association	NY	11701		N/A
JPMorgan Chase & Co.	TX	76266		N/A
Ditech Financial LLC	FL	33857		N/A
Bank of America	FL	32940		N/A
M&T Bank Corporation	NY	11436		N/A
Bank of America	GA	30252		N/A
Wells Fargo & Company	FL	33025	Older American	N/A
JPMorgan Chase & Co.	FL	34219		N/A
Nationstar Mortgage	NY	11204		N/A
Bank of America	NY	11717		N/A
Pulte Mortgage	OK	74010		N/A
Bank of America	WA	98032		N/A
Lynx Asset Services, LLC	NJ	07481		N/A
HSBC North America Holdings Inc.	NY	14120	Older American	N/A
Ocwen	PA	18040		N/A
Nationstar Mortgage	CA	95035		N/A
Nationstar Mortgage	CO	80022		N/A
JPMorgan Chase & Co.	FL	33467		N/A
PNC Bank N.A.	CA	94608		N/A
Nationstar Mortgage	LA	70578		N/A
Wells Fargo & Company	FL	33901		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	08/26/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	Yes
Postal mail	09/12/2013	Closed with explanation	Yes	Yes
Referral	09/12/2013	Closed with explanation	Yes	No
Phone	09/03/2013	Closed with non-monetary relief	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	Yes
Referral	09/12/2013	Closed with explanation	Yes	Yes
Phone	10/25/2013	Closed with explanation	No	
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with monetary relief	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

503457
509562
523918
524010
509767
523103
523910
509596
522667
487618
481518
522840
515059
523734
509735
487006
523735
487630
494390
516498
509623

Mortgage Complaints

Based on Consumer Complaints

08/12/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Other mortgage
08/24/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Conventional fixed mortgage
08/24/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/17/2013	Mortgage	Other mortgage
08/17/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
08/17/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
08/24/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
08/17/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/25/2013	Mortgage	Other mortgage
08/17/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	AZ	85204		N/A
Citibank	KY	42347		N/A
Wells Fargo & Company	MI	48382		N/A
Wells Fargo & Company	FL	32725		N/A
Ditech Financial LLC	NY	11433		N/A
Ocwen	FL	34231		N/A
Ditech Financial LLC	NC	28081		N/A
Ditech Financial LLC	FL	32668		N/A
Nationstar Mortgage	NY	11104		N/A
Citizens Financial Group, Inc.	MN	55024		N/A
Wells Fargo & Company	CA	92113		N/A
JPMorgan Chase & Co.	FL	32303		N/A
Ditech Financial LLC	MI	48170		N/A
Pentagon FCU	PA	19130		N/A
Ocwen	MN	56055		N/A
Wells Fargo & Company	FL	32750		N/A
Ocwen	MD	21215	Older American	N/A
Ocwen	FL	33024		N/A
Select Portfolio Servicing, Inc	NC	27455		N/A
MidAmerica Mortgage Inc	CA	90815		N/A
Bank of America	MN	55130	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Fax	08/26/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Postal mail	08/19/2013	Closed with explanation	Yes	Yes
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Email	09/13/2013	Closed with non-monetary relief	Yes	No
Web	08/26/2013	Closed with explanation	Yes	Yes
Postal mail	10/18/2013	Closed with explanation	Yes	No
Postal mail	08/19/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

487642
486965
501180
509595
503538
509643
516522
487665
487675
494442
494446
516556
494455
524254
503595
516572
494717
486949
503607
503619
494480

Mortgage Complaints

Based on Consumer Complaints

08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	FHA mortgage
08/17/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	VA mortgage
09/05/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
08/17/2013	Mortgage	VA mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
08/25/2013	Mortgage	Other mortgage
08/25/2013	Mortgage	Other mortgage
08/25/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	FHA mortgage
09/11/2013	Mortgage	Home equity loan or line of credit
09/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/29/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	FL	32218		N/A
Bank of America	FL	32218		N/A
Wells Fargo & Company	PA	17036		N/A
JPMorgan Chase & Co.	LA	70003		N/A
JPMorgan Chase & Co.	CA	92555		N/A
HSBC North America Holdings Inc.	GA	31322	Servicemember	N/A
Nationstar Mortgage	CA	91361		N/A
Nationstar Mortgage	HI	96791		N/A
Pulte Mortgage	TX	75219	Older American	N/A
Wells Fargo & Company	CA	92395		N/A
EverBank	MA	02715		N/A
Wells Fargo & Company	CA	95354		N/A
Bank of America	GA	30066		N/A
USAA Savings	AZ	85750		N/A
Bank of America	MS	39211		N/A
Ocwen	HI	96817		N/A
Wells Fargo & Company	FL	33967		N/A
Associated Mortgage Corporation	OK	74014		N/A
USAA Savings	TN	37027	Servicemember	N/A
Wells Fargo & Company	CA	94558		N/A
Ditech Financial LLC	CA	92880		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	No
Phone	09/12/2013	Closed with explanation	Yes	Yes
Postal mail	08/19/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with explanation	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	No
Postal mail	08/30/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	08/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

487723
487454
494494
523861
509746
487047
514974
523130
524493
494521
516648
501642
503703
503704
516678
523120
509811
487810
522820
514992
509825

Mortgage Complaints

Based on Consumer Complaints

09/05/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Home equity loan or line of credit
08/18/2013	Mortgage	Conventional fixed mortgage
08/18/2013	Mortgage	FHA mortgage
08/25/2013	Mortgage	Other mortgage
08/25/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/29/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/25/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/06/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/18/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PHH Mortgage	WI	53572		N/A
Flagship Financial Group	CA	95035		N/A
Ocwen	AL	35234	Older American	N/A
Ditech Financial LLC	CA	93532		N/A
SunTrust Banks, Inc.	OR	97304		N/A
HSBC North America Holdings Inc.	WA	98033		N/A
JPMorgan Chase & Co.	WA	98501		N/A
Wells Fargo & Company	FL	32514		N/A
Wells Fargo & Company	MA	21212		N/A
CIT Bank National Association	CA	91102		N/A
HSBC North America Holdings Inc.	NY	12550	Older American	N/A
JPMorgan Chase & Co.	CA	90036	Older American	N/A
Proficio Mortgage Ventures, LLC	CA	91709		N/A
Nationstar Mortgage	MD	20607		N/A
Ocwen	CA	92883		N/A
Ocwen	IL	61270		N/A
JPMorgan Chase & Co.	CA	91601		N/A
Ditech Financial LLC	FL	33614		N/A
Zions Bancorporation	OH	45239		N/A
Bank of America	VA	22182		N/A
PNC Bank N.A.	VA	22030		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/09/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	Yes
Referral	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Phone	08/30/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	Yes
Web	10/18/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with monetary relief	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

516708
517323
517327
494605
494608
501583
503777
517342
509865
509870
503796
522675
510356
517373
517377
510362
510061
510369
510370
510372
494671

Mortgage Complaints

Based on Consumer Complaints

08/12/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/18/2013	Mortgage	FHA mortgage
08/30/2013	Mortgage	FHA mortgage
09/17/2013	Mortgage	VA mortgage
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Reverse mortgage
08/30/2013	Mortgage	Other mortgage
08/18/2013	Mortgage	Other mortgage
08/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/17/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	FHA mortgage
08/30/2013	Mortgage	FHA mortgage
08/19/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	MN	56042		N/A
Nationstar Mortgage	VA	22485		N/A
Bank of America	CA	94580		N/A
Nationstar Mortgage	MO	65721		N/A
Bank of America	TX	76051		N/A
M&T Bank Corporation	VA	23453		N/A
Wells Fargo & Company	WA	99353		N/A
JPMorgan Chase & Co.	FL	33317		N/A
Bank of America	TX	76002		N/A
Bank of America	NY	11520		N/A
PNC Bank N.A.	WI	53142		N/A
HSBC North America Holdings Inc.	GA	30024		N/A
First Tennessee Bank	PA	18058		N/A
Ocwen	FL	33619		N/A
HSBC North America Holdings Inc.	NC	27707		N/A
Nationstar Mortgage	PA	18058		N/A
Wells Fargo & Company	FL	34120	Older American	N/A
JPMorgan Chase & Co.	NC	28269		N/A
Wells Fargo & Company	OR	97007		N/A
Fifth Third Financial Corporation	MI	49505		N/A
JPMorgan Chase & Co.	CA	91324		N/A

Mortgage Complaints
Based on Consumer Complaints

Phone	08/13/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with monetary relief	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	Yes
Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Postal mail	08/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

487903
531705
487912
494681
510401
530671
510430
510496
487919
510404
510034
494691
494704
530701
510534
494705
530709
495208
495209
510432
496482

Mortgage Complaints

Based on Consumer Complaints

09/17/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Reverse mortgage
09/06/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	FHA mortgage
08/19/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Reverse mortgage
09/06/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	FHA mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	LA	70058		N/A
Generation Mortgage	VA	20191		N/A
Nationstar Mortgage	OK	74873		N/A
U.S. Bancorp	FL	32825		N/A
Bank of America	VA	23831	Servicemember	N/A
Ditech Financial LLC	UT	84601		N/A
Wells Fargo & Company	MA	02740		N/A
JPMorgan Chase & Co.	CA	95835		N/A
Nationstar Mortgage	VA	22611		N/A
Wells Fargo & Company	CA	31328		N/A
Bank of America	CA	95823		N/A
Wells Fargo & Company	SC	29456		N/A
Bank of America	DC	20024	Older American	N/A
Residential Credit Solutions	NY	11725		N/A
Ocwen	NY	11742		N/A
Ditech Financial LLC	GA	30038		N/A
U.S. Bancorp	WI	54452		N/A
Pentagon FCU	GA	30076		N/A
Bank of America	IL	60091		N/A
Wells Fargo & Company	MA	02151		N/A
Pleasant Valley Home Mortgage Corporation	MN	55129		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	09/18/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	Yes
Referral	09/03/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with monetary relief	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	No
Referral	09/09/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with non-monetary relief	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Postal mail	09/18/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	No	

Mortgage Complaints

Based on Consumer Complaints

530738
495225
517467
530745
496295
510463
530751
495358
510469
509963
495309
510485
510487
517503
530784
488642
495268
495270
524162
531744
488029

Mortgage Complaints

Based on Consumer Complaints

09/17/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Reverse mortgage
09/17/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Home equity loan or line of credit
09/17/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Second mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Royal United Mortgage LLC	CA	94518		N/A
SunTrust Banks, Inc.	IL	60616		N/A
Bank of America	TX	76103		N/A
Nationstar Mortgage	DC	20024	Older American	N/A
Ditech Financial LLC	OR	97286		N/A
Select Portfolio Servicing, Inc	FL	34470		N/A
Ditech Financial LLC	PA	15106		N/A
Wells Fargo & Company	NJ	07052		N/A
Bank of America	VA	22906		N/A
Wells Fargo & Company	CA	90638	Older American	N/A
Capital One	NY	11566		N/A
Ditech Financial LLC	GA	30344		N/A
Wells Fargo & Company	MI	48382		N/A
Ditech Financial LLC	MS	39215		N/A
Select Portfolio Servicing, Inc	AZ	85741		N/A
Round Point Mortgage	NC	27027		N/A
JPMorgan Chase & Co.				N/A
Citibank	AZ	85308		N/A
Ocwen	CA	92069		N/A
Bank of America	OR	97639		N/A
Bank of America	AL	36330		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/22/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Postal mail	09/03/2013	Closed with explanation	Yes	No
Postal mail	09/18/2013	Closed with explanation	Yes	Yes
Referral	08/20/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	Yes
Phone	09/06/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	Yes
Phone	09/03/2013	Closed with explanation	Yes	No
Fax	09/18/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	Yes
Postal mail	08/15/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	Yes
Postal mail	09/18/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

530819
510565
495313
510491
531707
495052
530843
517593
510612
488565
488064
510617
530099
531700
517656
486941
487108
531367
495428
531359
531124

Mortgage Complaints

Based on Consumer Complaints

09/06/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/30/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	FHA mortgage
08/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/30/2013	Mortgage	FHA mortgage
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	OH	44120	Older American	N/A
HSBC North America Holdings Inc.	NC	27530		N/A
Nationstar Mortgage	CA	91501	Older American	N/A
Ditech Financial LLC	FL	34685	Older American, Servicemember	N/A
Nationstar Mortgage	PA	19355		N/A
U.S. Bancorp	CO	80221		N/A
Third Federal Savings & Loan	CA	94709		N/A
Wells Fargo & Company	VA	23323		N/A
Nationstar Mortgage	KY	40517		N/A
The Huntington National Bank	IN	46164		N/A
Ocwen	FL	33127		N/A
PNC Bank N.A.	CA	94609		N/A
Wells Fargo & Company	PA	17225		N/A
Wells Fargo & Company	GA	30228		N/A
Wells Fargo & Company	MO	63385		N/A
Bank of America	IL	60619		N/A
Citibank	NH	03813		N/A
Bank of America	MD	20721		N/A
JPMorgan Chase & Co.	CA	95959		N/A
Ditech Financial LLC	CA	90807		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	09/06/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	09/04/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Referral	09/03/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Referral	09/09/2013	Closed	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

517664
495494
524322
510772
510773
517760
495515
510779
510089
510799
495555
523159
510835
510837
531659
510843
495578
516786
495598
524424

Mortgage Complaints

Based on Consumer Complaints

08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/11/2013	Mortgage	Second mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/11/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	FHA mortgage
09/17/2013	Mortgage	FHA mortgage
09/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/30/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	FHA mortgage
09/12/2013	Mortgage	Home equity loan or line of credit
08/30/2013	Mortgage	VA mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/30/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Round Point Mortgage	AL	36869		N/A
PNC Bank N.A.	OH	43209		N/A
Bank of America	FL	33572		N/A
Ditech Financial LLC	GA	31520		N/A
Bank of America	CA	92805		N/A
Bank of America	TX	75034		N/A
Bank of America	MI	48001		N/A
Bank of America	IL	60706		N/A
Wells Fargo & Company	WA	98445		N/A
Bank of America	DC	20005		N/A
Bank of America	CA	94523		N/A
Peoples Home Equity, Inc.	IL	62062		N/A
Select Portfolio Servicing, Inc	MI	49107		N/A
Wells Fargo & Company	CO	81403		N/A
U.S. Bancorp	MN	55123	Older American	N/A
Wells Fargo & Company	VA	23320	Servicemember	N/A
M&T Bank Corporation	TX	78260		N/A
Seterus, Inc.	FL	33027		N/A
Nationstar Mortgage	NY	11373		N/A
Round Point Mortgage	NC	28732		N/A
Nationstar Mortgage	VA	23220	Older American	N/A
Wells Fargo & Company	MA	01905		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	09/04/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Fax	10/09/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with non-monetary relief	Yes	Yes
Referral	09/12/2013	Closed	Yes	No
Phone	09/12/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with non-monetary relief	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Postal mail	08/21/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

510868
510093
495590
524435
524438
516785
524443
524456
524457
524459
517869
531103
531110
510926
510927
524916
510954
517220
495714
495721
495014
510070

Mortgage Complaints

Based on Consumer Complaints

09/17/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	FHA mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	VA mortgage
09/17/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	FHA mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/17/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Home equity loan or line of credit
09/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	FL	34668	Older American	N/A
Caliber Home Loans, Inc	AZ	85266	Older American	N/A
Bank of America	CA	92040		N/A
Land/Home Financial Services	CA	90044		N/A
Bank of America	FL	33063		N/A
Bank of America	CA	92881		N/A
Bank of America	NY	13142	Older American	N/A
Citibank	MD	20707		N/A
JPMorgan Chase & Co.	FL	34741		N/A
Wells Fargo & Company	DE	19803		N/A
Wells Fargo & Company	TX	75056		N/A
Bank of America	NJ	08401		N/A
Bank of America	UT	84721		N/A
PNC Bank N.A.	GA	30084		N/A
SunTrust Banks, Inc.	FL	32113		N/A
Bank of America	FL	34492		N/A
Bank of America	FL	33825		N/A
Wells Fargo & Company	GA	30574		N/A
Wells Fargo & Company	TN	37115		N/A
Ditech Financial LLC	NJ	07002		N/A
Wells Fargo & Company	FL	33071		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/18/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Postal mail	08/22/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with non-monetary relief	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with non-monetary relief	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Fax	09/12/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	Yes
Web	09/12/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

531203
495770
531218
531167
530098
525018
495089
525025
531259
496537
495830
495832
531282
531305
525190
524626
525150
525107
524545
525140
531948

Mortgage Complaints

Based on Consumer Complaints

09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	TX	78641		N/A
Quicken Loans	NC	27529		N/A
Ocwen	CA	94118	Older American	N/A
Bank of America	MI	48382		N/A
Bank of America	NC	27406		N/A
Synovus Bank	GA	31602		N/A
Ocwen	KY	40272		N/A
JPMorgan Chase & Co.	CA	91701		N/A
Bank of America	NJ	08527	Servicemember	N/A
Bank of America	MN	56303		N/A
Wells Fargo & Company	HI	96815		N/A
Bank of America	MD	20853		N/A
Bank of America	FL	33607		N/A
Bank of America	FL	33025		N/A
Wells Fargo & Company	NY	11788		N/A
Citibank	TX	76051		N/A
Wells Fargo & Company	TX	75002		N/A
JPMorgan Chase & Co.	IA	50315		N/A
JPMorgan Chase & Co.	OR	97045		N/A
JPMorgan Chase & Co.	CA	90291		N/A
Bank of America	CA	92808		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/28/2013	Closed with explanation	Yes	Yes
Web	09/12/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Fax	09/12/2013	Closed with non-monetary relief	Yes	No
Web	09/12/2013	Closed with non-monetary relief	Yes	Yes
Postal mail	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Phone	09/09/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with explanation	Yes	No
Phone	09/12/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

524856
524617
531957
524503
525171
531985
531994
517227
518189
533236
524600
533265
532172
533247
518475
532170
525273
532054
532265
532237
531813

Mortgage Complaints

Based on Consumer Complaints

09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Home equity loan or line of credit
09/18/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/18/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	32713		N/A
PNC Bank N.A.	CT	06387		N/A
Ocwen	MN	56354		N/A
U.S. Bancorp	FL	32082		N/A
Wells Fargo & Company	NJ	08844		N/A
Bank of America	FL	33708	Older American	N/A
Bank of America	NC	28574		N/A
Ocwen	AR	71640		N/A
Wells Fargo & Company	FL	32703		N/A
Capital One	MD	21136		N/A
PNC Bank N.A.	OH	44137		N/A
Wells Fargo & Company	CA	94928		N/A
Bank of America	PA	15235		N/A
Bank of America	OR	97060		N/A
JPMorgan Chase & Co.	GA	30106		N/A
Wells Fargo & Company	WA	98003		N/A
JPMorgan Chase & Co.	CA	93465		N/A
Citibank	NY	10590		N/A
Ditech Financial LLC	VA	24019		N/A
Bank of America	WI	53219		N/A
Bank of America	AR	72753		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with non-monetary relief	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	Yes
Referral	09/13/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	Yes
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

533333
532637
532377
516847
532427
525364
532858
518384
518413
525452
533312
518441
525475
524537
532914
524608
524536
525496
525510
518478
525538

Mortgage Complaints

Based on Consumer Complaints

09/12/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	FHA mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Home equity loan or line of credit
09/18/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	FHA mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	IL	60628		N/A
Nationstar Mortgage	FL	34759	Older American	N/A
Wells Fargo & Company	CA	95965	Servicemember	N/A
JPMorgan Chase & Co.	PA	15108		N/A
Bank of America	PA	16505		N/A
Citibank	VA	24015		N/A
Nationstar Mortgage	NC	28532		N/A
U.S. Bancorp	MI	48038		N/A
Navy FCU	FL	32218		N/A
Wells Fargo & Company	CA	91744		N/A
Nationstar Mortgage	AZ	85650		N/A
Specialized Loan Servicing LLC	TX	76549		N/A
Flagstar Bank	AZ	85295		N/A
Wells Fargo & Company	VA	23838		N/A
Select Portfolio Servicing, Inc	FL	34744		N/A
Bank of America	OH	44146		N/A
SunTrust Banks, Inc.	GA	30342		N/A
Ocwen	TX	76053		N/A
JPMorgan Chase & Co.	CA	90278		N/A
HSBC North America Holdings Inc.	SC	29154	Servicemember	N/A
Wells Fargo & Company	FL	33025		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	09/13/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes
Phone	09/13/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

525539
532362
524586
532387
525619
532395
532417
532418
532463
532483
525752
531820
532522
525771
525751
525807
532600
532662
524577
532718
533026

Mortgage Complaints

Based on Consumer Complaints

09/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/18/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/06/2013	Mortgage	Home equity loan or line of credit
09/07/2013	Mortgage	Other mortgage
09/07/2013	Mortgage	VA mortgage
09/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/07/2013	Mortgage	Other mortgage
09/07/2013	Mortgage	Other mortgage
09/07/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Other mortgage
09/07/2013	Mortgage	Conventional fixed mortgage
09/07/2013	Mortgage	Other mortgage
09/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/07/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	VA	22546		N/A
Nationstar Mortgage	KS	67441	Older American	N/A
Wells Fargo & Company	NJ	08035		N/A
Wells Fargo & Company	PA	19020		N/A
Citibank	CO	81507	Older American	N/A
Bank of America	WI	53211		N/A
Bank of America	NV	89015		N/A
Bank of America	NJ	07003		N/A
Paramount Residential Mortgage Group, Inc.	CA	90059	Older American	N/A
Bank of America	CA	92128		N/A
Wells Fargo & Company	OR	97213	Servicemember	N/A
JPMorgan Chase & Co.	CA	93551	Older American	N/A
Wells Fargo & Company	GA	30074	Older American, Servicemember	N/A
PennyMac Loan Services, LLC	MI	48382		N/A
Bank of America	GA	30310		N/A
U.S. Bancorp	FL	32132		N/A
Citibank	FL	33179	Older American	N/A
Ocwen	CA	90745		N/A
Ocwen	CA	94603		N/A
Wells Fargo & Company	AL	35238		N/A

Web	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes
Phone	09/09/2013	Closed with explanation	Yes	No
Postal mail	09/09/2013	Closed with explanation	Yes	No
Phone	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	No
Fax	09/09/2013	Closed with explanation	Yes	No
Postal mail	09/09/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Postal mail	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed	Yes	No
Postal mail	09/09/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

532764
532792
532785
518493
516929
518501
518571
516898
518577
518598
516759
516821
516790
516747
516875
496811
518703
518705
518718
518734

Mortgage Complaints

Based on Consumer Complaints

09/07/2013	Mortgage	Other mortgage
09/07/2013	Mortgage	Conventional fixed mortgage
09/07/2013	Mortgage	Conventional fixed mortgage
09/07/2013	Mortgage	Conventional fixed mortgage
09/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/07/2013	Mortgage	Conventional fixed mortgage
09/07/2013	Mortgage	FHA mortgage
09/07/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/08/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	FHA mortgage
08/19/2013	Mortgage	Other mortgage
09/08/2013	Mortgage	Conventional fixed mortgage
09/08/2013	Mortgage	Conventional fixed mortgage
09/08/2013	Mortgage	Conventional fixed mortgage
09/08/2013	Mortgage	Conventional fixed mortgage
09/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	FHA mortgage
09/09/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	FHA mortgage
08/19/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33020		N/A
Bank of America	VA	22193	Older American	N/A
Bank of America	IL	60628	Older American	N/A
USAA Savings	AZ	85083		N/A
Ditech Financial LLC	AL	35806	Servicemember	N/A
Citibank	OH	44312		N/A
Ditech Financial LLC	MI	48038		N/A
Lending Solutions Mortgage/ LSI Mortgage	DE	19701		N/A
Prudent Law Group	MA	01020		N/A
Ditech Financial LLC	MI	48239		N/A
Ocwen	IL	60525		N/A
21st Mortgage Corporation	DE	19803		N/A
PNC Bank N.A.	FL	33186		N/A
Nationstar Mortgage	AZ	85705		N/A
Wells Fargo & Company	MO	64057		N/A
JPMorgan Chase & Co.	SC	29483	Older American	N/A
Nationstar Mortgage	ME	03903		N/A
Wells Fargo & Company	TN	38016		N/A
Citibank	CA	95695	Older American	N/A
JPMorgan Chase & Co.	FL	32246		N/A
Ocwen	FL	34102	Older American	N/A
HSBC North America Holdings Inc.	OR	97222		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with monetary relief	Yes	No
Web	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	No
Web	08/20/2013	Untimely response	No	
Web	09/09/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Postal mail	08/21/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	Yes
Phone	09/09/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

518791
517192
518794
518797
518816
518817
518826
518830
495853
518844
495862
496538
518855
518886
518909
518918
518919
495955
519486
519491
495119
519522

Mortgage Complaints

Based on Consumer Complaints

09/09/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Home equity loan or line of credit
09/18/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	NJ	08755		N/A
Fifth Third Financial Corporation	IL	60177		N/A
Wells Fargo & Company	TX	78247		N/A
Nationstar Mortgage	CO	80526		N/A
Select Portfolio Servicing, Inc	WI	53209		N/A
Nationstar Mortgage	MI	33011	Older American	N/A
JPMorgan Chase & Co.	LA	71049		N/A
JPMorgan Chase & Co.	CA	94563	Older American	N/A
Nationstar Mortgage	GA	30094		N/A
Ditech Financial LLC	SC	29605	Older American, Servicemember	N/A
U.S. Bancorp	CA	92040	Servicemember	N/A
Bank of America	MI	48074	Older American	N/A
Ditech Financial LLC	AL	36109		N/A
Bank of America	NY	11372		N/A
Wells Fargo & Company	PA	18810		N/A
Bank of America	AZ	85650		N/A
Wells Fargo & Company	NJ	07036		N/A
Ocwen	FL	33173		N/A
TD Bank US Holding Company	CT	06415		N/A
21st Mortgage Corporation	NY	10018		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/09/2013	Closed with explanation	Yes	No
Referral	09/09/2013	Closed with non-monetary relief	Yes	No
Referral	09/09/2013	Closed with explanation	Yes	No
Referral	09/09/2013	Closed with explanation	Yes	Yes
Postal mail	08/21/2013	Closed with explanation	Yes	No
Phone	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	Yes
Postal mail	08/21/2013	Closed with explanation	Yes	No
Phone	08/20/2013	Closed with explanation	Yes	No
Phone	08/20/2013	Closed with explanation	Yes	Yes
Postal mail	09/09/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Phone	09/09/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed	Yes	No
Referral	09/19/2013	Closed with monetary relief	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

519531
519534
519535
519539
496018
496036
496061
495036
495464
496103
495061
519667
533057
519691
533120
533121
533675
533241
533129
531892

Mortgage Complaints

Based on Consumer Complaints

09/18/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	VA mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/20/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	CA	95240		N/A
Wells Fargo & Company	TX	75070		N/A
Nationstar Mortgage	NY	11757		N/A
BB&T Financial	FL	32406		N/A
Nationstar Mortgage	MI	48382		N/A
JPMorgan Chase & Co.	MA	02184		N/A
Ocwen	AL	36542	Older American	N/A
Ocwen	FL	33647		N/A
Ocwen	OH	44287	Older American	N/A
Wells Fargo & Company	FL	33027		N/A
Wells Fargo & Company	CA	91104		N/A
Bayview Loan Servicing, LLC	MD	20607		N/A
Caliber Home Loans, Inc	CA	91325		N/A
21st Mortgage Corporation	LA	71292		N/A
Ocwen	NY	11746		N/A
NVR Inc	PA	18974	Servicemember	N/A
Ditech Financial LLC	VA	22201		N/A
Bank of America	TX	75023		N/A
PNC Bank N.A.	CA	92881		N/A
Wells Fargo & Company	TN	37013		N/A
Citibank	FL	32707		N/A
JPMorgan Chase & Co.	MI	48035		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/19/2013	Closed with explanation	Yes	No
Postal mail	09/09/2013	Closed with explanation	Yes	No
Postal mail	09/19/2013	Closed with explanation	Yes	Yes
Referral	08/20/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with explanation	Yes	No
Phone	10/24/2013	Closed with non-monetary relief	No	Yes
Referral	09/03/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

533377

519116

531809

496228

533153

496234

519661

496245

519781

519048

511080

496262

533375

496272

535567

496791

496792

511090

535590

496809

519835

533829

Mortgage Complaints

Based on Consumer Complaints

08/20/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	FHA mortgage
08/20/2013	Mortgage	Home equity loan or line of credit
08/30/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/20/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/19/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Credit decision / Underwriting
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	95696		N/A
New York Community Bank	MD	20912		N/A
Prospect Mortgage	CA	92656	Older American	N/A
Nationstar Mortgage	IL	60516		N/A
Fifth Third Financial Corporation	NC	28075		N/A
Ocwen	AZ	85013		N/A
Ditech Financial LLC	NY	10002		N/A
Bank of America	NJ	08081		N/A
Ocwen				N/A
Flagstar Bank	CA	92021		N/A
HSBC North America Holdings Inc.	CO	80207	Older American	N/A
U.S. Bancorp	MT	59701		N/A
JPMorgan Chase & Co.	TX	77488		N/A
Ocwen	MA	01610		N/A
JPMorgan Chase & Co.	WA	98498		N/A
HSBC North America Holdings Inc.	NY	11419		N/A
U.S. Bancorp	NE	69357		N/A
Bank of America	FL	32505		N/A
Ocwen	NJ	07030		N/A
Nationstar Mortgage	CA	90005		N/A
IBERIABANK	FL	33064		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/20/2013	Closed with non-monetary relief	Yes	Yes
Postal mail	09/05/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Postal mail	09/04/2013	Closed with monetary relief	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Postal mail	09/19/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with monetary relief	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed	Yes	Yes
Referral	09/20/2013	Closed with explanation	Yes	No
Postal mail	09/19/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with non-monetary relief	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	No
Postal mail	01/06/2014	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

496810
511136
511140
496835
511169
496845
496847
519899
533890
497045
511192
497067
497124
496867
535021
533965
519981
534917
519992
511642
534022

Mortgage Complaints

Based on Consumer Complaints

08/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Home equity loan or line of credit
08/30/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/31/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	Other mortgage
08/31/2013	Mortgage	VA mortgage
08/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/31/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage
08/31/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/01/2013	Mortgage	Other mortgage
09/01/2013	Mortgage	VA mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/01/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	CA	90005		N/A
Ditech Financial LLC	NY	14217		N/A
PNC Bank N.A.	CO	81602		N/A
Select Portfolio Servicing, Inc	IL	60453		N/A
Bank of America	AZ	85225		N/A
Citizens Financial Group, Inc.	IL	61107		N/A
Select Portfolio Servicing, Inc	WA	98597		N/A
Bank of America	NV	89123		N/A
Nationstar Mortgage	PA	19606		N/A
Nationstar Mortgage	NJ	08610		N/A
Wells Fargo & Company	IN	46186		N/A
Citibank	FL	33498		N/A
Ocwen	FL	33169		N/A
Nationwide Advantage Mortgage Company	MI	48382		N/A
SunTrust Banks, Inc.	FL	33146		N/A
Quicken Loans	IL	60417		N/A
PHH Mortgage	MI	48336		N/A
Wells Fargo & Company	IN	46404	Older American	N/A
JPMorgan Chase & Co.	FL	33449	Servicemember	N/A
Nationstar Mortgage	MI	48239		N/A
Nationstar Mortgage	CA	91331	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	Yes
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with non-monetary relief	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	09/04/2013	Closed with non-monetary relief	Yes	Yes
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Fax	09/10/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

511645
520052
511338
520061
519077
509997
496987
509993
511401
534113
511452
511455
511463
518999
519170
511501
496776
511637
511523
520213
511638

Mortgage Complaints

Based on Consumer Complaints

08/20/2013	Mortgage	Second mortgage
09/01/2013	Mortgage	Conventional fixed mortgage
09/01/2013	Mortgage	FHA mortgage
08/20/2013	Mortgage	FHA mortgage
09/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/01/2013	Mortgage	Home equity loan or line of credit
09/19/2013	Mortgage	Other mortgage
09/01/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
09/02/2013	Mortgage	Conventional fixed mortgage
09/02/2013	Mortgage	Conventional fixed mortgage
09/02/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Home equity loan or line of credit
09/19/2013	Mortgage	Other mortgage
09/02/2013	Mortgage	FHA mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/02/2013	Mortgage	Conventional fixed mortgage
09/02/2013	Mortgage	Conventional fixed mortgage
09/02/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	TX	78246	Older American	N/A
Wells Fargo & Company	OH	43209		N/A
Citibank	MO	63366		N/A
Bank of America	VA	24088		N/A
Ocwen	MT	59801	Servicemember	N/A
HSBC North America Holdings Inc.	OH	44706		N/A
Bank of America	GA	30253		N/A
Fifth Third Financial Corporation	OH	43224		N/A
Bank of America	NC	28025		N/A
Bank of America	CA	91311		N/A
Pentagon FCU	AZ	85215		N/A
Wells Fargo & Company	TX	78258		N/A
Third Federal Savings & Loan	OH	44143		N/A
PNC Bank N.A.	NJ	07034		N/A
Flagstar Bank	OH	44266		N/A
Bank of America	FL	33635		N/A
Bank of America	NY	10116		N/A
Bank of America	FL	33414	Servicemember	N/A
Bank of America	TX	77530		N/A
Wells Fargo & Company	NM	87110		N/A
JPMorgan Chase & Co.	TX	75006	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/20/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed	Yes	Yes
Referral	09/20/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

497127
509975
511547
497147
511561
511564
535175
511574
534936
520254
512549
512550
512564
497216
534955
512041
520335
534341
512626
512627
511668

Mortgage Complaints

Based on Consumer Complaints

09/02/2013	Mortgage	Conventional fixed mortgage
09/02/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/19/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Home equity loan or line of credit
09/03/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	91359		N/A
Wells Fargo & Company	HI	96826		N/A
Bank of America	KY	40409	Older American	N/A
Nationstar Mortgage	MA	02723		N/A
SunTrust Banks, Inc.	CO	81632		N/A
JPMorgan Chase & Co.	CA	95757		N/A
PHH Mortgage	MI	49445	Servicemember	N/A
Wells Fargo & Company	CA	92626		N/A
JPMorgan Chase & Co.	CA	92128		N/A
BMO Harris	IL	60521		N/A
Bayview Loan Servicing, LLC	CA	93727		N/A
Wells Fargo & Company	AZ	85306		N/A
JPMorgan Chase & Co.	MN	55119		N/A
Nationstar Mortgage	CA	91791		N/A
HSBC North America Holdings Inc.	CA	91977		N/A
Residential Credit Solutions	MD	21222		N/A
Wells Fargo & Company	CA	92376		N/A
Bank of America	WI	53015	Older American	N/A
JPMorgan Chase & Co.	FL	32327		N/A
Ocwen	OH	44149		N/A
Bank of America	FL	33486		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with non-monetary relief	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with monetary relief	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	Yes
Referral	09/04/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Referral	09/11/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

512633
512636
534365
496581
512650
519426
511821
511879
512668
512669
512524
512709
497302
534409
512694
497823
520468
497340
512890
535499
520643

Mortgage Complaints

Based on Consumer Complaints

08/20/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	FHA mortgage
09/03/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	VA mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	MO	60475		N/A
Nationstar Mortgage	CA	95135		N/A
Bank of America	MA	01833		N/A
Bank of America	MD	20705		N/A
Nationstar Mortgage	SC	29730		N/A
Ocwen	FL	33496		N/A
Capital One	MD	20746		N/A
Citibank	PR	00739		N/A
Citibank	MI	48006		N/A
Nationstar Mortgage	SC	29229		N/A
Wells Fargo & Company	FL	33413		N/A
Nationstar Mortgage	GA	30606		N/A
Bank of America	FL	33756	Older American	N/A
Ocwen	TX	77388		N/A
Bank of America	MD	21801		N/A
Bank of America	SC	29609		N/A
Ocwen	NY	11101		N/A
JPMorgan Chase & Co.	NY	10920	Older American	N/A
HSBC North America Holdings Inc.	NY	14617		N/A
Bank of America	FL	34746		N/A
Bank of America	FL	32966		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/21/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Postal mail	08/21/2013	Closed with explanation	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	Yes
Web	08/26/2013	Closed with non-monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	Yes
Referral	09/04/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	Yes
Fax	08/28/2013	Closed with non-monetary relief	Yes	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

497378
534518
519422
497395
512828
503824
503833
498107
503895
534590
503852
534631
512940
501718
497505
497515
520658
501448
520681
535554
497575

Mortgage Complaints

Based on Consumer Complaints

08/20/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	FHA mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Home equity loan or line of credit
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/20/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	VA mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Reverse mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Fay Servicing, LLC	FL	33065		N/A
Citizens Financial Group, Inc.	MA	02150		N/A
Wells Fargo & Company	PA	19015		N/A
Wells Fargo & Company	MD	21042		N/A
JPMorgan Chase & Co.	PA	18015		N/A
Bank of America	CA	95240		N/A
Nationstar Mortgage	AZ	85029		N/A
Bank of America	NJ	08302		N/A
Citibank	FL	32878		N/A
Specialized Loan Servicing LLC	CA	91377		N/A
Santander Bank US	PA	17961		N/A
Nationstar Mortgage	NJ	08527	Servicemember	N/A
Ditech Financial LLC	FL	34217		N/A
Bank of America	FL	34987	Older American	N/A
Nationstar Mortgage	NY	14580		N/A
PNC Bank N.A.	CA	92590		N/A
SunTrust Banks, Inc.	UT	84095		N/A
Wells Fargo & Company	WA	98902		N/A
Nationstar Mortgage	UT	84015		N/A
Bank of America	AZ	85308		N/A
Ocwen	CA	94612		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/21/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	Yes
Web	08/27/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed	Yes	No
Postal mail	08/22/2013	Closed	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Phone	08/21/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with non-monetary relief	Yes	Yes
Phone	09/13/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Postal mail	08/23/2013	Closed with explanation	Yes	Yes
Web	09/04/2013	Closed with non-monetary relief	Yes	No
Web	09/20/2013	Closed with non-monetary relief	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

496772
513049
513051
497598
513057
513059
514880
504032
513062
497629
497631
504062
496567
497642
525963
535181
513160
496564
513184
535524
526037

Mortgage Complaints

Based on Consumer Complaints

08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Home equity loan or line of credit
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/20/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Second mortgage
08/26/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	VA mortgage
09/19/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	PA	19154		N/A
Wells Fargo & Company	OR	97818		N/A
Bank of America	MA	02021		N/A
Bank of America	OR	97702	Older American	N/A
Bank of America	WA	98577		N/A
Wells Fargo & Company	CA	94531	Older American	N/A
Wells Fargo & Company	IN	47666		N/A
Ditech Financial LLC	GA	30093		N/A
Ocwen	TX	77045		N/A
Wells Fargo & Company	FL	33469		N/A
Ocwen	CA	90706		N/A
Specialized Loan Servicing LLC	NY	10523		N/A
Wells Fargo & Company	CA	95316		N/A
Wells Fargo & Company	CT	06082		N/A
Ocwen	NJ	08859		N/A
JPMorgan Chase & Co.	FL	33325		N/A
Wells Fargo & Company	CA	93635		N/A
Wells Fargo & Company	GA	30062		N/A
HSBC North America Holdings Inc.	NH	03052		N/A
Planet Home Lending, LLC	TX	79928		N/A
HSBC North America Holdings Inc.	GA	31206		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/26/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with non-monetary relief	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	Yes
Fax	09/20/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed	Yes	Yes
Referral	08/27/2013	Closed	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	Yes
Referral	09/04/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

504178
526052
526053
513239
513244
526084
496570
504674
534997
535015
498173
504255
504260
504261
513314
504263
503388
505066
513373
498277
535088

Mortgage Complaints

Based on Consumer Complaints

09/19/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	FHA mortgage
09/12/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	Home equity loan or line of credit
09/03/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/30/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	FHA mortgage
09/13/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	WA	98056		N/A
Ocwen	PA	16105		N/A
Citibank	NC	28217	Older American	N/A
JPMorgan Chase & Co.	TX	75243		N/A
SunTrust Banks, Inc.	CA	90010		N/A
Wells Fargo & Company	CA	92590		N/A
HSBC North America Holdings Inc.	NY	11050		N/A
Bank of America	AL	36117		N/A
Bank of America	MI	48080		N/A
Bank of America	IL	60201		N/A
Bank of America	NY	11510		N/A
Wells Fargo & Company	NV	89052		N/A
Bank of America	IA	50323		N/A
JPMorgan Chase & Co.	CA	95067	Older American	N/A
Ocwen	PA	16049	Older American	N/A
CIT Bank National Association	FL	33180		N/A
Bank of America	CA	94580	Older American, Servicemember	N/A
Quicken Loans	CA	95386		N/A
Bank of America	NJ	08884		N/A
JPMorgan Chase & Co.	PA	18951		N/A

Referral	09/24/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	Yes
Web	09/13/2013	Closed with explanation	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	No
Phone	09/20/2013	Closed with explanation	Yes	No
Postal mail	08/22/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	Yes
Web	09/13/2013	Closed	Yes	No
Fax	08/22/2013	Closed with non-monetary relief	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	09/13/2013	Closed with monetary relief	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

535495

535091

498280

498284

527085

535182

498286

499444

499418

526182

508104

535709

499425

513031

526209

499434

526221

547898

499364

527010

Mortgage Complaints

Based on Consumer Complaints

09/20/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/20/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	VA mortgage
08/26/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	FHA mortgage
09/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/20/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	FHA mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

United Shore Financial Services, LLC	VA	22302		N/A
Bank of America	NY	10019		N/A
JPMorgan Chase & Co.	NC	27501		N/A
Ocwen	PA	19086		N/A
BB&T Financial	CO	80207		N/A
Flagstar Bank	FL	33157		N/A
Seterus, Inc.	FL	33071		N/A
Citibank	FL	33405		N/A
Bank of America	CA	94595		N/A
Select Portfolio Servicing, Inc	WA	98122		N/A
Wells Fargo & Company	CA	95350		N/A
Bank of America	OR	97405		N/A
Citibank	MO	64015	Servicemember	N/A
Ocwen	GA	30281		N/A
Ocwen	MD	20645	Older American	N/A
Midwest Loan Services, Inc.	CA	92596		N/A
Ditech Financial LLC	AZ	85540		N/A
JPMorgan Chase & Co.	KS	66067		N/A
CIT Bank National Association	CA	90290		N/A
Bank of America	IN	46410		N/A
Wells Fargo & Company	NY	13114		N/A
PNC Bank N.A.	OH	44307		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/20/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with non-monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with non-monetary relief	Yes	Yes
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with monetary relief	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	Yes
Referral	09/20/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

535762

527126

535763

526967

504372

511845

505135

535785

535788

511864

535791

547942

527163

513482

513492

527174

536112

536045

537305

536146

527241

513516

Mortgage Complaints

Based on Consumer Complaints

09/30/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/30/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	VA mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Selene Finance	CA	91367		N/A
PNC Bank N.A.	MD	21224		N/A
Nationstar Mortgage	CA	92626		N/A
Bank of America	NY	12203		N/A
HSBC North America Holdings Inc.	NY	11545		N/A
Ocwen	IL	61953	Older American	N/A
HSBC North America Holdings Inc.	IL	60473		N/A
Nationstar Mortgage	FL	33316		N/A
Round Point Mortgage	CA	92807		N/A
SunTrust Banks, Inc.	CA	95356		N/A
Ocwen	MI	48223		N/A
Bank of America	PA	18504		N/A
Ocwen	FL	32257		N/A
Citibank	IL	60637		N/A
Seterus, Inc.	VA	23089		N/A
Select Portfolio Servicing, Inc	CA	93551		N/A
CIT Bank National Association	MA	02453		N/A
Wells Fargo & Company	NJ	07840		N/A
Nationstar Mortgage	NC	28078		N/A
Nationstar Mortgage	FL	34639		N/A
Citibank	FL	33912		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	10/01/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	Yes
Postal mail	09/13/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	Yes
Referral	10/01/2013	Closed with non-monetary relief	Yes	No
Phone	09/04/2013	Closed with explanation	Yes	No
Phone	08/27/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	08/27/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

547933
527620
501412
548013
504476
504483
527246
501421
513592
548953
511934
504528
511694
513628
513630
513939
513632
513645
513647
527313
501224

Mortgage Complaints

Based on Consumer Complaints

09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Home equity loan or line of credit
08/26/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	Mortgage	VA mortgage
09/04/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	FHA mortgage
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	FHA mortgage
09/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/13/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	MN	55109		N/A
Ocwen	CA	95829		N/A
Ditech Financial LLC	AZ	85260	Older American	N/A
EverBank	VT	05482		N/A
Wells Fargo & Company	MD	20783		N/A
Wells Fargo & Company	OR	97233	Older American	N/A
Bank of America	MI	49203		N/A
Wells Fargo & Company	FL	33067		N/A
HSBC North America Holdings Inc.	CO	80236		N/A
Wells Fargo & Company	NY	11950		N/A
New York Community Bank	NJ	07105		N/A
Bank of America	NJ	08873	Older American	N/A
SunTrust Banks, Inc.	NC	28216		N/A
Carrington Mortgage Holdings, LLC.	AR	72113		N/A
JPMorgan Chase & Co.	VA	23237		N/A
Quicken Loans	NJ	08221	Older American	N/A
JPMorgan Chase & Co.	MA	01453		N/A
Ocwen	LA	71107		N/A
Nationstar Mortgage	MI	48189		N/A
Bank of America	FL	33173		N/A
Nationstar Mortgage	CA	95818		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/04/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Referral	09/16/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with monetary relief	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	Yes
Postal mail	08/28/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Referral	09/16/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

513661
513662
504557
527329
504582
504586
513708
504623
504675
504691
504715
548304
501741
540357
548410
548328
504747
527579
527583
526675
504819

Mortgage Complaints

Based on Consumer Complaints

09/13/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Home equity loan or line of credit
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	FHA mortgage
09/30/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	FHA mortgage
08/27/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	TN	37727	N/A
Select Portfolio Servicing, Inc	IL	60074	N/A
Ocwen	FL	33034	N/A
HSBC North America Holdings Inc.	OH	43460	N/A
Wells Fargo & Company	FL	33558	N/A
HSBC North America Holdings Inc.	NY	11435	N/A
Nationstar Mortgage	WA	98248	N/A
JPMorgan Chase & Co.	MI	49507	N/A
Bank of America	UT	84128	N/A
Ditech Financial LLC	CA	95035	N/A
BMO Harris	WI	53215	N/A
American Internet Mortgage, Inc	MN	55372	N/A
JPMorgan Chase & Co.	NJ	08010	N/A
Nationstar Mortgage	CA	91352	N/A
Select Portfolio Servicing, Inc	CO	80031	N/A
Seterus, Inc.	CA	91351	N/A
Bank of America	VA	23701	N/A
Union Bank	CA	94705	N/A
JPMorgan Chase & Co.	UT	84738	N/A
SunTrust Banks, Inc.	FL	33624	N/A
Wells Fargo & Company	GA	30024	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/18/2013	Closed with explanation	Yes	No
Referral	09/16/2013	Closed with explanation	No	No
Phone	09/03/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Referral	09/17/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	No
Postal mail	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with monetary relief	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with non-monetary relief	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

527590
527720
504835
548412
540646
504876
504880
527662
504889
501609
504893
504906
540486
540532
548503
501533
548507
548521
548531
548544
504959

Mortgage Complaints

Based on Consumer Complaints

09/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	FHA mortgage
09/24/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Second mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	HI	96825		N/A
Ocwen	NJ	07307		N/A
Wells Fargo & Company	FL	33545		N/A
Ocwen	MD	20723		N/A
Citibank	WI	53583		N/A
Bayview Loan Servicing, LLC	VA	20187		N/A
Nationstar Mortgage	FL	33484		N/A
Webster Bank	NM	87120		N/A
Bank of America	CA	92336	Servicemember	N/A
Bank of America	NY	12804		N/A
Wells Fargo & Company	CA	91345		N/A
Bank of America	CA	94501		N/A
HSBC North America Holdings Inc.	AZ	85203		N/A
Select Portfolio Servicing, Inc	WA	98801		N/A
OneMain Financial Holdings, LLC	CA	90005		N/A
Ocwen	CO	80017		N/A
Bank of America	CA	92618		N/A
Nationstar Mortgage	CA	95503		N/A
Wells Fargo & Company	CT	06905	Older American, Servicemember	N/A
Wells Fargo & Company	NY	14221		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/26/2013	Closed with explanation	Yes	No
Fax	09/25/2013	Closed with explanation	Yes	No
Phone	09/16/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed	Yes	Yes
Fax	09/16/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Fax	09/26/2013	Closed with explanation	Yes	Yes
Web	09/26/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Fax	09/16/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	Yes
Referral	08/28/2013	Closed with explanation	Yes	No
Postal mail	09/16/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Fax	09/25/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

540601
540608
527771
549193
527054
549206
539671
540640
501822
527814
505326
505349
505737
505398
527060
505012
505980
539427
549268
505051

Mortgage Complaints

Based on Consumer Complaints

09/13/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/13/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	FHA mortgage
09/25/2013	Mortgage	FHA mortgage
09/25/2013	Mortgage	FHA mortgage
09/25/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	93036		N/A
JPMorgan Chase & Co.	NJ	08540		N/A
Ocwen	CA	90710		N/A
Wells Fargo & Company	DC	20020	Older American	N/A
JPMorgan Chase & Co.	MI	49546	Older American	N/A
TCF National Bank	IL	60505		N/A
Ocwen	PA	19605		N/A
Bank of America	MI	48009	Servicemember	N/A
Nationstar Mortgage	CA	93551		N/A
PNC Bank N.A.	ID	83619	Older American, Servicemember	N/A
Nationstar Mortgage	KS	66512		N/A
Ocwen	FL	33411		N/A
Wells Fargo & Company	GA	30248		N/A
Wells Fargo & Company	GA	30044		N/A
JPMorgan Chase & Co.	NJ	07307		N/A
Select Portfolio Servicing, Inc	CA	91351		N/A
U.S. Bancorp	CA	90631		N/A
Bank of America	VA	23231		N/A
PNC Bank N.A.	MO	64098		N/A
Bank of America	CA	90066		N/A
Nationstar Mortgage	CA	95821	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	09/16/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with non-monetary relief	Yes	No
Web	08/28/2013	Closed	Yes	No
Fax	10/01/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Phone	09/17/2013	Closed with non-monetary relief	Yes	Yes
Phone	09/17/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with non-monetary relief	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

526644
549280
508367
549944
540819
540825
505172
526678
526666
505179
549358
527999
541408
549301
505212
541433
541435
550167
542706
541452
542777

Mortgage Complaints

Based on Consumer Complaints

10/01/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	FHA mortgage
09/25/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Home equity loan or line of credit
09/13/2013	Mortgage	FHA mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/27/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	GA	30054		N/A
Bank of America	GA	30054		N/A
Bank of America	CA	91730		N/A
Ocwen	CT	06042		N/A
Nationstar Mortgage	NJ	08610		N/A
Citibank	IL	60124		N/A
Wells Fargo & Company	FL	33626		N/A
JPMorgan Chase & Co.	MI	48382	Servicemember	N/A
JPMorgan Chase & Co.	TX	75709	Servicemember	N/A
Caliber Home Loans, Inc	KY	40214		N/A
Bank of America	FL	33470		N/A
Ocwen	ID	83714		N/A
Wells Fargo & Company	KS	66111		N/A
Bank of America	FL	33471		N/A
Wells Fargo & Company	PA	18252		N/A
Bank of America	MA	02132		N/A
Seterus, Inc.	CT	06460		N/A
Bank of America	MA	01876		N/A
JPMorgan Chase & Co.	MN	55124		N/A
Ocwen	TX	78109		N/A
Rushmore Loan Management Services LLC	CA	95020		N/A
Citibank	FL	33912		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	12/02/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Fax	10/02/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Phone	09/16/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Phone	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Postal mail	09/25/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Referral	08/28/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	Yes
Referral	09/26/2013	Closed with monetary relief	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Referral	10/02/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

549125

549126

541651

541466

549606

505216

541959

549081

541476

528008

549538

527049

528125

543031

549462

505343

505726

542714

542149

526961

549596

549099

Mortgage Complaints

Based on Consumer Complaints

10/01/2013	Mortgage	FHA mortgage
10/01/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/13/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Home equity loan or line of credit
08/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/01/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Home equity loan or line of credit
09/14/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/27/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	IL	61317		N/A
Nationstar Mortgage	CA	92562		N/A
Citibank	WA	98290		N/A
Nationstar Mortgage	FL	33027		N/A
M&T Bank Corporation	MI	48093		N/A
Nationstar Mortgage	WI	53406		N/A
Bank of America	GA	30002		N/A
JPMorgan Chase & Co.	CA	92120		N/A
Citizens Financial Group, Inc.	IL	60154	Older American	N/A
Specialized Loan Servicing LLC	CT	06896		N/A
Wells Fargo & Company	VA	22015		N/A
PNC Bank N.A.	SC	29708		N/A
Citibank	CA	92014		N/A
Ditech Financial LLC	NC	27529		N/A
Select Portfolio Servicing, Inc	CA	90005		N/A
Wells Fargo & Company	CA	95032		N/A
Ditech Financial LLC	AK	99507		N/A
Ocwen	CA	92647		N/A
Nationstar Mortgage	CA	95624		N/A
Nationstar Mortgage	OK	73130	Older American	N/A
Wells Fargo & Company	PA	19007		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/02/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Postal mail	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Referral	08/28/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with monetary relief	Yes	Yes
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

549511
549599
528175
528176
528184
541566
528198
526595
505396
505402
549536
549544
528221
505422
550237
505690
526253
549577
549118
526268
505465

Mortgage Complaints

Based on Consumer Complaints

08/27/2013	Mortgage	Other mortgage
09/14/2013	Mortgage	FHA mortgage
09/04/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	FHA mortgage
09/25/2013	Mortgage	Home equity loan or line of credit
10/01/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	FHA mortgage
09/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/14/2013	Mortgage	Conventional fixed mortgage
09/14/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
09/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/14/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
09/14/2013	Mortgage	Conventional fixed mortgage
09/14/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Quicken Loans	UT	84761		N/A
Nationstar Mortgage	FL	34120		N/A
Ditech Financial LLC	CO	80127		N/A
JPMorgan Chase & Co.	FL	34753		N/A
Wells Fargo & Company	DE	19703		N/A
Bank of America	GA	30342		N/A
JPMorgan Chase & Co.	PA	17350		N/A
Select Portfolio Servicing, Inc	LA	71351		N/A
Wells Fargo & Company	CA	95386		N/A
Bank of America	FL	33572		N/A
Ditech Financial LLC	MO	63138		N/A
LoanDepot	CA	90045		N/A
HSBC North America Holdings Inc.	HI	96793		N/A
Morgan Stanley	CA	93940	Older American	N/A
Wells Fargo & Company	CA	94520		N/A
Summit Mortgage Corporation (Minnesota)	FL	34238		N/A
Citibank	MI	48382		N/A
Bank of America	TN	37604		N/A
Wells Fargo & Company	CA	94903	Older American	N/A
Amerisave	MI	48377		N/A
JPMorgan Chase & Co.	ME	04071		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	08/28/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Postal mail	09/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with non-monetary relief	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	Yes
Phone	10/02/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with monetary relief	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with non-monetary relief	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

505473
526296
513804
513801
505493
541683
549715
514325
549662
526345
526346
526347
549668
526362
526365
526370
549082
514292
526382
526539
542336

Mortgage Complaints

Based on Consumer Complaints

10/01/2013	Mortgage	Home equity loan or line of credit
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Second mortgage
09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/15/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Second mortgage
09/25/2013	Mortgage	Home equity loan or line of credit
09/04/2013	Mortgage	Conventional fixed mortgage
09/15/2013	Mortgage	Conventional fixed mortgage
09/15/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	VA	23510		N/A
Ocwen	TN	37110		N/A
Bank of America	NJ	08360		N/A
FCI Lender Services Inc.	TX	75115	Older American	N/A
Bank of America	NY	11763		N/A
Wells Fargo & Company	LA	71115		N/A
Nationstar Mortgage	MO	64157		N/A
New York Community Bank	CO	80023		N/A
Ocwen	CA	92009		N/A
Bank of America	NC	27915		N/A
Nationstar Mortgage	NV	89052	Older American	N/A
HSBC North America Holdings Inc.	NE	68116		N/A
Wells Fargo & Company	GA	31410		N/A
Bank of America	GA	30274	Older American	N/A
Citizens Financial Group, Inc.	NV	89145		N/A
SunTrust Banks, Inc.	NC	28782	Older American	N/A
Nationstar Mortgage	AZ	85353		N/A
JPMorgan Chase & Co.	LA	71291		N/A
Bank of America	CA	95451	Older American, Servicemember	N/A
Citibank	SC	29579		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	10/01/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	
Fax	09/25/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Fax	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	Yes
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	Yes
Web	09/04/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

549177
549723
542633
542550
542576
542779
542525
526415
541758
549078
549769
549773
541778
549779
542695
513944
526486
526516
514873
513984

Mortgage Complaints

Based on Consumer Complaints

09/25/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Second mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	FHA mortgage
09/25/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/01/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/16/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	TX	77498		N/A
PNC Bank N.A.	CA	92626		N/A
Nationstar Mortgage	GA	30189		N/A
Wells Fargo & Company	CA	92626		N/A
Ocwen	NJ	08070		N/A
Nationstar Mortgage	FL	34428		N/A
Ocwen	FL	34758		N/A
Nationstar Mortgage	CA	95035		N/A
Specialized Loan Servicing LLC	NY	11373		N/A
Ditech Financial LLC	MI	48124		N/A
SunTrust Banks, Inc.	SC	29501		N/A
Select Portfolio Servicing, Inc	FL	33173		N/A
PNC Bank N.A.	PA	15206		N/A
Nationstar Mortgage	CA	92024	Older American	N/A
Citibank	GA	30127		N/A
HSBC North America Holdings Inc.	VA	23434		N/A
Citibank	NY	14616	Older American	N/A
Bank of America	OH	43551		N/A
Wells Fargo & Company	IL	60439		N/A
Bank of America	WA	98661		N/A
Nationstar Mortgage	FL	32837		N/A
Ocwen	MD	12550	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	09/25/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	Yes
Referral	09/26/2013	Closed with explanation	Yes	Yes
Referral	09/26/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	Yes
Phone	09/17/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

541834
529604
528250
529605
541841
549826
542342
549854
549858
528288
549882
542661
549996
549893
549290
543189
543190
541893
514418
550410
528366
528368

Mortgage Complaints

Based on Consumer Complaints

09/04/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/02/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/04/2013	Mortgage	FHA mortgage
09/04/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	FHA mortgage
10/02/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	LA	70068		N/A
Ocwen	IN	46123		N/A
Citizens Financial Group, Inc.	NC	28226		N/A
Bank of America	IL	61008		N/A
Nationstar Mortgage	NY	11702		N/A
Ocwen	PA	18020		N/A
Bank of America	NJ	08312		N/A
Wells Fargo & Company	MI	48382		N/A
Specialized Loan Servicing LLC	VA	20151	Older American	N/A
Citibank	IL	60623	Older American	N/A
Nationstar Mortgage	PA	15219		N/A
Bank of America	OK	73170		N/A
Ocwen	FL	34239		N/A
Union Bank	CA	92660		N/A
Citibank	IL	60430		N/A
Citibank	CA	92508	Older American	N/A
Nationstar Mortgage	NY	11103		N/A
Fifth Third Financial Corporation	MI	48144		N/A
Santander Bank US	MA	02151		N/A
PennyMac Loan Services, LLC	NC	28515		N/A
Astoria Bank	NY	11757	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	09/05/2013	Closed with explanation	Yes	Yes
Web	10/04/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	Yes
Fax	09/17/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Fax	09/18/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Web	09/05/2013	Closed with non-monetary relief	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Postal mail	10/02/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Fax	09/26/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

512532
550433
551233
529602
528421
550448
551048
528817
543026
550466
529524
550469
542687
528538
514154
514159
550511
550506
530016
541338
514666

Mortgage Complaints

Based on Consumer Complaints

10/02/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/02/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	UT	84117		N/A
American Internet Mortgage, Inc	CA	95678		N/A
JPMorgan Chase & Co.	FL	32127		N/A
PNC Bank N.A.	OH	44128		N/A
Nationstar Mortgage	IL	60047		N/A
InterFirst Mortgage Company	IN	46617		N/A
Citibank	MI	48428		N/A
JPMorgan Chase & Co.	NC	28412		N/A
Wells Fargo & Company	MD	21221		N/A
Wells Fargo & Company	CA	90301		N/A
Bank of America	DE	19966		N/A
Bank of America	OK	74133		N/A
Ocwen	FL	32256	Servicemember	N/A
Nationstar Mortgage	AZ	85260	Older American	N/A
JPMorgan Chase & Co.	WI	54971		N/A
Fifth Third Financial Corporation	VA	23059		N/A
Ocwen	NJ	07603		N/A
Nationstar Mortgage	CA	92802		N/A
Bank of the West	NE	68847		N/A
Nationstar Mortgage	IL	60478		N/A
Nationstar Mortgage	GA	30044		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/03/2013	Closed with explanation	Yes	No
Fax	11/06/2013	Closed	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	Yes
Postal mail	10/03/2013	Closed with non-monetary relief	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	09/26/2013	Closed with explanation	Yes	Yes
Web	09/26/2013	Closed with explanation	Yes	No
Phone	09/26/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Postal mail	09/18/2013	Closed with explanation	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

551053
542083
530051
550337
541304
550288
542115
542133
542146
514299
542151
528673
528685
514314
514319
514328
530062
529498
528716
514344
514345

Mortgage Complaints

Based on Consumer Complaints

09/16/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/11/2013	Mortgage	FHA mortgage
10/11/2013	Mortgage	Home equity loan or line of credit
10/11/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/11/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

U.S. Bancorp	MI	49461		N/A
Quicken Loans	OH	45148		N/A
Select Portfolio Servicing, Inc	NY	12122		N/A
U.S. Bancorp	NC	28624		N/A
Franklin Credit Management	CA	94608		N/A
Bank of America	CA	95112		N/A
BB&T Financial	FL	33134		N/A
Wells Fargo & Company	FL	33169	Older American	N/A
Ditech Financial LLC	NJ	08055		N/A
Wells Fargo & Company	AL	99652		N/A
HSBC North America Holdings Inc.	DC	20019		N/A
Freedom Mortgage	NJ	08054		N/A
Ocwen	GA	30223		N/A
Bank of America	CT	06492		N/A
Wells Fargo & Company	CA	92821		N/A
Bank of America	TX	77406	Older American	N/A
Nationstar Mortgage	MA	02035	Servicemember	N/A
Citizens Financial Group, Inc.	NY	12853		N/A
Wells Fargo & Company	LA	70053		N/A
Bank of America	GA	30345		N/A
Nationstar Mortgage	TX	78224		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	09/17/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Phone	10/15/2013	Closed with non-monetary relief	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	Yes
Referral	10/15/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	Yes
Web	11/08/2013	Closed with explanation	Yes	Yes
Referral	09/17/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

528737
558060
511799
558077
558103
558085
558102
558122
529519
558180
514448
558161
529384
529527
558637
529533
535853
505555
536390
535675
505556

Mortgage Complaints

Based on Consumer Complaints

09/20/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Home equity loan or line of credit
09/25/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	FHA mortgage
09/04/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	FHA mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/10/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/04/2013	Mortgage	FHA mortgage
10/12/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/12/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	NY	14519	Older American	N/A
Ditech Financial LLC	TX	77095	Older American	N/A
Real Time Resolutions	CA	92555		N/A
InterFirst Mortgage Company	CA	94061		N/A
Nationstar Mortgage	CA	91767		N/A
SunTrust Banks, Inc.	TN	38004		N/A
Bank of America	CA	92392		N/A
Wells Fargo & Company	OH	44137	Older American	N/A
Wells Fargo & Company	MN	55122		N/A
U.S. Bancorp	MO	63138		N/A
U.S. Bancorp	CA	92562		N/A
Wells Fargo & Company	CA	90706		N/A
Bank of America	GA	30061		N/A
Fifth Third Financial Corporation	IL	60543		N/A
Bayview Loan Servicing, LLC	SC	29080	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30909		N/A
Ocwen	CA	92584		N/A
JPMorgan Chase & Co.	NH	03570		N/A
Wells Fargo & Company	FL	33160		N/A
Bank of America	CA	93436		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/20/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	Yes
Web	09/11/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with non-monetary relief	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	Yes
Web	10/18/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with non-monetary relief	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

535870

535882

558244

543030

558245

511863

558628

514523

521365

521374

528973

558276

514549

558281

528985

505632

512046

558296

529611

521415

Mortgage Complaints

Based on Consumer Complaints

09/04/2013	Mortgage	Conventional fixed mortgage
10/12/2013	Mortgage	Conventional fixed mortgage
10/12/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
10/12/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/12/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Other mortgage
10/13/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Home equity loan or line of credit
10/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/10/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	OH	45241		N/A
Ditech Financial LLC	FL	32168		N/A
JPMorgan Chase & Co.	MN	55106		N/A
Bank of America	MD	21220		N/A
Ditech Financial LLC	NH	03062		N/A
Bank of America	CA	92009		N/A
Ocwen	OH	44041		N/A
Ditech Financial LLC	AL	36432		N/A
JPMorgan Chase & Co.	OH	43620		N/A
Bank of America	CA	95164		N/A
Northland Group, Inc.	FL	34606		N/A
Wells Fargo & Company	VA	22309	Servicemember	N/A
LoanDepot	CA	91915		N/A
Bank of America	TX	77357		N/A
Ocwen	OH	44105		N/A
Wells Fargo & Company	CA	94703	Older American	N/A
HSBC North America Holdings Inc.	MD	21046		N/A
Specialized Loan Servicing LLC	IL	60606		N/A
Bank of America	NY	10465		N/A
Wells Fargo & Company	NC	27302		N/A
Prospect Mortgage	IL	60202		N/A
Nationstar Mortgage	MD	20607	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/05/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Phone	09/17/2013	Closed with monetary relief	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with non-monetary relief	Yes	Yes
Phone	09/17/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Phone	09/26/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with monetary relief	Yes	No
Web	10/16/2013	Closed with explanation	Yes	Yes
Postal mail	09/10/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

514579
558305
558309
529587
558324
541326
514610
558363
529062
542511
514849
558383
505733
542739
529103
514674
542723
557627
521249
514681
558422
520970

Mortgage Complaints

Based on Consumer Complaints

09/10/2013	Mortgage	FHA mortgage
09/20/2013	Mortgage	FHA mortgage
08/27/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/04/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/27/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
10/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	FHA mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Home equity loan or line of credit
09/04/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Citibank	FL	32127		N/A
Bank of America	WA	98535		N/A
Bank of America	FL	33173		N/A
Wells Fargo & Company	CA	92821		N/A
Citibank	NC	27539		N/A
Ditech Financial LLC	GA	30236		N/A
Bank of America	NJ	08854		N/A
Wells Fargo & Company	DE	19711		N/A
JPMorgan Chase & Co.	TX	77488		N/A
JPMorgan Chase & Co.	GA	30622	Older American	N/A
Ditech Financial LLC	NJ	07010		N/A
Wells Fargo & Company	FL	33157	Older American	N/A
Ocwen	UT	84094		N/A
Wells Fargo & Company	TX	75287		N/A
ClearSpring Loan Services, Inc.	MI	64127		N/A
Selene Finance	OH	44055		N/A
Wells Fargo & Company	SC	29407		N/A
SunTrust Banks, Inc.	FL	34232		N/A
Nationstar Mortgage	CA	90029		N/A
HSBC North America Holdings Inc.	NY	12144		N/A
PNC Bank N.A.	MI	48382		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/10/2013	Closed with explanation	Yes	Yes
Referral	09/20/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	Yes
Referral	10/08/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	Yes
Phone	09/12/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	Yes
Fax	09/05/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

521546
536108
501408
529100
512489
501482
505191
505810
520964
508267
542604
529968
558460
501824
505822
558461
511753
542614
501962
512035
511663

Mortgage Complaints

Based on Consumer Complaints

09/25/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	FHA mortgage
09/10/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Reverse mortgage
10/14/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Seterus, Inc.	FL	33146		N/A
JPMorgan Chase & Co.	TX	78642		N/A
Ditech Financial LLC	WA	98012		N/A
K. Hovnanian American Mortgage, L.L.C.	MD	20772		N/A
Nationstar Mortgage	MD	20774		N/A
Bank of America	AZ	86003		N/A
Nationstar Mortgage	CA	91001		N/A
Wells Fargo & Company	CA	95993	Servicemember	N/A
Wells Fargo & Company	NJ	07006		N/A
Supreme Lending	TX	76039		N/A
Ocwen	TX	78724		N/A
Citibank	PA	18036		N/A
Home Financing Center	FL	33023	Older American	N/A
PNC Bank N.A.	FL	34953		N/A
Citibank	GA	30035		N/A
Nationstar Mortgage	MD	20677	Servicemember	N/A
SunTrust Banks, Inc.	NC	27712	Older American	N/A
Bank of America	CA	92026		N/A
Bank of America	NY	11570		N/A
JPMorgan Chase & Co.	FL	34984		N/A
Ocwen	PA	19086		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/27/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with monetary relief	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Postal mail	09/11/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed	Yes	No
Postal mail	09/10/2013	Closed with explanation	Yes	No
Postal mail	09/10/2013	Closed with explanation	Yes	No
Postal mail	10/09/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with non-monetary relief	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with monetary relief	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

541336
514736
558481
521282
542622
505841
529191
529193
521597
558498
521605
520972
501636
558517
529547
529221
558524
543227
505741
529552
514786

Mortgage Complaints

Based on Consumer Complaints

09/04/2013	Mortgage	Home equity loan or line of credit
10/14/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	FHA mortgage
09/04/2013	Mortgage	Home equity loan or line of credit
09/04/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
10/14/2013	Mortgage	FHA mortgage
10/14/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/26/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/16/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Loan Care	CA	94542	N/A
Wells Fargo & Company	CA	92240	N/A
SunTrust Banks, Inc.	MD	21740	N/A
Bank of America	IL	60463	N/A
Nationstar Mortgage	OR	97504	N/A
PennyMac Loan Services, LLC	WV	25404	N/A
JPMorgan Chase & Co.	CA	90305	N/A
Bank of America	MO	63368	N/A
Wells Fargo & Company	NY	10708	N/A
Citibank	NY	10605	N/A
Bank of America	NC	27906	N/A
Bank of America	IN	46126	N/A
SunTrust Banks, Inc.	MD	20850	N/A
Nationstar Mortgage	MD	20906	N/A
JPMorgan Chase & Co.	WA	98087	N/A
Prudent Law Group	FL	33762	N/A
Nationwide Advantage Mortgage Company	NY	11209	N/A
JPMorgan Chase & Co.	MD	21043	N/A
Ditech Financial LLC	IL	60534	N/A
Ocwen	AR	72904	N/A
Ditech Financial LLC	FL	33178	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/05/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with non-monetary relief	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	11/04/2013	Untimely response	No	
Referral	03/31/2014	Closed with monetary relief	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Postal mail	09/20/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

514787
558649
558529
514796
514797
529642
529556
558540
558542
558543
543243
529558
521336
529560
515466
529255
529564
536250
536254
515477
529268

Mortgage Complaints

Based on Consumer Complaints

09/05/2013	Mortgage	VA mortgage
10/14/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	FHA mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/26/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	VA mortgage
09/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/05/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	VA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33569	Servicemember	N/A
Nationstar Mortgage	CA	91342		N/A
Citibank	DE	19720		N/A
PNC Bank N.A.	MI	48360		N/A
Hanna Holdings Inc.	PA	16505		N/A
JPMorgan Chase & Co.	RI	02921		N/A
Ocwen	TX	76087		N/A
Bank of America	MA	02081		N/A
Nationstar Mortgage	AZ	85142		N/A
Bank of America	PA	15143		N/A
Santander Bank US	MA	01915		N/A
Wells Fargo & Company	CA	90272		N/A
Wells Fargo & Company	TX	77477	Servicemember	N/A
Bank of America	CA	94403		N/A
Nationstar Mortgage	FL	33472	Older American, Servicemember	N/A
Nationstar Mortgage	LA	70127		N/A
Bank of America				N/A
Nationstar Mortgage	AZ	85051		N/A
M&T Bank Corporation	OH	44272		N/A
Wells Fargo & Company	MD	21703	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/05/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with monetary relief	Yes	No
Phone	08/29/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with non-monetary relief	Yes	No
Referral	09/10/2013	Closed with monetary relief	Yes	Yes
Web	09/26/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Postal mail	10/15/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with non-monetary relief	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

515425
558570
529573
515496
558955
505964
529284
543279
543283
529292
521712
516836
515673
544531
515035
515594
559603
544486
515668
515536

Mortgage Complaints

Based on Consumer Complaints

09/26/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Home equity loan or line of credit
09/05/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	FHA mortgage
08/28/2013	Mortgage	FHA mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Home equity loan or line of credit
09/10/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	IL	60171	N/A
Ditech Financial LLC	GA	30824	N/A
Bank of America	AL	35905	N/A
FirstBank of Puerto Rico			N/A
JPMorgan Chase & Co.	FL	34120	N/A
Ocwen	CA	92131	N/A
Bank of America	OH	43232	N/A
Ocwen	FL	33569	N/A
Bank of America	NJ	07407	N/A
Wells Fargo & Company	CA	90278	N/A
Wells Fargo & Company	IL	60643	N/A
Seterus, Inc.	CA	93444	N/A
Bank of America	NH	03253	N/A
Ocwen	CA	90042	N/A
Bank of America	IL	60018	N/A
JPMorgan Chase & Co.	IN	47906	N/A
Bank of America	MO	63136	N/A
Bayview Loan Servicing, LLC	CA	93401	N/A
Wells Fargo & Company	CA	90601	N/A
Bayview Loan Servicing, LLC	CA	92814	N/A
Bank of America	FL	32825	N/A
Bank of America	CO	80013	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/16/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Postal mail	09/05/2013	Closed with explanation	Yes	No
Postal mail	12/18/2013	Closed with non-monetary relief	Yes	Yes
Referral	09/05/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Phone	10/24/2013	Closed with explanation	Yes	No
Fax	09/26/2013	Closed with explanation	Yes	Yes
Postal mail	09/17/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with non-monetary relief	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with non-monetary relief	Yes	No
Referral	09/18/2013	Closed	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Referral	09/11/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	No	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Fax	09/17/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with non-monetary relief	Yes	Yes
Phone	09/10/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

544490
521756
515544
559005
515695
505401
506020
543325
529379
529592
559044
506072
521804
529417
506370
506429
522106
501664
506091
529607
559070
521821

Mortgage Complaints

Based on Consumer Complaints

09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/20/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Second mortgage
08/28/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Home equity loan or line of credit
08/28/2013	Mortgage	FHA mortgage
09/05/2013	Mortgage	FHA mortgage
09/26/2013	Mortgage	FHA mortgage
08/28/2013	Mortgage	FHA mortgage
09/10/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	FHA mortgage
08/28/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	CA	92590		N/A
JPMorgan Chase & Co.	TX	78253		N/A
Bank of America	CA	95695		N/A
Bank of America	GA	30058	Older American	N/A
Ditech Financial LLC	NJ	08831		N/A
Wells Fargo & Company	MD	20705		N/A
Nationstar Mortgage	CA	94547		N/A
Bank of America	MI	48045		N/A
JPMorgan Chase & Co.	NJ	07730		N/A
Quicken Loans	NY	10472		N/A
Nationstar Mortgage	GA	30127		N/A
Bank of America	OH	45240		N/A
Bank of America	MO	63304		N/A
JPMorgan Chase & Co.	LA	70301		N/A
Ditech Financial LLC	NV	89108		N/A
Citibank	NJ	07055		N/A
Wells Fargo & Company	VA	22968		N/A
Ocwen	KS	66209		N/A
Nationstar Mortgage	CO	80013		N/A
Nationstar Mortgage	VA	23879		N/A
Bank of America	FL	33404		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/17/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Referral	09/11/2013	Closed with non-monetary relief	Yes	Yes
Postal mail	08/29/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Referral	09/26/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	No
Referral	09/11/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Referral	09/11/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Phone	09/11/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

529588
536448
522019
506102
559078
544977
543412
506644
530116
501772
515669
544543
506125
522323
530128
506129
520973
531374
521822
506140
537720

Mortgage Complaints

Based on Consumer Complaints

08/28/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	FHA mortgage
10/02/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	VA mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/26/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	33016		N/A
Ocwen	GA	30124		N/A
HSBC North America Holdings Inc.	NC	28214		N/A
Bank of America	FL	32771	Older American	N/A
Kondaur Capital Corporation	OH	44120		N/A
Nationstar Mortgage	MD	20912		N/A
Ditech Financial LLC	RI	02806		N/A
Bank of America	UT	84037		N/A
JPMorgan Chase & Co.	NJ	07656		N/A
Bank of America	AZ	85201		N/A
Dovenmuehle Mortgage Inc.	NJ	08108		N/A
Bank of America	FL	33309		N/A
Bank of America	CA	95112		N/A
Bank of America	CA	92139		N/A
Citizens Financial Group, Inc.	AZ	85373	Older American	N/A
BBVA Compass	TX	77237		N/A
JPMorgan Chase & Co.	CO	80232		N/A
Frost Bank	TX	77237		N/A
Ditech Financial LLC	NY	12094		N/A
Wells Fargo & Company	AK	99503		N/A
Ocwen	OR	97503	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	08/29/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Fax	09/26/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Phone	09/23/2013	Closed with explanation	Yes	No
Postal mail	08/29/2013	Closed with explanation	No	No
Web	08/28/2013	Closed with explanation	Yes	No
Postal mail	10/15/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	Yes
Referral	09/26/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Fax	10/15/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

506141
544501
544503
559229
544557
551031
550611
535738
550628
536550
502007
506192
559076
536569
506205
544857
536597
544858
536605
550615
558912

Mortgage Complaints

Based on Consumer Complaints

08/28/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	FHA mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/17/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/17/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Home equity loan or line of credit
10/02/2013	Mortgage	FHA mortgage
09/05/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PNC Bank N.A.	OH	45431		N/A
JPMorgan Chase & Co.	VA	22192		N/A
JPMorgan Chase & Co.	NY	11746		N/A
Nationstar Mortgage	AZ	85308		N/A
Bank of America	PA	19606		N/A
JPMorgan Chase & Co.	MI	48746		N/A
U.S. Bancorp	CO	80205		N/A
Bank of America	FL	32738		N/A
Nationstar Mortgage	MI	48208	Older American	N/A
Ditech Financial LLC	WI	53545		N/A
New York Community Bank	NY	11030		N/A
Citibank	FL	33316		N/A
Bank of America	GA	30066		N/A
Nationstar Mortgage	TX	77381		N/A
Nationstar Mortgage	FL	33145		N/A
JPMorgan Chase & Co.	AL	36035		N/A
CIT Bank National Association	NJ	08053		N/A
JPMorgan Chase & Co.	PA	19148		N/A
Ocwen	NJ	07439		N/A
U.S. Bancorp	NY	10309		N/A
Wells Fargo & Company	NY	11412		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/28/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with non-monetary relief	Yes	No
Web	09/27/2013	Closed with non-monetary relief	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	Yes
Referral	10/16/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	Yes
Phone	09/18/2013	Closed with explanation	Yes	Yes
Fax	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

506240
530251
521988
515813
530260
550710
536648
545173
543552
530272
559273
550341
550742
530097
550271
536682
515890
558881
506325
550620
515903

Mortgage Complaints

Based on Consumer Complaints

09/10/2013	Mortgage	FHA mortgage
09/10/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/02/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	FHA mortgage
08/28/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/26/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/05/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/10/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	VA mortgage
08/28/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	33190		N/A
Portfolio Recovery Associates, Inc.	GA	30213		N/A
Ocwen	TX	77373		N/A
Dovenmuehle Mortgage Inc.	SC	29730		N/A
Wells Fargo & Company	WA	98065		N/A
U.S. Bancorp	OH	45237		N/A
Ocwen	NJ	07847	Older American	N/A
CIT Bank National Association	CA	92656		N/A
JPMorgan Chase & Co.	DE	19803		N/A
Wells Fargo & Company	VA	22152	Servicemember	N/A
JPMorgan Chase & Co.	WV	25404		N/A
Wells Fargo & Company	CA	95673		N/A
Wells Fargo & Company	NY	11727		N/A
Nationstar Mortgage	NJ	08034		N/A
Ditech Financial LLC	MO	63112		N/A
Select Portfolio Servicing, Inc	CA	90005		N/A
JPMorgan Chase & Co.	LA	70471	Servicemember	N/A
HSBC North America Holdings Inc.	FL	33180		N/A
Bank of America	GA	30238		N/A
Ocwen	CA	92101		N/A
Bayview Loan Servicing, LLC	CA	95206		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/11/2013	Closed with explanation	Yes	No
Referral	09/11/2013	Closed with non-monetary relief	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Fax	10/21/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	Yes
Phone	09/05/2013	Closed with explanation	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	No
Postal mail	09/26/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	Yes
Referral	09/06/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Postal mail	09/11/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	Yes
Fax	09/23/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

522059
521994
530321
543159
550868
515912
506345
559294
544939
521324
559407
537284
514911
530305
530385
522649
531400
506768
536763
559604
559348

Mortgage Complaints

Based on Consumer Complaints

08/28/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	FHA mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	FHA mortgage
09/20/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	32771		N/A
Ocwen	MD	21221		N/A
Seterus, Inc.	MA	02351		N/A
Fidelity National Financial, Inc	MD	20791		N/A
Bank of America	NY	10940		N/A
Bank of America	OR	97217		N/A
Wells Fargo & Company	MS	38633	Older American, Servicemember	N/A
Citibank	NY	11231		N/A
Ocwen	FL	33161		N/A
Citibank	FL	33411		N/A
Nationstar Mortgage	CA	95864		N/A
Wells Fargo & Company	NY	11225		N/A
JPMorgan Chase & Co.	MD	20874		N/A
Select Portfolio Servicing, Inc	CA	90501		N/A
Wells Fargo & Company	CA	92069		N/A
Bank of America	FL	32446		N/A
Capital One	CA	94550		N/A
Aspire Financial, Inc.	TX	75115	Older American	N/A
Nationstar Mortgage	WV	25404		N/A
Citizens Financial Group, Inc.	CA	94506		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	08/29/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	08/29/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Phone	08/29/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with monetary relief	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

506425
536815
515812
551220
506434
550865
506450
543144
515973
516011
516013
515621
551037
506470
516022
536848
536851
559389
535636
522181

Mortgage Complaints

Based on Consumer Complaints

08/28/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company				N/A
Bank of America	CA	93551		N/A
Ditech Financial LLC	CA	90803		N/A
Caliber Home Loans, Inc	FL	33426		N/A
Ditech Financial LLC	NY	10466		N/A
Ocwen	DC	20020		N/A
PNC Bank N.A.	IL	61535		N/A
Nationstar Mortgage	NY	12832		N/A
Nationstar Mortgage	CA	92277	Servicemember	N/A
Wells Fargo & Company	LA	70805		N/A
Bank of America	CA	90262		N/A
Ocwen	NY	10974		N/A
Citibank	CA	92692		N/A
Bank of America	NC	28211		N/A
Nationstar Mortgage	NC	28078		N/A
Wells Fargo & Company	FL	33131		N/A
Selene Finance	AZ	85202		N/A
TD Bank US Holding Company	NY	11357		N/A
JPMorgan Chase & Co.	FL	33312		N/A
Citibank	CA	94507		N/A
JPMorgan Chase & Co.	NJ	14519		N/A
Ocwen	CT	06812		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/29/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with explanation	Yes	Yes
Referral	09/23/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Postal mail	10/15/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	Yes
Referral	09/12/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Referral	10/03/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

507949
516719
536871
536872
536878
537598
543754
559412
550919
550920
520965
502027
506527
550350
543788
506532
543792
559439
508584
550974
550977
559454

Mortgage Complaints

Based on Consumer Complaints

08/28/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
09/21/2013	Mortgage	FHA mortgage
09/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/17/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	Home equity loan or line of credit
10/03/2013	Mortgage	FHA mortgage
09/21/2013	Mortgage	Home equity loan or line of credit
10/15/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Other mortgage
09/21/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/21/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	NY	13212	Servicemember	N/A
Wells Fargo & Company	NY	11433	Servicemember	N/A
JPMorgan Chase & Co.	MD	21401		N/A
Pentagon FCU	GA	31047		N/A
Wells Fargo & Company	PA	19151	Older American	N/A
Bank of America				N/A
BB&T Financial	TN	37620		N/A
Bank of America	VA	22603		N/A
Wells Fargo & Company	ID	83713	Servicemember	N/A
Resurgent Capital Services L.P.	CO	80239		N/A
CIT Bank National Association	CA	94110	Older American	N/A
M&T Bank Corporation	CO	80034		N/A
Ocwen	MA	01001		N/A
Bank of America	MI	64055		N/A
Residential Credit Solutions	NY	12210		N/A
Bank of America	CA	92376		N/A
Arvest Bank	GA	30066		N/A
Bank of America	CT	06033		N/A
Bank of America	IL	60639		N/A
Nationstar Mortgage	VA	20181		N/A
Bank of America	CO	80538		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/29/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with non-monetary relief	Yes	No
Postal mail	09/18/2013	Closed with explanation	Yes	No
Postal mail	10/17/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with monetary relief	Yes	No
Web	10/16/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	Yes
Phone	10/16/2013	Closed with non-monetary relief	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

506565
550997
536953
536955
530573
559474
552159
543824
551431
530596
559479
551445
536981
559804
506595
559808
536977
559492
551457
537011
551460

Mortgage Complaints

Based on Consumer Complaints

08/28/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
09/21/2013	Mortgage	Home equity loan or line of credit
08/28/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	Conventional fixed mortgage
09/21/2013	Mortgage	Home equity loan or line of credit
10/15/2013	Mortgage	FHA mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Other mortgage
09/21/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Home equity loan or line of credit
09/10/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	75418		N/A
Wells Fargo & Company	PA	19135		N/A
U.S. Bancorp	GA	30043		N/A
Seterus, Inc.	FL	33065	Older American	N/A
SunTrust Banks, Inc.	FL	33701		N/A
JPMorgan Chase & Co.	AZ	85379		N/A
Citibank	NC	28079		N/A
Ditech Financial LLC	PA	18337		N/A
Nationstar Mortgage	IL	60525		N/A
Citibank	AR	72370		N/A
Caliber Home Loans, Inc	CA	94134		N/A
Wells Fargo & Company	WI	53223		N/A
Bank of America	IN	46032		N/A
Ditech Financial LLC	FL	32907		N/A
Nationstar Mortgage	FL	33169		N/A
JPMorgan Chase & Co.	LA	70005		N/A
U.S. Bancorp	MO	63937		N/A
SunTrust Banks, Inc.	GA	30331	Servicemember	N/A
Citibank	PA	19032		N/A
JPMorgan Chase & Co.	CA	95831	Older American	N/A
Bank of America	DE	19720		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/29/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with monetary relief	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Web	10/18/2013	Closed with explanation	Yes	No
Postal mail	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	Yes
Web	09/11/2013	Closed with non-monetary relief	Yes	No
Referral	09/11/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

506627
551473
551687
551627
506639
551486
537054
506668
559537
559542
537081
559550
501169
559552
551513
537045
522400
522397
544883
522410
559581

Mortgage Complaints

Based on Consumer Complaints

09/22/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/22/2013	Mortgage	FHA mortgage
09/26/2013	Mortgage	Home equity loan or line of credit
09/22/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/16/2013	Mortgage	Home equity loan or line of credit
09/26/2013	Mortgage	FHA mortgage
10/16/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Other mortgage
09/22/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/03/2013	Mortgage	FHA mortgage
09/23/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	FHA mortgage
10/16/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	FL	23819		N/A
Ocwen	PA	19032		N/A
Ocwen	MO	63143		N/A
Citizens Financial Group, Inc.	MA	02151	Older American	N/A
BBVA Compass	TX	77025		N/A
Bank of America	MN	55346		N/A
Wells Fargo & Company	MA	01450		N/A
U.S. Bancorp	OH	44125		N/A
M&T Bank Corporation	AE	09627		N/A
Bank of America	NY	10309		N/A
Nationstar Mortgage	MI	48235		N/A
Ocwen	CA	92609		N/A
Wells Fargo & Company	TX	77905		N/A
Wells Fargo & Company	AL	36507		N/A
Wells Fargo & Company	CA	92037		N/A
Wells Fargo & Company	TN	37321		N/A
Quicken Loans	VA	22003		N/A
JPMorgan Chase & Co.	PA	19510		N/A
Bank of America	NE	68137		N/A
Nationstar Mortgage	CO	80470	Servicemember	N/A
JPMorgan Chase & Co.	TX	76210		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/25/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with explanation	Yes	No
Phone	09/27/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with non-monetary relief	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed	Yes	Yes
Referral	09/27/2013	Closed with non-monetary relief	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	Yes
Referral	10/03/2013	Closed with explanation	Yes	No
Phone	10/16/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	Yes
Referral	09/23/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

537121
506750
537141
544005
537167
522463
560065
544048
560478
544886
537218
560119
551647
539362
551651
560142
544093
537840
560154
551678
537930

Mortgage Complaints

Based on Consumer Complaints

09/23/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	FHA mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Reverse mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PNC Bank N.A.	FL	33179		N/A
U.S. Bancorp	FL	34116		N/A
Ocwen	HI	96766		N/A
CIT Bank National Association	NV	89113		N/A
Wells Fargo & Company	NJ	07305		N/A
Wells Fargo & Company	PA	18951		N/A
Ocwen	MO	63116	Older American	N/A
Wells Fargo & Company	CA	94086		N/A
Ocwen	GA	30012		N/A
JPMorgan Chase & Co.	NJ	07652		N/A
Wells Fargo & Company	PA	19083		N/A
Citibank	NY	14456		N/A
Bank of America	OR	97405		N/A
Ocwen	MO	63026		N/A
Citibank	DE	19803		N/A
PNC Bank N.A.	FL	32926		N/A
JPMorgan Chase & Co.	FL	33311		N/A
Bank of America	NC	28621		N/A
CIT Bank National Association	IL	60643		N/A
Bank of America	CA	93706		N/A
Citibank	CA	94541		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/23/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Postal mail	10/03/2013	Closed with explanation	Yes	No
Postal mail	09/23/2013	Closed	Yes	No
Phone	10/16/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with non-monetary relief	Yes	No
Web	10/18/2013	Closed with explanation	Yes	Yes
Referral	09/23/2013	Closed with explanation	Yes	Yes
Referral	09/30/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with non-monetary relief	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Phone	09/23/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

538007
551689
551349
537862
560167
560170
560175
538058
538149
501665
544156
522618
522621
551754
537907
537908
560213
537913
551777
504904
523170

Mortgage Complaints

Based on Consumer Complaints

09/11/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Home equity loan or line of credit
10/03/2013	Mortgage	FHA mortgage
09/11/2013	Mortgage	FHA mortgage
10/16/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	FHA mortgage
09/11/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	FHA mortgage
10/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/03/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Reverse mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33030		N/A
Wells Fargo & Company	NJ	08527		N/A
M&T Bank Corporation	MI	48382		N/A
Ocwen	FL	33162		N/A
Ocwen	MN	55428		N/A
HSBC North America Holdings Inc.	NY	10461		N/A
JPMorgan Chase & Co.	CA	94132		N/A
Bank of America	TX	77489		N/A
Cornerstone Mortgage, Inc.	MO	64079	Servicemember	N/A
Wells Fargo & Company	GA	31204		N/A
Bank of America	DC	20020		N/A
Caliber Home Loans, Inc	TX	77489		N/A
BMO Harris	AZ	85262		N/A
Continental Home Loans Inc.	NY	11727		N/A
Specialized Loan Servicing LLC	CA	90272		N/A
Select Portfolio Servicing, Inc	MD	20874		N/A
Bank of America	PA	19120		N/A
JPMorgan Chase & Co.	CA	91364		N/A
Nationstar Mortgage	GA	39817		N/A
Ocwen	NY	11727		N/A
Nationstar Mortgage	TX	75116		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/11/2013	Closed with explanation	Yes	Yes
Web	09/11/2013	Closed with explanation	Yes	No
Postal mail	09/23/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	No	
Web	10/04/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	No
Postal mail	10/17/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

523201
523213
537766
523222
523227
559985
552330
522674
559920
551830
523241
560447
523246
537999
560271
544259
551875
560283
507882
551276
559944

Mortgage Complaints

Based on Consumer Complaints

09/11/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	FHA mortgage
10/16/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	FHA mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/26/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/03/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Credit decision / Underwriting
Loan modification,collection,foreclosure
Other
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Other

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	11207		N/A
Seterus, Inc.	MD	20772		N/A
Bank of America	CA	91724		N/A
Round Point Mortgage	PA	18235		N/A
HSBC North America Holdings Inc.	DE	19805		N/A
Loan Care	MD	21005		N/A
Nationstar Mortgage	GA	30318	Older American	N/A
Seterus, Inc.	CA	90211		N/A
Ocwen	MI	48334		N/A
Ditech Financial LLC	IL	60099	Older American	N/A
Nationstar Mortgage	WA	98001		N/A
Caliber Home Loans, Inc	CA	90275		N/A
Bank of America	OH	45157		N/A
Ocwen	CA	92103	Older American	N/A
Ocwen	VA	22408		N/A
Select Portfolio Servicing, Inc	GA	30513		N/A
Bank of America	CO	80513		N/A
Wells Fargo & Company	MD	20853		N/A
Wells Fargo & Company	HI	96816		N/A
Bank of America	IL	60540		N/A
PNC Bank N.A.	NH	03886		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/11/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	Yes
Referral	09/12/2013	Closed	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Web	09/27/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	Yes
Web	10/04/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed	Yes	Yes
Referral	08/29/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	Yes
Postal mail	09/12/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

523398
537957
560738
523526
551926
523321
544333
508364
551368
544352
559972
560373
507906
551970
551976
523394
508016
508017
523133
560557
508034

Mortgage Complaints

Based on Consumer Complaints

08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/11/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PNC Bank N.A.	CA	96002		N/A
Bank of America	VA	20111		N/A
U.S. Bancorp	NE	68467		N/A
SunTrust Banks, Inc.				N/A
Bank of America	TX	77489		N/A
Carrington Mortgage Holdings, LLC.	CA	94604		N/A
Nationstar Mortgage	FL	33147		N/A
SunTrust Banks, Inc.	NC	28270		N/A
E*Trade Bank				N/A
Citibank	MD	21237		N/A
JPMorgan Chase & Co.	IA	51526		N/A
U.S. Bancorp	CA	95663		N/A
Bayview Loan Servicing, LLC	TX	77355		N/A
Wells Fargo & Company	NJ	07405		N/A
Citibank	TX	76244		N/A
Bank of America	CA	91355	Older American	N/A
Citibank	CA	91350	Servicemember	N/A
HSBC North America Holdings Inc.	NY	12522		N/A
JPMorgan Chase & Co.	PA	15666		N/A
Nationstar Mortgage	CA	93066		N/A
Wells Fargo & Company	CA	95677		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/30/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Phone	08/29/2013	Closed with explanation	Yes	No
Postal mail	10/17/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Postal mail	10/04/2013	Closed with explanation	No	Yes
Web	08/29/2013	Closed with explanation	Yes	Yes
Referral	09/12/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with non-monetary relief	Yes	No
Phone	09/27/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	Yes
Web	09/27/2013	Closed with non-monetary relief	Yes	Yes
Web	09/27/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	Yes
Referral	09/27/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

508035
501446
508069
560445
560448
552142
522676
508821
552040
508831
523623
552053
545133
552092
546702
545168
547067
552101
551315
545180
523076

Mortgage Complaints

Based on Consumer Complaints

10/04/2013	Mortgage	Home equity loan or line of credit
10/04/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	FHA mortgage
10/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/04/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	VA mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/27/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	PA	19063	Older American	N/A
Navy FCU	FL	32210	Servicemember	N/A
Bank of America	NJ	07863		N/A
Specialized Loan Servicing LLC	CA	92585		N/A
JPMorgan Chase & Co.	MI	48154	Older American	N/A
SunTrust Banks, Inc.	MD	21229		N/A
Bank of America	VA	22485		N/A
Wells Fargo & Company	CA	94553		N/A
Wells Fargo & Company	GA	30180		N/A
Ditech Financial LLC	IL	60607		N/A
Bank of America	NV	89117		N/A
Wells Fargo & Company	FL	32256		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Ocwen	WA	98003		N/A
Ditech Financial LLC	NC	28299		N/A
M&T Bank Corporation	MD	20716		N/A
Ocwen	AZ	85142		N/A
Nationstar Mortgage	CO	80909		N/A
Citibank	ND	58474		N/A
Nationstar Mortgage	NY	11366		N/A
Ocwen	CO	81403		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/04/2013	Closed with explanation	Yes	Yes
Web	10/04/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed	Yes	No
Web	10/04/2013	Closed with non-monetary relief	Yes	No
Referral	09/27/2013	Closed with non-monetary relief	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Fax	10/04/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	Yes
Referral	10/04/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Phone	09/30/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

552555
552557
553735
552434
552401
545508
545643
552729
545707
523626
546067
546806
552402
552879
545408
552740
545094
552854
552875
552419
545579

Mortgage Complaints

Based on Consumer Complaints

09/23/2013	Mortgage	VA mortgage
09/23/2013	Mortgage	FHA mortgage
09/23/2013	Mortgage	Home equity loan or line of credit
09/23/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/23/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	FHA mortgage
09/23/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Home equity loan or line of credit
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Second mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	VA mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

USAA Savings	NV	89129	Servicemember	N/A
Residential Credit Solutions	FL	33430	Older American	N/A
PNC Bank N.A.	NJ	07052		N/A
Nationstar Mortgage	TX	75238		N/A
Citizens Financial Group, Inc.	MA	01944		N/A
BB&T Financial	MD	20774		N/A
Fay Servicing, LLC	PA	17110		N/A
Ditech Financial LLC	MI	48122		N/A
M&T Bank Corporation	TX	77489		N/A
Bank of America	NY	27705		N/A
Citibank	WA	98501		N/A
Quicken Loans	MA	02769		N/A
Bank of America	NC	28786	Older American	N/A
Bank of America	CA	94531		N/A
JPMorgan Chase & Co.	CA	94015		N/A
Arbor Residential Mortgage LLC	TX	77386		N/A
Wells Fargo & Company	TX	78660		N/A
Bank of America	IL	60016		N/A
JPMorgan Chase & Co.	AZ	85648		N/A
Bank of America	MD	21030		N/A
Bank of America	OH	45005		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/24/2013	Closed with monetary relief	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Phone	09/30/2013	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with monetary relief	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

538153
538196
538237
538245
538089
538412
546731
538289
545781
538452
538651
538422
546775
546232
546830
538461
546833
538955
546831
546014
538983

Mortgage Complaints

Based on Consumer Complaints

10/04/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/27/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	VA mortgage
09/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/04/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Home equity loan or line of credit
09/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/04/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	VA mortgage
10/05/2013	Mortgage	Conventional fixed mortgage
10/05/2013	Mortgage	Conventional fixed mortgage
10/05/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	TX	75115		N/A
Citibank	TX	75081	Older American	N/A
Ocwen	MD	21212		N/A
Citibank	CA	91505		N/A
Provident Funding	CA	94536		N/A
Bank of America	VA	23231		N/A
Nationstar Mortgage	MA	02136		N/A
EverBank	WI	54494		N/A
Select Portfolio Servicing, Inc	FL	33596		N/A
SunTrust Banks, Inc.	TX	77586		N/A
Bayview Loan Servicing, LLC	CT	06374		N/A
Zions Bancorporation	TX	77586		N/A
Seterus, Inc.	AZ	85050	Older American	N/A
Citibank	MI	48912	Older American	N/A
Bank of America	LA	70005		N/A
Select Portfolio Servicing, Inc	FL	33056	Older American	N/A
Ocwen	MO	64052	Servicemember	N/A
Bank of America	ME	04005		N/A
Nationstar Mortgage	WA	98115		N/A
LoanDepot	NV	89431		N/A
Nationstar Mortgage	FL	34209		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	10/07/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	09/30/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Phone	10/07/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	Yes
Phone	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

552957
539018
552966
552967
546068
552977
538968
552990
552995
546088
538583
546089
538652
552416
545043
568242
552427
553068
553071
553072
568202

Mortgage Complaints

Based on Consumer Complaints

10/23/2013	Mortgage	Other mortgage
10/05/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	FHA mortgage
09/27/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	FHA mortgage
09/27/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/05/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/05/2013	Mortgage	FHA mortgage
10/05/2013	Mortgage	Conventional fixed mortgage
10/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/27/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
10/06/2013	Mortgage	Conventional fixed mortgage
10/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Other mortgage
10/06/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	NJ	07305		N/A
Ditech Financial LLC	MD	21742		N/A
Nationstar Mortgage	CA	94565	Older American	N/A
JPMorgan Chase & Co.	IL	60060		N/A
EverBank	GA	31419		N/A
Bank of America	CO	80227		N/A
Ditech Financial LLC	CA	94708	Older American	N/A
Wells Fargo & Company	CA	92626		N/A
Ocwen	FL	34786		N/A
Resurgent Capital Services L.P.	CA	92025		N/A
SunTrust Banks, Inc.	GA	30328		N/A
Nationstar Mortgage	NJ	07753		N/A
Ditech Financial LLC	NC	28445		N/A
Residential Credit Solutions	MA	01027		N/A
Ocwen	MD	20772		N/A
CIT Bank National Association	FL	32174	Older American	N/A
Ditech Financial LLC	NJ	08527		N/A
Ditech Financial LLC	NC	28054		N/A
Ocwen	MD	20850		N/A
Select Portfolio Servicing, Inc	NY	11230		N/A
Bank of America	MS	39702		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Phone	09/24/2013	Closed with explanation	Yes	No
Fax	10/01/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

569108
553095
546204
546211
538745
545054
567798
538994
553118
538759
546228
553148
553158
553164
553172
546290
568363
553195
553215
567629
552458

Mortgage Complaints

Based on Consumer Complaints

09/23/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	FHA mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/28/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Home equity loan or line of credit
09/28/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
09/28/2013	Mortgage	FHA mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Reverse mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Reverse mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Selene Finance	PA	17112		N/A
Nationstar Mortgage	NV	89052		N/A
Ocwen	KY	41073		N/A
Bank of America	NV	89123		N/A
Nationstar Mortgage	TX	76904		N/A
Flagstar Bank	GA	30067		N/A
Bank of America	MO	63125		N/A
Nationstar Mortgage	CA	92064		N/A
Wells Fargo & Company	CO	81303		N/A
OneMain Financial Holdings, LLC	CO	81223		N/A
Bank of America	MN	55055		N/A
Nationstar Mortgage	CA	92596	Servicemember	N/A
Nationstar Mortgage	MI	48341		N/A
Bank of America	HI	96740		N/A
Ocwen	NV	89156	Servicemember	N/A
U.S. Bancorp	MN	55413		N/A
Nationstar Mortgage	GA	30044		N/A
Wells Fargo & Company	CA	93002	Older American	N/A
Wells Fargo & Company	FL	33174	Older American	N/A
Ocwen	CA	94513		N/A
Reverse Mortgage Solutions	NY	11756	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/24/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with non-monetary relief	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with explanation	Yes	Yes
Referral	10/08/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with non-monetary relief	Yes	No
Phone	09/25/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	Yes
Postal mail	10/07/2013	Closed with non-monetary relief	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Web	09/30/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	Yes
Phone	10/29/2013	Closed with explanation	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

538858
567755
568752
568389
568391
553716
553722
553731
546411
553825
546415
538901
553888
553791
567721
546463
554559
540879
575031
568508
539492

Mortgage Complaints

Based on Consumer Complaints

09/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/07/2013	Mortgage	FHA mortgage
09/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	Conventional fixed mortgage
09/28/2013	Mortgage	Home equity loan or line of credit
09/24/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/28/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	FHA mortgage
10/23/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	FHA mortgage
09/24/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/07/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	GA	30024		N/A
Nationstar Mortgage	PA	17512	Older American	N/A
Ditech Financial LLC	CA	91320		N/A
JPMorgan Chase & Co.	NJ	07666		N/A
Ditech Financial LLC	WI	54843		N/A
Ocwen	CA	91201		N/A
Ditech Financial LLC	GA	30008		N/A
U.S. Bancorp	WI	54548	Older American	N/A
Bayview Loan Servicing, LLC	NY	11520		N/A
Wells Fargo & Company	MO	64052		N/A
Wells Fargo & Company	PA	17603	Servicemember	N/A
HSBC North America Holdings Inc.	NJ	08221		N/A
JPMorgan Chase & Co.	NJ	08081		N/A
Bank of America	IL	60101		N/A
Ditech Financial LLC	VT	05677		N/A
Bank of America	NC	27406		N/A
SunTrust Banks, Inc.	NC	28734		N/A
Specialized Loan Servicing LLC	TN	37207		N/A
People's United Bank	CT	06001		N/A
JPMorgan Chase & Co.	AZ	86336		N/A
Wells Fargo & Company	IL	60139		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/30/2013	Closed with explanation	Yes	No
Phone	10/07/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Postal mail	10/01/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	Yes
Referral	09/24/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed	Yes	No
Phone	10/17/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

546505
553837
540886
539520
546520
539535
575682
546543
554597
539551
567780
539561
560465
539608
539565
539757
553915
541239
560479
540237
540215

Mortgage Complaints

Based on Consumer Complaints

09/24/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/07/2013	Mortgage	FHA mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Other mortgage
09/29/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/16/2013	Mortgage	Conventional fixed mortgage
09/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/07/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/16/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	32780		N/A
Citibank	NJ	07508		N/A
Bank of America	NJ	08759		N/A
JPMorgan Chase & Co.	MA	02045		N/A
EverBank	FL	32641		N/A
JPMorgan Chase & Co.	NJ	07043	Older American	N/A
OneMain Financial Holdings, LLC	MI	48455		N/A
First National Bank of Omaha	KS	66062		N/A
Bank of America	FL	32536	Servicemember	N/A
Nationstar Mortgage	MD	20748		N/A
Bank of America	MA	02186		N/A
U.S. Bancorp	NE	68310		N/A
Ocwen	TX	77373		N/A
Select Portfolio Servicing, Inc	OR	97225		N/A
Wells Fargo & Company	FL	34609	Older American	N/A
Select Portfolio Servicing, Inc	FL	33607		N/A
Nationstar Mortgage	FL	33952		N/A
FCI Lender Services Inc.	CA	94127		N/A
Wells Fargo & Company	GA	30339		N/A
JPMorgan Chase & Co.	NJ	08736		N/A
Santander Bank US	IL	60089		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/25/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Postal mail	10/24/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with non-monetary relief	Yes	No
Postal mail	10/28/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Phone	10/07/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

539892
553924
568806
559947
553958
575839
554006
547148
567639
567668
560579
546697
553560
574966
568756
560599
554025
568764
539389
568771
554075

Mortgage Complaints

Based on Consumer Complaints

09/24/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	FHA mortgage
10/07/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/07/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	VA mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/07/2013	Mortgage	Second mortgage
09/24/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Citibank				N/A
Ditech Financial LLC	CA	95125		N/A
Ocwen	AZ	85268	Older American, Servicemember	N/A
Bank of America	FL	32819		N/A
Bank of America	NH	03253		N/A
Citibank	WA	98296		N/A
Bank of America	NY	12446		N/A
Wells Fargo & Company	CA	92503		N/A
Bank of America	OK	73173		N/A
HSBC North America Holdings Inc.	MA	02576		N/A
SunTrust Banks, Inc.	CA	95125		N/A
Nationstar Mortgage	OH	44041		N/A
Bank of America	NY	11779		N/A
U.S. Bancorp	TX	75070		N/A
Nationstar Mortgage	MA	01430		N/A
Nationstar Mortgage	NC	28304		N/A
JPMorgan Chase & Co.	CA	90041		N/A
Nationstar Mortgage	FL	34746	Older American	N/A
Ditech Financial LLC	VA	20148		N/A
Bank of America	IN	46229		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/24/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with non-monetary relief	Yes	Yes
Web	10/08/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Postal mail	10/08/2013	Closed with explanation	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Postal mail	10/30/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Phone	10/08/2013	Closed with explanation	Yes	Yes
Referral	10/08/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

539919
554089
547514
547476
549034
554092
554095
554096
554099
575969
554428
548088
568837
574946
560688
560982
562213
554580
554567
540516

Mortgage Complaints

Based on Consumer Complaints

10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/17/2013	Mortgage	FHA mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Home equity loan or line of credit
10/17/2013	Mortgage	FHA mortgage
10/07/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	FHA mortgage
10/17/2013	Mortgage	FHA mortgage
10/07/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/17/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	95076		N/A
Nationstar Mortgage	MI	48640		N/A
HSBC North America Holdings Inc.	MA	01085		N/A
JPMorgan Chase & Co.	TN	38141		N/A
BB&T Financial	NC	28380		N/A
M&T Bank Corporation	CA	92226		N/A
Select Portfolio Servicing, Inc	GA	30058		N/A
Santander Bank US	MA	01119	Servicemember	N/A
Wells Fargo & Company	OH	44313		N/A
Flagstar Bank	CA	92264	Older American	N/A
SunTrust Banks, Inc.	GA	30135		N/A
U.S. Bancorp	MI	48240		N/A
Wells Fargo & Company	NJ	08831		N/A
FirstBank of Puerto Rico	PR	00729		N/A
Ocwen	MI	49333	Servicemember	N/A
Bank of America	MD	20852		N/A
JPMorgan Chase & Co.	MI	48382	Servicemember	N/A
Citibank	CA	92562	Servicemember	N/A
Nationstar Mortgage	MI	48093		N/A
Citibank	MI	48382		N/A
Wells Fargo & Company	MI	48382		N/A
JPMorgan Chase & Co.	LA	70811		N/A

Web	10/21/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	Yes
Phone	10/01/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Phone	10/07/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Fax	10/08/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Fax	10/08/2013	Closed with explanation	Yes	No
Fax	10/01/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

561105
561109
576023
541167
548980
561117
554419
554338
568888
575930
561135
561142
554594
576037
568908
561208
553556
576072
560971
553557
547193
539415

Mortgage Complaints

Based on Consumer Complaints

10/23/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	FHA mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Settlement process and costs
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	MN	55327		N/A
Ocwen	NJ	07621		N/A
Ocwen	NY	11369	Older American	N/A
The Huntington National Bank	MI	48706		N/A
Ocwen	GA	30830	Servicemember	N/A
Bank of America	GA	30830	Servicemember	N/A
PHH Mortgage	NJ	08034		N/A
Quicken Loans	PA	18104		N/A
Ocwen	CA	92508		N/A
Quicken Loans	CA	94531		N/A
PNC Bank N.A.	CO	80130		N/A
Ocwen	NJ	07930		N/A
Citibank				N/A
Bank of America	MO	63112		N/A
Nationstar Mortgage	TX	76120		N/A
CountryPlace Acceptance Corporation	NC	28650		N/A
JPMorgan Chase & Co.	GA	30512		N/A
JPMorgan Chase & Co.	AZ	85648		N/A
Ocwen	MD	20720	Older American	N/A
BMO Harris	AR	72576		N/A
Ocwen	CA	91915		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	10/24/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Postal mail	10/17/2013	Closed with explanation	Yes	Yes
Postal mail	10/17/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	Yes
Postal mail	10/17/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Phone	10/01/2013	Closed with explanation	Yes	Yes
Referral	10/01/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	Yes
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

568954
554245
554254
539992
560948
560949
569005
567659
561231
554290
561232
561241
547596
548105
547609
554333
540055
562243
576194
569061
562501

Mortgage Complaints

Based on Consumer Complaints

09/30/2013	Mortgage	VA mortgage
09/24/2013	Mortgage	FHA mortgage
10/17/2013	Mortgage	Home equity loan or line of credit
09/24/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/08/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	FHA mortgage
10/24/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Settlement process and costs
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

U.S. Bancorp	KY	42240	Older American	N/A
Wells Fargo & Company	PA	19543		N/A
Santander Bank US	RI	02816		N/A
Wells Fargo & Company	PA	18334		N/A
Ocwen	TX	75080	Older American	N/A
M&T Bank Corporation	AZ	85037		N/A
Quicken Loans	FL	32832		N/A
Ditech Financial LLC	MI	49428		N/A
Ocwen	MD	21117		N/A
Wells Fargo & Company	PA	19050		N/A
Citibank	NV	89015		N/A
Ditech Financial LLC	FL	34744		N/A
Wells Fargo & Company	CA	92626		N/A
Ditech Financial LLC	NC	28217	Older American, Servicemember	N/A
Bank of America	CA	93309		N/A
Ocwen	NY	10305		N/A
Bank of America	SC	29720		N/A
Specialized Loan Servicing LLC	FL	33409		N/A
Ocwen	MI	49738		N/A
Ocwen	OH	44511		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/01/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Web	10/08/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	Yes
Referral	10/01/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

547662
540096
561308
540242
554391
547683
569592
540342
576265
554775
540134
547719
555484
547729
554794
540158
569638
569483
547739
547743

Mortgage Complaints

Based on Consumer Complaints

10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Home equity loan or line of credit
09/24/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Reverse mortgage
10/08/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NE	68822		N/A
Bank of America	GA	30045		N/A
JPMorgan Chase & Co.	GA	30273		N/A
Bayview Loan Servicing, LLC	VA	22204		N/A
Ocwen	IA	50312		N/A
JPMorgan Chase & Co.	WA	98273		N/A
New York Community Bank	NY	11377		N/A
Wells Fargo & Company	NY	11203		N/A
Nationstar Mortgage	NY	12719		N/A
Nationstar Mortgage	FL	33428	Servicemember	N/A
Third Federal Savings & Loan	OH	44125		N/A
Ocwen	TX	79902		N/A
JPMorgan Chase & Co.	CO	80138		N/A
Ocwen	NY	14450		N/A
Wells Fargo & Company	NJ	08901		N/A
Ditech Financial LLC	SC	29455		N/A
Bank of America	MA	21076	Older American	N/A
Select Portfolio Servicing, Inc	FL	33146		N/A
Bank of America	NJ	08302		N/A
Wells Fargo & Company	CA	90059		N/A
Bank of America	NH	03470		N/A
Stearns Ventures, LLC	WA	98077		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/24/2013	Closed with explanation	Yes	Yes
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with monetary relief	Yes	Yes
Web	10/08/2013	Closed with explanation	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	Yes
Phone	10/01/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

569645
569647
561393
540185
540199
540201
569421
555684
547789
540216
561426
547254
569455
569865
549022
554882
576374
560966
561473
547857
554923
547861

Mortgage Complaints

Based on Consumer Complaints

10/24/2013	Mortgage	Home equity loan or line of credit
10/17/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Home equity loan or line of credit
10/17/2013	Mortgage	FHA mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/08/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	FHA mortgage
10/08/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	FHA mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/17/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PNC Bank N.A.	NY	10567	N/A
Ocwen	FL	33146	N/A
JPMorgan Chase & Co.	CT	06820	N/A
Nationstar Mortgage	DE	19975	N/A
Bank of America	AZ	85016	N/A
BB&T Financial	SC	29403	N/A
PNC Bank N.A.	GA	31419	N/A
HSBC North America Holdings Inc.	OH	44022	N/A
Select Portfolio Servicing, Inc	LA	70118	N/A
Bank of America	CA	92114	N/A
Bank of America	TN	38103	N/A
U.S. Bancorp	CA	92154	N/A
Nationstar Mortgage	LA	71245	N/A
SunTrust Banks, Inc.	GA	31217	N/A
Ocwen	TX	77045	N/A
Ocwen	IA	50211	N/A
Nationstar Mortgage	FL	33307	N/A
Ditech Financial LLC	SC	29578	N/A
PNC Bank N.A.	MO	65803	N/A
Ditech Financial LLC	FL	33321	N/A
JPMorgan Chase & Co.	DC	20004	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/24/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Postal mail	10/01/2013	Closed with explanation	Yes	No
Postal mail	10/25/2013	Closed with explanation	Yes	Yes
Phone	10/22/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	Yes
Referral	10/08/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Postal mail	10/08/2013	Closed with explanation	Yes	No
Postal mail	10/25/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	Yes
Web	10/08/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	No
Postal mail	10/08/2013	Closed with explanation	Yes	No
Postal mail	10/08/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with non-monetary relief	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

569433
561482
561484
548588
569702
561500
554947
540317
555045
554978
554981
569775
569789
555034
555035
569803
554739
555056
561734
569834
561629

Mortgage Complaints

Based on Consumer Complaints

10/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/29/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/07/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Application, originator, mortgage broker
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	NJ	07740		N/A
Citibank	NY	11776	Older American	N/A
SunTrust Banks, Inc.	FL	32168	Older American	N/A
Bank of America	NJ	07022		N/A
Ocwen	MN	56379		N/A
M&T Bank Corporation	PA	19153		N/A
Select Portfolio Servicing, Inc	DE	19803		N/A
Bank of America	CA	96057	Older American	N/A
Citizens Financial Group, Inc.	MA	01545		N/A
PNC Bank N.A.	IN	46224		N/A
Nationstar Mortgage	VA	23692		N/A
Bank of America	NY	11572		N/A
First Tennessee Bank	AZ	86315	Older American, Servicemember	N/A
Wells Fargo & Company	NY	11751		N/A
Capital One	LA	70090		N/A
Bank of America	NC	28803		N/A
EverBank	NC	27127	Older American	N/A
Citibank	SC	29666	Older American	N/A
Ditech Financial LLC	TX	78501		N/A
Citibank	WI	53214	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/08/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Phone	10/17/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Postal mail	10/09/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Phone	11/12/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with non-monetary relief	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
Referral	10/31/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Postal mail	10/10/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Phone	10/08/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

555094
561634
561637
569859
576570
569449
555705
590495
589031
569957
590510
589039
575045
561764
576689
555689
555247
555261
555404
561803

Mortgage Complaints

Based on Consumer Complaints

10/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/17/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	FHA mortgage
10/17/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/30/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	FHA mortgage
10/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/08/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	12106		N/A
Wells Fargo & Company	WI	54767		N/A
Bank of America	FL	34772		N/A
JPMorgan Chase & Co.	WA	99337		N/A
Specialized Loan Servicing LLC	OR	97520		N/A
Ocwen	SC	29707		N/A
Wells Fargo & Company	MA	01810		N/A
Select Portfolio Servicing, Inc	CA	90620	Older American	N/A
Nationstar Mortgage	CA	92704		N/A
Bank of America	NY	10701		N/A
Bank of America	IL	60098		N/A
Wells Fargo & Company	FL	33137		N/A
Selene Finance	FL	33409		N/A
Residential Credit Solutions	CA	90069		N/A
Citibank	CA	92071		N/A
Nationstar Mortgage	FL	32818		N/A
Bank of America	CA	91762		N/A
Ocwen	NY	11411		N/A
U.S. Bancorp	CT	06604		N/A
BB&T Financial	SC	29631		N/A
Ditech Financial LLC				N/A
Ditech Financial LLC	IL	61356		N/A

Web	10/09/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	Yes
Postal mail	11/08/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Postal mail	11/25/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Postal mail	10/09/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with monetary relief	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	No	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	Yes
Referral	11/18/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

555274
561813
577363
590593
570028
589066
555293
561827
577377
555288
561829
570042
569446
577147
570049
570052
577401
590642
590644
555324
590926
577419

Mortgage Complaints

Based on Consumer Complaints

10/24/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	FHA mortgage
10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/08/2013	Mortgage	FHA mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Home equity loan or line of credit
11/08/2013	Mortgage	FHA mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Other mortgage
11/02/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	93446		N/A
Quicken Loans	LA	70752		N/A
PHH Mortgage	VA	22313		N/A
U.S. Bancorp	CT	06103		N/A
Select Portfolio Servicing, Inc	FL	33409		N/A
Wells Fargo & Company	GA	30316		N/A
Bank of America	CA	92688		N/A
Bank of America	FL	33012		N/A
Citibank	OH	43402		N/A
JPMorgan Chase & Co.	CA	96003		N/A
Ocwen	GA	30043		N/A
Ocwen	CA	95833		N/A
Ocwen	GA	30906		N/A
Wells Fargo & Company	CA	92590		N/A
Ocwen	PA	19152		N/A
Navy FCU	NY	12553		N/A
M&T Bank Corporation	MD	21231		N/A
Ocwen	MD	21215	Older American	N/A
Bank of America	CA	93955		N/A
HSBC North America Holdings Inc.	NY	11596		N/A
Bank of America	NC	28107		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/25/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	Yes
Postal mail	10/09/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Referral	10/30/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed	Yes	No
Referral	10/30/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	Yes
Fax	10/25/2013	Closed	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with non-monetary relief	Yes	No
Web	11/12/2013	Closed with explanation	Yes	Yes
Web	11/08/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

569391
555347
577430
555351
591732
591356
570090
577523
578891
570094
570098
577597
561908
590869
569439
569448
591410
591414
591419
591435
580867

Mortgage Complaints

Based on Consumer Complaints

10/24/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/08/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/08/2013	Mortgage	Home equity loan or line of credit
11/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Home equity loan or line of credit
10/17/2013	Mortgage	VA mortgage
11/08/2013	Mortgage	Second mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/24/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	Home equity loan or line of credit
11/03/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bayview Loan Servicing, LLC	CA	92026		N/A
Wells Fargo & Company	NJ	07753		N/A
Bank of America	CA	92557		N/A
Ocwen	FL	32801		N/A
Bank of America	CA	90241		N/A
SunTrust Banks, Inc.	VA	23043		N/A
M&T Bank Corporation	FL	32096		N/A
Ocwen	MI	48072		N/A
Ditech Financial LLC	LA	70458	Older American	N/A
TD Bank US Holding Company	NC	28782		N/A
Wells Fargo & Company	CO	80550		N/A
Encore Capital Group	FL	33310		N/A
Citibank	OH	45356		N/A
Bank of America	ID	83616		N/A
HSBC North America Holdings Inc.	NY	13219	Older American	N/A
Citibank	MI	48310		N/A
Nationstar Mortgage	CA	95242		N/A
Bank of America	VT	05478		N/A
U.S. Bancorp	OH	45324	Older American	N/A
Bank of America	CA	96003	Older American	N/A
Wells Fargo & Company	VA	20190		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/24/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with non-monetary relief	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with non-monetary relief	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	Yes
Postal mail	11/13/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with non-monetary relief	Yes	Yes
Web	10/18/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Web	11/03/2013	Closed with explanation	Yes	Yes
Web	11/03/2013	Closed with explanation	Yes	Yes
Web	11/15/2013	Closed with non-monetary relief	Yes	Yes
Web	11/03/2013	Closed with explanation	Yes	No
Fax	10/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

570197
561980
591762
569423
561989
592035
590774
561997
562489
591510
570073
582647
562042
562048
571126
582667
582668
583065
582674
581367
570282

Mortgage Complaints

Based on Consumer Complaints

11/03/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
11/03/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Home equity loan or line of credit
10/17/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/04/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	34655	N/A
Ocwen	WI	53212	N/A
Bank of America	CA	95618	N/A
Nationstar Mortgage	GA	31503	N/A
Citibank	OH	44064	N/A
Ocwen	KY	40741	N/A
Nationstar Mortgage	NJ	07712	N/A
JPMorgan Chase & Co.	OH	43123	N/A
Ocwen	FL	33173	N/A
Ocwen	VA	22124	N/A
Ocwen	NY	11967	N/A
Bank of America	NV	89052	N/A
Wells Fargo & Company	MD	21022	N/A
Select Portfolio Servicing, Inc	NE	68822	N/A
JPMorgan Chase & Co.	NY	11566	N/A
Wells Fargo & Company	NY	10507	N/A
Ocwen	FL	33410	N/A
Specialized Loan Servicing LLC	NC	28215	N/A
U.S. Bancorp	CA	91505	N/A
Ocwen	PA	19102	N/A
Bank of America	MA	02571	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/03/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	Yes
Web	11/15/2013	Closed with explanation	Yes	Yes
Web	11/03/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	Yes
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed	Yes	Yes
Web	10/24/2013	Closed	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

580995
570420
583062
582699
570822
570311
583406
562136
561005
561017
562142
562143
583436
562152
583304
584169
570362
570260
583390
590759
583489

Mortgage Complaints

Based on Consumer Complaints

10/17/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/18/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/18/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	VA mortgage
11/04/2013	Mortgage	Home equity loan or line of credit
11/04/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	95336		N/A
Select Portfolio Servicing, Inc	SC	29745		N/A
Wells Fargo & Company	NJ	07090		N/A
Wells Fargo & Company	MD	20707		N/A
Nationstar Mortgage	PA	19462		N/A
Amerisave	CA	92602		N/A
Pulte Mortgage	CA	95355		N/A
PHH Mortgage	OH	43204		N/A
BB&T Financial	GA	31221		N/A
JPMorgan Chase & Co.			Servicemember	N/A
JPMorgan Chase & Co.	NY	11229		N/A
Nationstar Mortgage	OK	74133		N/A
Wells Fargo & Company	NJ	07023		N/A
Bank of America	GA	30114		N/A
Flagstar Bank	MI	48041		N/A
Ditech Financial LLC	AZ	85382		N/A
Citibank	MI	48382		N/A
Nationstar Mortgage	FL	34231		N/A
U.S. Bancorp	GA	31605	Servicemember	N/A
Wells Fargo & Company	OH	45212		N/A
Wells Fargo & Company	MD	20886		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/18/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	Yes
Web	10/18/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	Yes
Web	10/18/2013	Closed with explanation	Yes	Yes
Referral	11/06/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with explanation	Yes	No
Fax	11/12/2013	Closed with explanation	Yes	No
Fax	10/30/2013	Closed with explanation	Yes	No
Referral	10/30/2013	Closed with explanation	Yes	No
Fax	10/18/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with explanation	Yes	No
Fax	10/21/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Phone	11/06/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

562195
562704
562722
562749
591723
562750
562766
584452
562809
590728
577812
577820
564185
562837
563035
563078
562506
562808
583644
583532
583224

Mortgage Complaints

Based on Consumer Complaints

10/30/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	FHA mortgage
11/04/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/08/2013	Mortgage	FHA mortgage
11/08/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Home equity loan or line of credit
10/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/04/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/08/2013	Mortgage	Home equity loan or line of credit
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	FHA mortgage
11/04/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	AZ	85648		N/A
Ocwen	NJ	08054		N/A
Select Portfolio Servicing, Inc	PA	17104		N/A
Ditech Financial LLC	MD	20705		N/A
Ditech Financial LLC	CA	95337		N/A
Nationstar Mortgage	AZ	85234		N/A
Bank of America	OR	97007		N/A
Wells Fargo & Company	FL	32257	Older American, Servicemember	N/A
Ocwen	CT	06512		N/A
Nationstar Mortgage	WI	54924		N/A
Webster Bank	CT	06492		N/A
Ocwen	WI	53214		N/A
HSBC North America Holdings Inc.	CA	91304		N/A
Wells Fargo & Company	WA	98055		N/A
Bank of America	ID	83864	Servicemember	N/A
Bank of America	MS	63137		N/A
Wells Fargo & Company	NY	14211		N/A
U.S. Bancorp	MO	63136		N/A
Nationstar Mortgage	TX	75702	Older American	N/A
Bank of America	CA	95311	Older American	N/A

Referral	10/30/2013	Closed with non-monetary relief	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Fax	10/18/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed	Yes	Yes
Web	11/08/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	Yes
Phone	11/06/2013	Closed with non-monetary relief	Yes	No
Postal mail	12/10/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	Yes
Postal mail	11/06/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

577917
583704
583713
562566
591948
591949
562980
562984
563012
592015
583848
563086
592089
583243
583911
583919
583925
590771
583259
592169

Mortgage Complaints

Based on Consumer Complaints

11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	FHA mortgage
11/04/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/04/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Conventional fixed mortgage
11/09/2013	Mortgage	Other mortgage
11/09/2013	Mortgage	Conventional fixed mortgage
11/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/08/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Home equity loan or line of credit
11/09/2013	Mortgage	Conventional fixed mortgage
11/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/09/2013	Mortgage	FHA mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Second mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	CA	92653		N/A
Nationwide Advantage Mortgage Company	WI	54481		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Ditech Financial LLC	AL	35055		N/A
Citibank	CA	95135		N/A
Rushmore Loan Management Services LLC	WI	54303		N/A
Ocwen	NJ	08054		N/A
Select Portfolio Servicing, Inc	MS	39641	Older American	N/A
PNC Bank N.A.	CA	90039		N/A
Bank of America	IN	47130		N/A
Citibank	CA	93924		N/A
Ditech Financial LLC	CA	92882	Older American	N/A
Bank of America	CA	92590		N/A
JPMorgan Chase & Co.	NY	11765		N/A
Wells Fargo & Company	TX	76550	Older American	N/A
Wells Fargo & Company	DC	20002		N/A
Navy FCU	VA	20180		N/A
Wells Fargo & Company	MD	20721		N/A
Bank of America	WA	98118		N/A
Wells Fargo & Company	LA	70403		N/A
Ocwen	OK	74010		N/A
Citibank	OH	45840		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/05/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
Fax	11/07/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Postal mail	10/09/2013	Closed with explanation	Yes	Yes
Postal mail	10/09/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	Yes
Web	11/08/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	Yes
Phone	11/07/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

584406
583978
584006
592238
584043
584050
590931
591020
592471
585388
590991
592533
590872
555353
555365
555378
592582
590811
555422
590817
584473
584487

Mortgage Complaints

Based on Consumer Complaints

10/08/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Conventional fixed mortgage
11/09/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Home equity loan or line of credit
10/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/09/2013	Mortgage	VA mortgage
10/09/2013	Mortgage	Home equity loan or line of credit
10/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/09/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	FHA mortgage
10/09/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Other mortgage
11/09/2013	Mortgage	Conventional fixed mortgage
11/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/09/2013	Mortgage	Home equity loan or line of credit
11/04/2013	Mortgage	FHA mortgage
10/09/2013	Mortgage	Other mortgage
11/10/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	FHA mortgage
11/10/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	90026		N/A
Ditech Financial LLC	NC	28081	Older American	N/A
Bank of America	GA	30093		N/A
Ditech Financial LLC	VA	22553		N/A
Select Portfolio Servicing, Inc	FL	32219		N/A
Wells Fargo & Company	VA	22407		N/A
Ocwen	OH	43035		N/A
Wells Fargo & Company	CT	06770		N/A
Bank of America	HI	96825	Older American	N/A
Flagstar Bank	MI	49419		N/A
BMO Harris	AR	86314		N/A
Fifth Third Financial Corporation	OH	44074		N/A
M&T Bank Corporation	NY	11967		N/A
Ocwen	MO	65605		N/A
PNC Bank N.A.	FL	33326		N/A
Ditech Financial LLC	NY	12524		N/A
Nationstar Mortgage	MN	55433		N/A
Nationstar Mortgage	NY	10537		N/A
Citibank	NM	87510		N/A
Ocwen	NC	28262	Servicemember	N/A
Loan Care	NM	87042		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/09/2013	Closed with explanation	Yes	No
Phone	11/06/2013	Closed with explanation	Yes	No
Web	11/09/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with non-monetary relief	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with monetary relief	Yes	Yes
Referral	10/10/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	Yes
Web	10/10/2013	Closed with non-monetary relief	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Web	11/10/2013	Closed with explanation	Yes	No
Postal mail	11/06/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with explanation	No	No

Mortgage Complaints

Based on Consumer Complaints

555457
584500
592658
555869
555872
555879
555884
555893
592687
555791
556003
556175
592716
593164
555823
583398
555965
592780
584633
585264
592822

Mortgage Complaints

Based on Consumer Complaints

10/09/2013	Mortgage	FHA mortgage
10/09/2013	Mortgage	Other mortgage
11/10/2013	Mortgage	Home equity loan or line of credit
11/11/2013	Mortgage	FHA mortgage
11/11/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Home equity loan or line of credit
10/09/2013	Mortgage	Other mortgage
11/11/2013	Mortgage	Other mortgage
11/11/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Other mortgage
11/11/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/11/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Conventional fixed mortgage
11/11/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Selene Finance	FL	33967		N/A
SunTrust Banks, Inc.	FL	32162		N/A
Regions Financial Corporation	IN	47630		N/A
Banco Popular de Puerto Rico	FL	32746		N/A
Ditech Financial LLC	ND	58501		N/A
EverBank	CT	06415		N/A
Ditech Financial LLC	CA	92604		N/A
Wells Fargo & Company	PA	17360		N/A
Select Portfolio Servicing, Inc	NY	11230		N/A
Ocwen	MA	02339		N/A
Ditech Financial LLC	CA	91342		N/A
Flagstar Bank	NE	68118	Older American	N/A
Bank of America	CA	91665		N/A
JPMorgan Chase & Co.	NY	11713		N/A
Seterus, Inc.	NJ	08527		N/A
Ocwen	TX	76227	Older American	N/A
JPMorgan Chase & Co.	FL	33140	Older American	N/A
Wells Fargo & Company	FL	33919	Older American	N/A
TD Bank US Holding Company	NJ	08053		N/A
Ditech Financial LLC	DC	20005		N/A
Ditech Financial LLC	CT	06371		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/09/2013	Closed with explanation	Yes	Yes
Referral	10/10/2013	Closed with explanation	Yes	No
Web	11/10/2013	Closed with explanation	Yes	No
Web	11/10/2013	Closed with monetary relief	Yes	No
Web	11/10/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	11/10/2013	Closed with explanation	Yes	No
Web	11/10/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	Yes
Phone	10/18/2013	Closed with explanation	Yes	Yes
Referral	11/08/2013	Closed	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

556468
556106
592842
592859
592863
556075
585509
585134
555747
592881
592885
556089
592886
585465
556098
584852
556128
590847
556143
555770
592918

Mortgage Complaints

Based on Consumer Complaints

10/09/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	VA mortgage
10/09/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	FHA mortgage
11/05/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/05/2013	Mortgage	FHA mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	FHA mortgage
11/05/2013	Mortgage	Home equity loan or line of credit
11/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/09/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Specialized Loan Servicing LLC	DE	19734		N/A
Ditech Financial LLC	CA	93307		N/A
Nationstar Mortgage	FL	33570	Older American, Servicemember	N/A
Ditech Financial LLC	GA	30019		N/A
Associated Bank	WI	53532		N/A
Nationstar Mortgage	MI	48382		N/A
Ditech Financial LLC	FL	33409		N/A
PNC Bank N.A.	WA	98155		N/A
First Tennessee Bank	TX	78358		N/A
Arbor Residential Mortgage LLC	MD	21043		N/A
Bank of America	CA	94513		N/A
Wells Fargo & Company	TX	75077		N/A
Ocwen	CO	80116		N/A
Wells Fargo & Company	NJ	08618		N/A
Bank of America	FL	32825		N/A
Flagstar Bank	CA	92865		N/A
Nationstar Mortgage	UT	84047		N/A
Select Portfolio Servicing, Inc	CA	95127		N/A
Wells Fargo & Company	TN	37921		N/A
Bank of America	OK	73170		N/A

Web	10/10/2013	Closed	Yes	Yes
Web	10/10/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with non-monetary relief	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

556176
556235
584823
556247
556261
585152
585246
585449
556304
585521
585531
585536
585544
570379
585228
587091
556434
556581
570413
556387

Mortgage Complaints

Based on Consumer Complaints

10/09/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/05/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/30/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/10/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	FHA mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	FHA mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Home equity loan or line of credit
10/30/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	FL	33173		N/A
Ocwen	NJ	07827		N/A
Bank of America	FL	32566		N/A
Ditech Financial LLC	MI	48661		N/A
Select Portfolio Servicing, Inc	MD	20706		N/A
Wells Fargo & Company	MN	55119	Older American	N/A
Nationstar Mortgage	MI	49037	Older American	N/A
Specialized Loan Servicing LLC	CA	92335		N/A
Nationstar Mortgage	GA	31217		N/A
Rushmore Loan Management Services LLC	VA	20176		N/A
HSBC North America Holdings Inc.	OH	43228	Older American	N/A
Bank of America	FL	32417		N/A
HSBC North America Holdings Inc.	NJ	08057		N/A
Seterus, Inc.	IL	60022		N/A
Ditech Financial LLC	FL	33936	Older American	N/A
Caliber Home Loans, Inc	NY	13409		N/A
Ditech Financial LLC	NJ	08270	Older American, Servicemember	N/A
JPMorgan Chase & Co.	CA	93422	Older American	N/A
Carrington Mortgage Holdings, LLC.	NJ	08085		N/A
JPMorgan Chase & Co.	FL	33136		N/A
Carrington Mortgage Holdings, LLC.	PA	18944		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/10/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	No	No
Web	10/10/2013	Closed	Yes	Yes
Referral	10/31/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	10/10/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Phone	11/01/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with monetary relief	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

555798
556398
578117
585623
569400
570452
556747
557518
578071
570450
556805
556788
577314
570534
556815
570539
556836
577078
578177
570578
578190

Mortgage Complaints

Based on Consumer Complaints

10/30/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Other mortgage
11/11/2013	Mortgage	Conventional fixed mortgage
11/11/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Reverse mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Conventional fixed mortgage
11/11/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
11/11/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/24/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/30/2013	Mortgage	FHA mortgage
10/30/2013	Mortgage	Other mortgage
11/11/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	DE	19952		N/A
Bank of America	OH	43830		N/A
Ocwen	MS	39215		N/A
Nationstar Mortgage	TX	77084		N/A
EverBank	VA	23058		N/A
Ditech Financial LLC	NC	28027		N/A
Deval LLC	FL	33843	Older American	N/A
HSBC North America Holdings Inc.	TX	78662	Older American	N/A
Selene Finance	NY	11233		N/A
Wells Fargo & Company	CA	94523		N/A
Select Portfolio Servicing, Inc	FL	34230		N/A
PHH Mortgage	CA	95242	Older American	N/A
Servis One, Inc.	FL	33166		N/A
PHH Mortgage	PA	17901		N/A
Capital One	WA	98166		N/A
Select Portfolio Servicing, Inc	WA	98671		N/A
Nationstar Mortgage	MN	55803		N/A
Bank of America	IL	60020		N/A
Bank of America	CA	91335		N/A
Bank of America	MD	20769		N/A
Citibank	FL	33165		N/A
Bank of America	NJ	07030		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	11/05/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with monetary relief	Yes	Yes
Web	10/11/2013	Closed	Yes	No
Fax	10/11/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	Yes
Phone	10/11/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	Yes
Web	11/08/2013	Closed with explanation	Yes	Yes
Web	11/11/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Postal mail	10/25/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with non-monetary relief	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with monetary relief	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

578231

556899

557519

557526

590740

591276

556936

556938

578167

578296

593008

578305

577143

570716

591019

556993

570741

577207

570746

577210

577281

593077

Mortgage Complaints

Based on Consumer Complaints

10/10/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/05/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	FHA mortgage
10/25/2013	Mortgage	FHA mortgage
10/25/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Resurgent Capital Services L.P.	VA	22102		N/A
Dovenmuehle Mortgage Inc.	OR	97005		N/A
Ocwen	NJ	07102		N/A
Regional Trustee Services Corporation				N/A
Bank of America	KS	66502		N/A
Wells Fargo & Company	CA	92677		N/A
Citibank	NH	03466		N/A
Bank of America	TX	75056		N/A
Nationstar Mortgage	MO	63146		N/A
Ocwen	CA	91901		N/A
Bank of America	AZ	85209		N/A
Wells Fargo & Company	NY	11429		N/A
CIT Bank National Association	CA	90034		N/A
Ocwen	IL	61727		N/A
Regions Financial Corporation	GA	30507		N/A
Ditech Financial LLC	NC	28791		N/A
JPMorgan Chase & Co.	CA	93021		N/A
Seterus, Inc.	NV	89502	Older American	N/A
Bank of America	CT	06811		N/A
Bank of America	FL	34953		N/A
Wells Fargo & Company	NY	11210		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/18/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	Yes
Postal mail	11/05/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed	Yes	Yes
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed	Yes	No
Referral	10/25/2013	Closed with non-monetary relief	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

557329
585366
556698
586831
577227
593836
578406
571226
600615
572930
571160
572716
571290
557104
571418
600536
557121
600544
557110
571468
577274

Mortgage Complaints

Based on Consumer Complaints

11/15/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	Home equity loan or line of credit
10/25/2013	Mortgage	Conventional fixed mortgage
11/16/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Home equity loan or line of credit
11/12/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	FHA mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/30/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Other mortgage
11/16/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	TN	38125		N/A
Wells Fargo & Company	CA	92626		N/A
Residential Credit Solutions	FL	33149		N/A
Bank of America	MN	55329		N/A
EverBank	MA	02021		N/A
Ocwen	CT	06483		N/A
USAA Savings	VA	22301	Servicemember	N/A
Resurgent Capital Services L.P.	MI	48906		N/A
Ditech Financial LLC	CA	95627		N/A
SunTrust Banks, Inc.	FL	32801		N/A
Wells Fargo & Company	NC	28115		N/A
Citibank	NJ	07601		N/A
Draper and Kramer Mortgage Corp	IL	60441		N/A
Bank of America	CA	92501	Servicemember	N/A
Bank of America	OH	45242		N/A
JPMorgan Chase & Co.	NJ	08619		N/A
JPMorgan Chase & Co.	OH	44035	Older American	N/A
Wells Fargo & Company	OH	44134		N/A
Ditech Financial LLC	SC	29717		N/A
Select Portfolio Servicing, Inc	GA	30350		N/A
Nationstar Mortgage	IA	52049		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	11/21/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	Yes
Web	11/15/2013	Closed with non-monetary relief	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	Yes
Referral	11/18/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	Yes
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Referral	11/01/2013	Closed with explanation	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	Yes
Referral	10/31/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Referral	11/01/2013	Closed with explanation	Yes	Yes
Web	10/11/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

600560
557320
578481
557349
571443
601240
601241
572938
601245
557143
593825
578506
557012
585883
587378
578516
571469
578522
600695
577074
557178

Mortgage Complaints

Based on Consumer Complaints

10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Home equity loan or line of credit
11/05/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/16/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
11/16/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Capital One	CA	95020		N/A
Nationstar Mortgage	CA	92004		N/A
Ocwen	CA	92592		N/A
Wells Fargo & Company	CA	94564		N/A
Bank of America	IL	60478		N/A
Ocwen	CA	95118		N/A
Bank of America	CA	90706		N/A
JPMorgan Chase & Co.	CA	91361		N/A
Bank of America	CA	94536		N/A
JPMorgan Chase & Co.	GA	30041		N/A
Bank of America	NY	11209		N/A
HSBC North America Holdings Inc.	OH	43050		N/A
Residential Credit Solutions	OH	45204	Older American	N/A
Bank of America	CO	80206		N/A
Ditech Financial LLC	NC	28508		N/A
Bank of America	AK	99615	Servicemember	N/A
Wells Fargo & Company	CA	91401		N/A
Wells Fargo & Company	MO	63127		N/A
Nationstar Mortgage	CA	95608		N/A
Ditech Financial LLC	MT	59802		N/A
Citibank	NC	27235		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/07/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	Yes
Referral	11/01/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/04/2013	Closed with non-monetary relief	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Postal mail	11/05/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	No
Postal mail	11/13/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Phone	11/25/2013	Closed with explanation	No	No
Web	11/16/2013	Closed with explanation	Yes	Yes
Web	11/16/2013	Closed with explanation	Yes	Yes
Web	10/30/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with non-monetary relief	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	No
Web	11/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

578550
578555
578561
557189
578559
578568
578570
577309
585941
571534
593304
608085
607062
601374
601378
579209
556681
557271
581168
579243
601446

Mortgage Complaints

Based on Consumer Complaints

11/16/2013	Mortgage	Home equity loan or line of credit
11/05/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	FHA mortgage
10/25/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	FHA mortgage
10/10/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
11/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/11/2013	Mortgage	FHA mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/17/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Home equity loan or line of credit
11/05/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Home equity loan or line of credit
10/11/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Home equity loan or line of credit
11/17/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PNC Bank N.A.	NJ	07901		N/A
Standard Mortgage Corporation	LA	70808		N/A
Wells Fargo & Company	CA	90732		N/A
Citibank	MI	48382		N/A
Ditech Financial LLC	MI	48033	Older American	N/A
BB&T Financial	PA	19609		N/A
Total Mortgage Services LLC	FL	32828		N/A
Wells Fargo & Company	CA	95070		N/A
SunTrust Banks, Inc.	NC	27707		N/A
Bank of America	ME	04240		N/A
SunTrust Banks, Inc.	MA	01030		N/A
Select Portfolio Servicing, Inc	DC	20002		N/A
NVR Inc	FL	32703		N/A
JPMorgan Chase & Co.	FL	32025	Servicemember	N/A
M&T Bank Corporation	AZ	85029		N/A
Ditech Financial LLC	PA	15658		N/A
JPMorgan Chase & Co.	IL	60643		N/A
SunTrust Banks, Inc.	FL	33913		N/A
Ditech Financial LLC	OH	44646		N/A
Nationstar Mortgage	PA	18613		N/A
Santander Bank US	MA	01520	Older American,	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/16/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Phone	10/11/2013	Closed with explanation	Yes	Yes
Fax	10/29/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	No	Yes
Web	10/31/2013	Closed with explanation	Yes	No
Web	11/16/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	Yes
Web	11/17/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Web	11/17/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

601450
586021
557215
571146
579255
556664
579258
601487
557714
608203
558613
579299
601533
586086
586420
579111
608243
557951
608278
601588
601601

Mortgage Complaints

Based on Consumer Complaints

11/18/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/11/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Home equity loan or line of credit
11/18/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Home equity loan or line of credit
11/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Home equity loan or line of credit
11/05/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

			Servicemember	
Wells Fargo & Company	UT	84067		N/A
Bank of America	NJ	07109		N/A
Select Portfolio Servicing, Inc	CA	92111		N/A
Bank of America	CA	91724		N/A
Quicken Loans	NC	27703		N/A
Ditech Financial LLC	FL	33183	Older American, Servicemember	N/A
BankUnited	NJ	07003		N/A
PNC Bank N.A.	MI	48324		N/A
Nationstar Mortgage				N/A
HSBC North America Holdings Inc.	NY	11580		N/A
Ditech Financial LLC	IN	46304	Older American	N/A
BB&T Financial	UT	84660		N/A
JPMorgan Chase & Co.	NY	10901		N/A
Bank of America	TX	76039		N/A
Select Portfolio Servicing, Inc	MD	20772		N/A
JPMorgan Chase & Co.	CA	91331		N/A
Wells Fargo & Company	MI	49419		N/A
Bank of America	HI	96778		N/A
HSBC North America Holdings Inc.	NY	12518		N/A
First American Financial Corporation	AL	36265		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/17/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/17/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with non-monetary relief	Yes	No
Web	10/31/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	11/05/2013	Closed with explanation	Yes	No
Referral	10/11/2013	Closed with non-monetary relief	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	Yes
Referral	11/19/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Fax	11/19/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Postal mail	11/06/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

600753
602781
601615
558834
579396
602784
579405
557807
600735
601733
594207
557812
558651
594223
601637
586189
600728
601745
579462
586197

Mortgage Complaints

Based on Consumer Complaints

11/12/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	FHA mortgage
11/22/2013	Mortgage	FHA mortgage
10/18/2013	Mortgage	Home equity loan or line of credit
11/18/2013	Mortgage	FHA mortgage
10/11/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	FHA mortgage
11/22/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Second mortgage
11/18/2013	Mortgage	FHA mortgage
10/18/2013	Mortgage	Home equity loan or line of credit
11/12/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	AZ	85730		N/A
Select Portfolio Servicing, Inc	FL	33469		N/A
Ditech Financial LLC	FL	33409		N/A
Nationstar Mortgage	FL	32798		N/A
Bank of America	CA	92626		N/A
Servis One, Inc.	FL	32708		N/A
M&T Bank Corporation	NJ	08087		N/A
JPMorgan Chase & Co.	FL	33455	Older American	N/A
Wells Fargo & Company	RI	02895	Older American	N/A
Regions Financial Corporation	AL	36206		N/A
Bank of America	TN	37820		N/A
Bank of America	FL	32765		N/A
The Mortgage Specialists, Inc.	NH	03218		N/A
Ocwen	CT	06417		N/A
Wells Fargo & Company	WA	98025		N/A
Bank of America	AZ	85224		N/A
Bank of America	LA	70810		N/A
Wells Fargo & Company	PA	19148		N/A
Nationstar Mortgage	MI	48111		N/A
Mortgage Investors Corporation	OR	97030	Servicemember	N/A
Nationstar Mortgage	FL	32504		N/A
Wells Fargo & Company	VA	22314		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	Yes
Referral	11/06/2013	Closed with explanation	Yes	No
Phone	11/13/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Postal mail	10/11/2013	Closed	Yes	Yes
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed with explanation	Yes	Yes
Referral	02/07/2014	Closed with non-monetary relief	No	No
Web	11/12/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with monetary relief	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Phone	11/13/2013	Closed with explanation	Yes	No
Fax	11/22/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

593286
593241
571912
594270
609809
586236
608354
563125
601677
557913
571990
608439
586280
594327
563184
608462
563188
601728
564394
594342
608420
609857

Mortgage Complaints

Based on Consumer Complaints

11/05/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	FHA mortgage
10/11/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	VA mortgage
10/11/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	VA mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	FHA mortgage
10/31/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	MN	55407	N/A
Ocwen	VA	22630	N/A
Ditech Financial LLC	NC	28262	N/A
JPMorgan Chase & Co.	TX	78505	N/A
JPMorgan Chase & Co.	NJ	08087	N/A
M&T Bank Corporation	MD	21231	N/A
JPMorgan Chase & Co.	FL	33449	N/A
Real Time Resolutions	IL	60653	N/A
Ocwen	CA	92220	N/A
Wells Fargo & Company	AZ	85933	N/A
Bank of America	MI	48509	N/A
Wells Fargo & Company	CA	95833	N/A
Ocwen	NY	11420	N/A
Bank of America	FL	33936	N/A
Wells Fargo & Company	FL	33510	N/A
M&T Bank Corporation	PA	19464	N/A
JPMorgan Chase & Co.	CA	95006	N/A
Bank of America	WA	98036	N/A
JPMorgan Chase & Co.	IL	60202	N/A
Wells Fargo & Company	NC	27549	N/A
Navy FCU	CA	93535	N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	11/06/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	Yes
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed with explanation	Yes	Yes
Referral	10/29/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	No
Phone	11/22/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	No
Phone	11/06/2013	Closed with explanation	Yes	Yes
Phone	10/28/2013	Closed with monetary relief	Yes	No
Postal mail	11/20/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Phone	11/01/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

586287
562601
601763
563205
557963
608582
563401
557657
558762
563219
608431
571222
586329
601811
608453
579614
586349
571952
601158
594423
579631

Mortgage Complaints

Based on Consumer Complaints

10/25/2013	Mortgage	FHA mortgage
11/05/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	FHA mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/31/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Caliber Home Loans, Inc	CA	92532		N/A
Wells Fargo & Company	DE	19809		N/A
Seterus, Inc.	PA	19063		N/A
SunTrust Banks, Inc.	GA	30620		N/A
Ocwen	NJ	08723		N/A
Citibank	NY	11415		N/A
Ocwen	WI	54729		N/A
JPMorgan Chase & Co.	NC	28227		N/A
Bank of America	AL	99654		N/A
Bank of America	WI	53719	Older American	N/A
HSBC North America Holdings Inc.	NY	11003	Servicemember	N/A
GMFS LLC	FL	33881		N/A
Specialized Loan Servicing LLC	MA	02151		N/A
Nationstar Mortgage	CO	80916		N/A
Citibank	ME	04634		N/A
Round Point Mortgage	MI	48073		N/A
Bank of America	TN	38135	Older American	N/A
HSBC North America Holdings Inc.	SC	29330		N/A
PHH Mortgage	PA	19154		N/A
PNC Bank N.A.	WA	98122		N/A
Ocwen	AZ	85331	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/25/2013	Closed with explanation	Yes	No
Fax	11/06/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	No
Postal mail	11/06/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/06/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed	Yes	No
Postal mail	10/15/2013	Closed	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

571954
585288
594436
571962
601847
571179
586379
587056
587830
586362
586401
579681
558828
558805
608734
586633
578994
579669
572052
579033
601954

Mortgage Complaints

Based on Consumer Complaints

11/22/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/25/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Home equity loan or line of credit
11/22/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	95661		N/A
Bank of America	NY	11040		N/A
Citibank	TX	77044		N/A
Citibank	TN	38305		N/A
Bank of America	SC	29407		N/A
Banco Popular North America	FL	33064		N/A
Primary Residential Mortgage	RI	02889		N/A
Wells Fargo & Company	MI	48382		N/A
TD Bank US Holding Company	FL	32904		N/A
JPMorgan Chase & Co.	WA	98221		N/A
Citibank	CT	06095		N/A
JPMorgan Chase & Co.	PA	19460	Servicemember	N/A
Bank of America	MN	55374		N/A
Bank of America	CA	90027		N/A
Bank of America	MD	21136		N/A
PNC Bank N.A.	MD	21917		N/A
Nationstar Mortgage	PA	18020		N/A
PNC Bank N.A.	NY	10926		N/A
Specialized Loan Servicing LLC	NJ	08094		N/A
Bank of America	NJ	07420		N/A
Capital One	PA	19096		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	01/03/2014	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with monetary relief	Yes	Yes
Fax	11/20/2013	Closed with non-monetary relief	Yes	No
Web	11/04/2013	Closed with non-monetary relief	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	Yes
Postal mail	10/21/2013	Closed with explanation	Yes	No
Phone	11/04/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	11/25/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with non-monetary relief	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

608639
571159
586486
563442
572113
588900
593253
600633
578973
586389
563500
579875
602069
601123
609796
563615
608758
602075
602076
579892
563628

Mortgage Complaints

Based on Consumer Complaints

11/12/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	VA mortgage
11/22/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Home equity loan or line of credit
10/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/18/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	FHA mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
11/12/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Washington Federal	WA	98340		N/A
Loan Care	FL	32258	Servicemember	N/A
Wells Fargo & Company	MI	48239		N/A
M&T Bank Corporation	LA	70072		N/A
Ditech Financial LLC	CA	95020		N/A
PNC Bank N.A.	PA	15101		N/A
Nationstar Mortgage	WA	98109	Older American	N/A
Ditech Financial LLC	NY	11230		N/A
Select Portfolio Servicing, Inc	NM	87507		N/A
EverBank	IL	60617		N/A
Wells Fargo & Company	MD	21239		N/A
Wells Fargo & Company	FL	33009		N/A
Caliber Home Loans, Inc	FL	32801		N/A
Bank of America	AL	35754	Servicemember	N/A
Union Bank	CA	90047	Older American	N/A
Bank of America	OH	43211		N/A
Wells Fargo & Company	FL	33409		N/A
U.S. Bancorp	TX	78212		N/A
Ocwen	SC	29904		N/A
Nationstar Mortgage	CA	90069		N/A
HSBC North America Holdings Inc.	NJ	08610		N/A

Mortgage Complaints
Based on Consumer Complaints

Referral	11/13/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with non-monetary relief	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Fax	11/13/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	Yes
Web	11/05/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

594818
563527
608769
563597
602090
572206
579909
600648
572942
564356
602101
594956
601131
602106
593313
594829
600729
609825
579932
587077
593674

Mortgage Complaints

Based on Consumer Complaints

11/18/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	FHA mortgage
10/25/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Home equity loan or line of credit
10/18/2013	Mortgage	Home equity loan or line of credit
10/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/31/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	CT	06095		N/A
Ditech Financial LLC	AR	72102		N/A
Select Portfolio Servicing, Inc	MD	21227		N/A
Bank of America	GA	30340		N/A
Bank of America	CA	90069		N/A
Wells Fargo & Company	WA	98296		N/A
Ditech Financial LLC	FL	34769		N/A
Ocwen	AZ	85233		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Bank of America	NJ	07470		N/A
Nationstar Mortgage	AL	35160		N/A
M&T Bank Corporation	NY	12926		N/A
Wells Fargo & Company	CA	94509	Older American	N/A
Nationstar Mortgage	GA	30096		N/A
Citibank	CA	91977	Older American	N/A
EverBank	NY	11727		N/A
Bank of America	GA	30340		N/A
Bank of America	CA	91345		N/A
Synovus Bank	AL	36203		N/A
Wells Fargo & Company	CA	93636		N/A
Ocwen	IL	60466		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/18/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	10/28/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	Yes
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Fax	11/19/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	11/06/2013	Closed with explanation	Yes	No
Phone	11/04/2013	Closed with explanation	Yes	Yes
Phone	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Phone	11/20/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Postal mail	10/28/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed	Yes	No

Mortgage Complaints

Based on Consumer Complaints

600751
563579
571280
572259
593297
602145
572279
563612
600637
572306
586639
579921
563657
563667
602217
586681
571296
600710
579644
580069
579115

Mortgage Complaints

Based on Consumer Complaints

11/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/05/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Home equity loan or line of credit
11/05/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Other mortgage
10/26/2013	Mortgage	Conventional fixed mortgage
11/12/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	VA mortgage
10/19/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	CO	80444		N/A
Ocwen	VA	23954		N/A
Ocwen	MI	48301		N/A
Bank of America	CA	92673		N/A
Nationstar Mortgage	NC	28054		N/A
Resurgent Capital Services L.P.	FL	33409		N/A
Ocwen	MD	20841		N/A
Nationstar Mortgage	GA	30019		N/A
Ocwen	TX	76135		N/A
Bank of America	MD	20706		N/A
Specialized Loan Servicing LLC	CA	91367		N/A
Wells Fargo & Company	AZ	85226		N/A
American Equity Mortgage, Inc.	MD	21209		N/A
Ocwen	FL	33156	Servicemember	N/A
Nationstar Mortgage	CA	92782		N/A
PNC Bank N.A.	MD	20659		N/A
Five Lakes Agency	CA	90266		N/A
Bank of America	AZ	85006	Older American	N/A
Bank of America	TX	79908	Servicemember	N/A
Ocwen	VA	22304		N/A
Bank of America	NY	11530		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/14/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed	Yes	No
Fax	11/25/2013	Closed with non-monetary relief	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Fax	11/06/2013	Closed with non-monetary relief	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

593688
585323
580091
563728
602183
562589
585265
563783
563746
602286
579823
609005
602330
602331
563793
579104
573016
594929
563819
563821
587175

Mortgage Complaints

Based on Consumer Complaints

11/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/26/2013	Mortgage	VA mortgage
10/26/2013	Mortgage	Conventional fixed mortgage
10/26/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
10/26/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
10/26/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	FHA mortgage
10/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/06/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/26/2013	Mortgage	Home equity loan or line of credit
11/06/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	VA mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Capital One	CA	93657		N/A
JPMorgan Chase & Co.	SC	29803		N/A
Wells Fargo & Company	MA	01604		N/A
Bank of America	GA	30621		N/A
United Shore Financial Services, LLC	CO	80402		N/A
Bank of America	NY	12455		N/A
EverBank	FL	33595		N/A
M&T Bank Corporation	CT	06516		N/A
Ditech Financial LLC	CA	95966		N/A
Bank of America	TX	75134	Older American	N/A
Wells Fargo & Company	TX	79936		N/A
Wells Fargo & Company	MD	20707	Older American	N/A
JPMorgan Chase & Co.	CO	80108		N/A
U.S. Bancorp	AR	72802		N/A
BancorpSouth Bank	MS	39530		N/A
PNC Bank N.A.	OH	43611		N/A
JPMorgan Chase & Co.	FL	33026		N/A
Citizens Financial Group, Inc.	PA	19138	Older American	N/A
BankUnited	CA	92596		N/A
Wells Fargo & Company	MD	20623	Servicemember	N/A
Nationstar Mortgage	FL	33308		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/18/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Phone	11/04/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with non-monetary relief	Yes	No
Web	11/19/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	10/26/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

587422
572501
571302
571143
587435
572503
602386
602690
572528
609860
587484
580285
600741
572552
587493
602432
572565
572572
587513
587515
595606

Mortgage Complaints

Based on Consumer Complaints

11/22/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	FHA mortgage
10/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/19/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/19/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
10/27/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/27/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/27/2013	Mortgage	FHA mortgage
10/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/22/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	OH	43203		N/A
Wells Fargo & Company	NV	89084	Older American	N/A
Regions Financial Corporation	NC	27518		N/A
Bank of America	AL	36522		N/A
Bank of America	PA	19129		N/A
SunTrust Banks, Inc.	OR	97321		N/A
Citibank	NY	11764		N/A
Wells Fargo & Company	CA	90069		N/A
Wells Fargo & Company	NY	11967		N/A
Bank of America	WA	98390		N/A
JPMorgan Chase & Co.	WA	98339		N/A
Citizens Financial Group, Inc.	VA	20176		N/A
Nationstar Mortgage	MI	48073		N/A
Ditech Financial LLC	MI	48237		N/A
Specialized Loan Servicing LLC	CA	91011		N/A
Ditech Financial LLC	CO	80517		N/A
Nationstar Mortgage	MS	38654		N/A
Nationstar Mortgage	GA	30349		N/A
JPMorgan Chase & Co.	NJ	08012		N/A
SunTrust Banks, Inc.	FL	34209		N/A
PNC Bank N.A.	IL	61010		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/22/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with non-monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed with explanation	Yes	No
Phone	11/19/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

609182
600815
609183
563932
595595
572598
563947
609823
595637
562505
563968
602488
609208
572611
563976
572618
563977
572629
563990
609817
602516

Mortgage Complaints

Based on Consumer Complaints

11/13/2013	Mortgage	Reverse mortgage
11/18/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Home equity loan or line of credit
10/20/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Home equity loan or line of credit
10/20/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	FHA mortgage
10/20/2013	Mortgage	Conventional fixed mortgage
10/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/27/2013	Mortgage	Reverse mortgage
10/27/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	FHA mortgage
10/27/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

CIT Bank National Association	MA	02038		N/A
Citibank	AK	72714		N/A
Wells Fargo & Company	CA	93401		N/A
Bank of America	AZ	85281		N/A
Ditech Financial LLC	TX	77572		N/A
JPMorgan Chase & Co.	NY	11566	Older American	N/A
JPMorgan Chase & Co.	FL	33324	Older American	N/A
Ocwen	GA	30906		N/A
Citibank	MA	01510		N/A
Select Portfolio Servicing, Inc	OH	45840		N/A
Bank of America	NV	89141		N/A
Citibank	TX	76063	Older American	N/A
Specialized Loan Servicing LLC	WA	98407		N/A
Nationstar Mortgage	CA	94565		N/A
Reverse Mortgage Solutions	TX	77386		N/A
Citibank	DC	20024		N/A
W.J. Bradley Mortgage	NV	89110	Older American	N/A
Bank of America	NY	11415		N/A
M&T Bank Corporation	CA	91204		N/A
Ocwen	NC	28213		N/A
PNC Bank N.A.	VA	23059	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/12/2013	Closed with explanation	No	Yes
Postal mail	11/19/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	10/28/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed	Yes	No
Web	10/27/2013	Closed with monetary relief	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

595589
602533
595687
595126
609258
564013
602550
564023
564024
564027
610267
564035
571227
572680
572683
572685
564055
572691
595746
564082
595748

Mortgage Complaints

Based on Consumer Complaints

11/13/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Home equity loan or line of credit
11/13/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	Other mortgage
11/23/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Other mortgage
11/23/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CO	80109		N/A
Nationstar Mortgage	FL	33196		N/A
Bank of America	NC	27401		N/A
Nationstar Mortgage	NY	14445		N/A
Specialized Loan Servicing LLC	FL	33173		N/A
Nationstar Mortgage	IL	60123		N/A
Ditech Financial LLC	NY	11727		N/A
NVR Inc	NJ	07702		N/A
Bank of America	WA	98118		N/A
Bank of America	FL	33474		N/A
HSBC North America Holdings Inc.	NH	03220		N/A
Nationstar Mortgage	AR	72223		N/A
PNC Bank N.A.	NJ	07432		N/A
Wells Fargo & Company	CA	90240		N/A
JPMorgan Chase & Co.	AZ	85658	Older American	N/A
PHH Mortgage	AR	71646		N/A
SunTrust Banks, Inc.	FL	32707		N/A
Ocwen	TN	37115	Servicemember	N/A
Ditech Financial LLC	PA	18324		N/A
TD Bank US Holding Company	ME	04401		N/A
Wells Fargo & Company	CA	93101		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/18/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No
Referral	11/15/2013	Closed with explanation	Yes	Yes
Referral	03/26/2014	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with non-monetary relief	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with explanation	Yes	No
Postal mail	11/08/2013	Closed with non-monetary relief	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

595176
595756
595758
595760
595147
609359
595764
602623
564115
564118
596126
564576
596076
609428
564529
596133
565575
565401
564595
587321
609824

Mortgage Complaints

Based on Consumer Complaints

11/23/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
11/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Home equity loan or line of credit
11/18/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	FHA mortgage
11/23/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
11/23/2013	Mortgage	Home equity loan or line of credit
11/19/2013	Mortgage	VA mortgage
11/23/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	TX	77084		N/A
Quicken Loans	WA	99207		N/A
Ocwen	CA	95948		N/A
Wells Fargo & Company	AZ	85053		N/A
BB&T Financial	NC	28227		N/A
Bank of America	CA	94510	Older American	N/A
M&T Bank Corporation	CT	06812		N/A
HSBC North America Holdings Inc.	OH	45212		N/A
Select Portfolio Servicing, Inc	UT	84003		N/A
Cobalt Mortgage	AZ	85044		N/A
Wells Fargo & Company	CA	92655		N/A
Ocwen	AR	72120		N/A
Dovenmuehle Mortgage Inc.	NJ	07740		N/A
Caliber Home Loans, Inc	DC	20009		N/A
HSBC North America Holdings Inc.	WI	54115		N/A
Mann Mortgage, LLC	CA	92509	Servicemember	N/A
Wells Fargo & Company	CA	92673		N/A
Ditech Financial LLC	DC	20015		N/A
Nationstar Mortgage	CA	91101		N/A
Bank of America	NC	28303		N/A
Citizens Financial Group, Inc.	MD	20901		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/22/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	11/06/2013	Closed with explanation	Yes	No
Web	11/23/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/23/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Web	11/23/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with monetary relief	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

609822
600692
564623
610093
601137
602730
602735
587821
602744
587832
609512
603287
565384
564669
609556
603331
609575
603345
564710
565772
603361

Mortgage Complaints

Based on Consumer Complaints

11/23/2013	Mortgage	FHA mortgage
11/19/2013	Mortgage	FHA mortgage
10/21/2013	Mortgage	Other mortgage
11/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/21/2013	Mortgage	FHA mortgage
11/24/2013	Mortgage	FHA mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	VA mortgage
11/24/2013	Mortgage	Conventional fixed mortgage
11/24/2013	Mortgage	Conventional fixed mortgage
11/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/24/2013	Mortgage	Conventional fixed mortgage
11/24/2013	Mortgage	Reverse mortgage
10/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/21/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	FHA mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	FL	33054		N/A
Wells Fargo & Company	MN	55303		N/A
Bank of America	FL	33040		N/A
Wells Fargo & Company	GA	30189		N/A
CIT Bank National Association	CA	95020		N/A
HSBC North America Holdings Inc.	MD	20720	Older American	N/A
U.S. Bancorp	CA	92530		N/A
Ocwen	UT	84104		N/A
U.S. Bancorp	VA	20155	Servicemember	N/A
Ocwen	OK	73003	Older American	N/A
U.S. Bancorp	ME	04648		N/A
JPMorgan Chase & Co.	FL	33029		N/A
Nationstar Mortgage	CA	95127	Older American	N/A
CIT Bank National Association	MD	20743	Older American	N/A
Ocwen	CA	92592		N/A
Ocwen	TX	77073		N/A
The Huntington National Bank	GA	30223	Older American	N/A
Ocwen	NC	27610	Servicemember	N/A
BB&T Financial	FL	33810		N/A
Bank of America	NJ	07726		N/A
JPMorgan Chase & Co.	LA	70006		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/23/2013	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
Referral	10/23/2013	Closed with explanation	Yes	Yes
Web	11/23/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	11/24/2013	Closed with explanation	Yes	No
Web	11/24/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/24/2013	Closed with explanation	Yes	No
Web	11/24/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Phone	11/25/2013	Closed with explanation	Yes	Yes
Referral	10/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

610232
603376
565515
609608
609616
564753
609645
564779
565038
609875
609659
609729
609695
609701
564847
564863
610392
564930
610403
564544
564532

Mortgage Complaints

Based on Consumer Complaints

10/21/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/22/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	FHA mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/22/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/22/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/21/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Home equity loan or line of credit
10/22/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of Hawaii	HI	96706	Older American	N/A
JPMorgan Chase & Co.	CO	80011		N/A
Nationstar Mortgage	TX	79606	Servicemember	N/A
Plaza Home Mortgage	MI	48162		N/A
Wells Fargo & Company	NC	27282		N/A
Select Portfolio Servicing, Inc	CA	90247		N/A
Planet Home Lending, LLC	AL	36117	Older American, Servicemember	N/A
Wells Fargo & Company	GA	31558		N/A
Bank of America	CT	06405		N/A
Nationstar Mortgage	MI	48187		N/A
Wells Fargo & Company	CA	91711		N/A
Ocwen	OH	44310		N/A
Bank of America	FL	33972		N/A
Ditech Financial LLC	OH	44234		N/A
Nationstar Mortgage	FL	33020	Older American, Servicemember	N/A
Citibank	CA	90067		N/A
JPMorgan Chase & Co.	PA	16066		N/A
Nationstar Mortgage	TN	37174		N/A
Bank of America	FL	32725		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/23/2013	Closed with monetary relief	Yes	Yes
Web	10/22/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with non-monetary relief	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Fax	10/22/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Phone	10/22/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

565523
565032
565809
565628
565826
565139
565145
565860
565862
565767
565696
565898
565320
565346
566265
566042
565678
566161
566247

Mortgage Complaints

Based on Consumer Complaints

10/22/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/22/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Home equity loan or line of credit
10/28/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	FHA mortgage
10/22/2013	Mortgage	Reverse mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/31/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33168		N/A
JPMorgan Chase & Co.	DE	19973		N/A
Budget Mortgage Corp.	CA	91109		N/A
Nationstar Mortgage	MD	20853		N/A
Wells Fargo & Company	CA	95204		N/A
Specialized Loan Servicing LLC	VA	23323		N/A
Citibank	FL	33064		N/A
Ditech Financial LLC	MD	20746		N/A
Nationstar Mortgage	TX	79407	Older American	N/A
Bank of America	MA	01702		N/A
Pulte Mortgage	VA	22314		N/A
Wells Fargo & Company	IN	46375		N/A
Wells Fargo & Company	TX	79924		N/A
Nationstar Mortgage	TX	78617	Older American	N/A
Wells Fargo & Company	VA	22101		N/A
Ocwen	CO	80125		N/A
HSBC North America Holdings Inc.	NJ	08830		N/A
JPMorgan Chase & Co.	CA	90019		N/A
Specialized Loan Servicing LLC	CA	90065		N/A
Bank of America	CA	92627		N/A
Bank of America	CA	90065		N/A
JPMorgan Chase & Co.	MO	63114		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	10/22/2013	Closed with explanation	Yes	No
Phone	10/23/2013	Closed with explanation	Yes	No
Postal mail	10/30/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed	Yes	No
Referral	10/28/2013	Closed with non-monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Phone	11/04/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	Yes
Phone	10/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Phone	10/23/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	Yes
Referral	11/04/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with non-monetary relief	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

566282
566363
567282
573254
565673
573066
573412
573287
580386
565652
573366
566622
566668
566683
603408
566685
580449
566857
603504
603494
603506
573319

Mortgage Complaints

Based on Consumer Complaints

11/19/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/28/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	OR	97102		N/A
Cobalt Mortgage	WA	98312		N/A
Wells Fargo & Company	AZ	85262		N/A
JPMorgan Chase & Co.	MH	03467	Older American	N/A
Wells Fargo & Company	CO	80013		N/A
Wells Fargo & Company	VA	22801		N/A
Bank of America	NV	89052		N/A
Nationstar Mortgage	AZ	86005		N/A
U.S. Bancorp	RI	02919		N/A
Select Portfolio Servicing, Inc	GA	30317		N/A
Ocwen	IL	60542		N/A
Wells Fargo & Company	MO	64030		N/A
Ocwen	NJ	08520		N/A
Ocwen	OR	97070		N/A
Bank of America	MI	48240		N/A
Ocwen	TN	38106		N/A
Comerica	MI	48080		N/A
TD Bank US Holding Company				N/A
U.S. Bancorp	NJ	07104		N/A
Fifth Third Financial Corporation	NY	11530		N/A
JPMorgan Chase & Co.	NC	55058		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/21/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	No	Yes
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with non-monetary relief	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	Yes
Referral	10/23/2013	Closed with explanation	Yes	No
Postal mail	11/14/2013	Closed with monetary relief	Yes	Yes
Referral	10/23/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with monetary relief	Yes	Yes
Referral	11/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

603542
603564
580855
581226
567132
595819
596079
595825
603508
596176
581253
602846
603518
573570
573841
580898
567215
595854
566790
566798
596246

Mortgage Complaints

Based on Consumer Complaints

10/28/2013	Mortgage	FHA mortgage
11/01/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	VA mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	FHA mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	VA mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	FHA mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/28/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	MD	21093		N/A
Astoria Bank	NY	11373		N/A
JPMorgan Chase & Co.	TX	77382	Servicemember	N/A
Ditech Financial LLC	NC	27705		N/A
U.S. Bancorp	OH	44143		N/A
Wells Fargo & Company	TN	37411		N/A
Freedom Mortgage	CA	92058		N/A
Synovus Bank	NJ	08820	Older American	N/A
Ocwen	TX	76034		N/A
JPMorgan Chase & Co.				N/A
Ditech Financial LLC	NC	28445		N/A
Bank of America				N/A
Ocwen	CA	92660		N/A
Plaza Home Mortgage	NY	11798	Older American	N/A
Bank of America	IA	50401		N/A
PNC Bank N.A.	MD	21403		N/A
Select Portfolio Servicing, Inc	WA	98133		N/A
Bank of America	NH	03055		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Bank of America	GA	39845		N/A
Ditech Financial LLC	CA	92530		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/28/2013	Closed with explanation	Yes	No
Referral	11/01/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with non-monetary relief	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Postal mail	10/28/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	No
Fax	10/28/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/14/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes
Referral	10/29/2013	Closed with explanation	Yes	No
Fax	11/14/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

573058
582888
603635
603641
566858
573680
566879
573693
582726
573720
581023
581024
595970
566918
581027
581028
595994
573748
595099
595999
597073

Mortgage Complaints

Based on Consumer Complaints

10/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Reverse mortgage
10/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/22/2013	Mortgage	Home equity loan or line of credit
10/28/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	VA mortgage
10/28/2013	Mortgage	FHA mortgage
10/28/2013	Mortgage	Home equity loan or line of credit
11/19/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/22/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	NY	10458		N/A
JPMorgan Chase & Co.	ID	83647		N/A
Nationstar Mortgage	NY	11230		N/A
Ocwen	PA	18015		N/A
Ditech Financial LLC	PA	19464		N/A
Nationstar Mortgage	CA	95451	Older American	N/A
Residential Credit Solutions	CA	93550		N/A
Ocwen	TX	77459		N/A
Bank of America	PA	17603		N/A
Ditech Financial LLC	CA	95136		N/A
PHH Mortgage	VA	23320		N/A
Select Portfolio Servicing, Inc	FL	33596		N/A
PHH Mortgage	MD	21220		N/A
Citibank	GA	30041		N/A
Nationstar Mortgage	MN	55128		N/A
Ocwen	MI	49045	Servicemember	N/A
Bank of America	FL	33178		N/A
Carrington Mortgage Holdings, LLC.	FL	33907		N/A
Wells Fargo & Company	FL	32750		N/A
Wells Fargo & Company	NY	10014		N/A
Wells Fargo & Company	CA	90047	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	10/23/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Referral	10/28/2013	Closed with non-monetary relief	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with monetary relief	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes
Web	11/06/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Referral	11/14/2013	Closed with explanation	Yes	Yes
Postal mail	12/04/2013	Closed with explanation	Yes	Yes
Fax	11/25/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

566954
596013
573041
574019
596015
580904
566966
566970
573194
580910
567556
580928
595964
574600
573826
602960
610413
567025
596820
602800
611771

Mortgage Complaints

Based on Consumer Complaints

11/19/2013	Mortgage	FHA mortgage
11/19/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	FHA mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	FHA mortgage
11/01/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/28/2013	Mortgage	FHA mortgage
11/01/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	FHA mortgage
11/01/2013	Mortgage	VA mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Selene Finance	MD	20724		N/A
Ocwen	FL	34677		N/A
Bank of America	MA	02324		N/A
Nationstar Mortgage	OR	97007		N/A
Navy FCU	TX	78701	Older American	N/A
Wells Fargo & Company	NY	11727		N/A
CountryPlace Acceptance Corporation	TX	78734		N/A
M&T Bank Corporation	FL	32908		N/A
Bank of America	AZ	86403	Older American	N/A
Citibank	NY	11786		N/A
Wells Fargo & Company	TX	77069		N/A
Ocwen	NY	10469	Older American	N/A
Bank of America	GA	30135		N/A
Banco Popular North America	FL	32810		N/A
Planet Home Lending, LLC	NY	14519		N/A
Caliber Home Loans, Inc	GA	30087		N/A
Ocwen	NC	27405		N/A
Ocwen				N/A
SunTrust Banks, Inc.	GA	30326		N/A
Nationstar Mortgage	OR	97007		N/A
Citibank	MI	49203		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/19/2013	Closed with explanation	Yes	No
Postal mail	11/20/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	Yes
Referral	11/19/2013	Closed with explanation	Yes	Yes
Postal mail	11/25/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed	Yes	No
Phone	11/04/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Referral	11/04/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed with explanation	Yes	No
Phone	11/20/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

603898
602921
567065
596119
595309
610455
610501
581504
610508
581507
573918
610521
573940
581010
610543
596181
604011
574015
581128
581570
611790

Mortgage Complaints

Based on Consumer Complaints

10/28/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	PA	19118		N/A
Wells Fargo & Company	CA	92590		N/A
JPMorgan Chase & Co.	IL	60651		N/A
Wells Fargo & Company	NY	11101		N/A
Servis One, Inc.	GA	30355		N/A
JPMorgan Chase & Co.	FL	33030		N/A
Ocwen	OK	73110		N/A
Bank of America	CA	93535		N/A
JPMorgan Chase & Co.	FL	33068	Older American	N/A
Citizens Financial Group, Inc.	VT	05060		N/A
Bank of America	GA	30040		N/A
Selene Finance	PA	19032		N/A
Seterus, Inc.	FL	32218		N/A
HSBC North America Holdings Inc.	PA	15084		N/A
Wells Fargo & Company	CA	95827	Older American	N/A
Ditech Financial LLC	MD	21061		N/A
JPMorgan Chase & Co.	CA	92131		N/A
Wells Fargo & Company	IL	60426	Older American	N/A
JPMorgan Chase & Co.	MD	20841		N/A
Residential Credit Solutions	NC	28461	Older American	N/A
Ditech Financial LLC	FL	32317		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/28/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	Yes
Phone	10/28/2013	Closed with explanation	Yes	No
Phone	11/25/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	Yes
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

574046
565708
604061
604063
580950
603681
581610
573184
574075
610654
602873
583181
596305
604116
567819
567820
595541
567836
567846
595260
567873

Mortgage Complaints

Based on Consumer Complaints

11/19/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	FHA mortgage
11/19/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	FHA mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/06/2013	Mortgage	VA mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/06/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	LA	70835	N/A
Nationstar Mortgage	CA	95694	N/A
Bank of America	WI	54529	N/A
Bank of America	CA	95123	N/A
Wells Fargo & Company	GA	30080	N/A
Wells Fargo & Company	VA	23059	N/A
Citibank	AR	72802	N/A
Ocwen	FL	33176	N/A
Nationstar Mortgage	MI	48382	N/A
Nationstar Mortgage	TX	78759	N/A
Bank of America	NV	89081	N/A
HSBC North America Holdings Inc.	NY	14612	N/A
Bank of America	DE	19963	N/A
BB&T Financial	MD	21205	N/A
NVR Inc	MD	20759	N/A
Bank of America	AK	99577	N/A
Resurgent Capital Services L.P.	MD	20882	N/A
Wells Fargo & Company	NE	68803	N/A
Wells Fargo & Company	CA	94002	N/A
U.S. Bancorp	MI	48888	N/A
Ocwen	VA	20171	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/25/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with non-monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with non-monetary relief	Yes	No
Postal mail	11/05/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Web	11/06/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Fax	11/13/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

602911
567879
604182
567893
574202
604200
604463
568019
580771
581709
574224
567926
574245
567948
573180
588005
567979
580854
604295
588021
580780

Mortgage Complaints

Based on Consumer Complaints

11/01/2013	Mortgage	VA mortgage
11/25/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Reverse mortgage
11/13/2013	Mortgage	FHA mortgage
12/02/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Home equity loan or line of credit
11/13/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Home equity loan or line of credit
10/28/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Residential Credit Solutions	TX	75007	Servicemember	N/A
JPMorgan Chase & Co.	CA	95376		N/A
Select Portfolio Servicing, Inc	GA	30168		N/A
Nationstar Mortgage	TX	77026	Older American	N/A
Bank of America	CA	93539	Older American	N/A
Selene Finance	TX	75007		N/A
Wells Fargo & Company				N/A
Nationstar Mortgage	NJ	08033		N/A
American Advisors Group	CT	06759		N/A
Wells Fargo & Company	WI	54313		N/A
Wells Fargo & Company	FL	32824		N/A
M&T Bank Corporation	KS	66204		N/A
JPMorgan Chase & Co.	NY	11704		N/A
Nationstar Mortgage	MI	48021		N/A
Carrington Mortgage Holdings, LLC.	OH	43228	Older American	N/A
Wells Fargo & Company	CO	80517		N/A
BBVA Compass	TX	75044		N/A
Ditech Financial LLC	CA	90503		N/A
JPMorgan Chase & Co.	NJ	08302		N/A
BankUnited	FL	33135		N/A
Bank of America	FL	33880		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/01/2013	Closed with explanation	No	Yes
Referral	11/26/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	No
Phone	11/20/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	Yes
Postal mail	10/29/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	11/15/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with non-monetary relief	Yes	No
Web	11/06/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

581501
610893
588515
602837
588466
596506
588455
574599
604315
596530
617632
596977
568047
568055
587365
588317
604694
596937
604149
573162
568273

Mortgage Complaints

Based on Consumer Complaints

11/13/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Other mortgage
12/02/2013	Mortgage	FHA mortgage
11/06/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	FHA mortgage
12/02/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	FHA mortgage
11/06/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/25/2013	Mortgage	Home equity loan or line of credit
11/01/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/25/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	FHA mortgage
10/28/2013	Mortgage	Other mortgage
12/02/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Reverse mortgage
11/01/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	77377		N/A
HSBC North America Holdings Inc.	OH	45247		N/A
JPMorgan Chase & Co.	RI	02886	Older American	N/A
Bank of America	CT	06851		N/A
Nationstar Mortgage	NV	89011		N/A
Bank of America	CA	92586		N/A
Nationwide Biweekly Administration, Inc	MN	55343		N/A
Citibank	CO	80108		N/A
JPMorgan Chase & Co.	CA	94539		N/A
JPMorgan Chase & Co.	IL	60644	Older American	N/A
Ocwen	FL	34223	Older American	N/A
BB&T Financial	MD	20725		N/A
Wells Fargo & Company	NC	28027		N/A
Wells Fargo & Company	CA	92262		N/A
Citizens Financial Group, Inc.	MI	48009		N/A
PNC Bank N.A.	OH	43207		N/A
Ocwen	GA	30189		N/A
PNC Bank N.A.	CA	92677		N/A
James B. Nutter & Company	VA	23936		N/A
BankUnited	NJ	07755		N/A
New York Community Bank	CA	93101		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/13/2013	Closed with non-monetary relief	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Referral	12/13/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Phone	11/27/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Postal mail	11/05/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with non-monetary relief	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	Yes
Fax	12/03/2013	Closed with non-monetary relief	Yes	Yes
Referral	10/29/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

596571
611061
618173
588369
596607
617707
604456
602863
588922
604482
611041
582933
588417
581909
611068
596668
574521
616977
574525
582943
574528

Mortgage Complaints

Based on Consumer Complaints

11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/28/2013	Mortgage	Home equity loan or line of credit
11/19/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/25/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/29/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/29/2013	Mortgage	VA mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/29/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	95116		N/A
U.S. Bancorp	IA	50131		N/A
PHH Mortgage	NY	12212		N/A
Ditech Financial LLC	TX	78250		N/A
FCI Lender Services Inc.	MI	48081	Older American	N/A
Bank of America	NJ	07305	Older American	N/A
Bank of America	CO	80130		N/A
Bank of America	TX	76036		N/A
Bank of America	GA	30297		N/A
Ocwen	ND	58104		N/A
Wells Fargo & Company	PA	19083		N/A
Ocwen	FL	34117		N/A
U.S. Bancorp	OH	45231		N/A
HSBC North America Holdings Inc.	NY	14211		N/A
Specialized Loan Servicing LLC	CA	90275		N/A
PNC Bank N.A.	WI	53132		N/A
Nationstar Mortgage	CA	94121		N/A
USAA Savings	UT	84025	Servicemember	N/A
Fay Servicing, LLC	NJ	08857		N/A
First American Financial Corporation				N/A
Ocwen	NJ	07801		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/01/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed with non-monetary relief	Yes	No
Referral	10/29/2013	Closed with non-monetary relief	Yes	No
Fax	11/07/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	No	
Web	11/19/2013	Closed	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

581090
574537
604553
617793
611108
573105
574553
611125
596728
575147
587318
581964
575079
611164
604094
604676
575219
575239
575242
574923
588580

Mortgage Complaints

Based on Consumer Complaints

11/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/29/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	FHA mortgage
12/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/02/2013	Mortgage	FHA mortgage
11/20/2013	Mortgage	VA mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	VA	23185		N/A
JPMorgan Chase & Co.	CA	92024		N/A
Citibank	PA	15146	Older American	N/A
Wells Fargo & Company	PA	19050		N/A
Bank of America	IN	47390		N/A
Bank of America	NY	12144		N/A
Ditech Financial LLC	FL	32533		N/A
JPMorgan Chase & Co.	NY	11694		N/A
Citibank	PA	15613		N/A
Nationstar Mortgage	FL	34428		N/A
Ditech Financial LLC	NJ	08831		N/A
PennyMac Loan Services, LLC	TX	77503		N/A
Bank of America	IL	60619		N/A
Nationstar Mortgage	VA	22025		N/A
BB&T Financial	NC	28027		N/A
Wells Fargo & Company	VA	22405		N/A
Round Point Mortgage	MD	20816		N/A
Bank of America	WA	98056	Older American	N/A
Bank of America	GA	30349		N/A
Ocwen	CA	90023	Older American	N/A
Bank of America	FL	33158		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/06/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with monetary relief	Yes	No
Phone	11/27/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Phone	11/27/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	Yes
Referral	11/26/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

588582
596814
611046
596839
574929
595559
612117
611218
611269
604827
575300
598050
605178
618229
618499
605385
605393
617994
605402
580982
611435

Mortgage Complaints

Based on Consumer Complaints

10/29/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	FHA mortgage
12/02/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/25/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	MN	55350		N/A
Bank of America	SC	29707		N/A
Bank of America	MO	63112		N/A
JPMorgan Chase & Co.	CA	91362		N/A
Bank of America	FL	33023		N/A
Nationstar Mortgage	CA	90035		N/A
Specialized Loan Servicing LLC	CA	95003	Older American	N/A
Bank of America	OH	44425		N/A
Specialized Loan Servicing LLC	NJ	08053		N/A
Ocwen	NY	10598	Servicemember	N/A
Capital One	NY	10028		N/A
Select Portfolio Servicing, Inc	CA	92084		N/A
Bank of America	KY	40906		N/A
JPMorgan Chase & Co.	MI	49251		N/A
EverBank	FL	32792	Servicemember	N/A
Wells Fargo & Company	KY	41001	Older American	N/A
JPMorgan Chase & Co.	WA	98037		N/A
Bank of America	PA	19046	Older American	N/A
Wells Fargo & Company	CA	91311		N/A
Seterus, Inc.	CO	80905	Older American	N/A
Santander Bank US	MA	02189		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	10/29/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Postal mail	10/29/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Referral	11/22/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with monetary relief	Yes	No
Web	11/25/2013	Closed with explanation	Yes	Yes
Web	11/06/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	Yes
Phone	11/08/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

575386
575393
574926
611718
576741
617830
604781
605291
618172
575421
605849
611393
588756
611397
604884
604823
597008
587206
582150
595303
580779

Mortgage Complaints

Based on Consumer Complaints

11/20/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/01/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	VA mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/06/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	TX	75067		N/A
PNC Bank N.A.	CA	92653		N/A
Select Portfolio Servicing, Inc	CA	92115	Older American	N/A
Select Portfolio Servicing, Inc	WA	98012		N/A
Ditech Financial LLC	NC	28027	Servicemember	N/A
JPMorgan Chase & Co.	CA	92626		N/A
Wells Fargo & Company	PA	15216	Servicemember	N/A
Nationstar Mortgage	PA	15108		N/A
Select Portfolio Servicing, Inc	MI	49272		N/A
Stonegate Mortgage Corporation	PA	19027		N/A
Wells Fargo & Company	NV	89146		N/A
Nationstar Mortgage	NJ	07712		N/A
Wells Fargo & Company	CA	92626		N/A
Ditech Financial LLC	FL	33173		N/A
Ocwen				N/A
Bank of America	OK	73080		N/A
Bank of America	AZ	85284		N/A
HSBC North America Holdings Inc.	NC	27406		N/A
Specialized Loan Servicing LLC	CA	91762	Servicemember	N/A
Wells Fargo & Company	CA	91710		N/A
Ocwen	CA	95112		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/20/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Postal mail	12/03/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	Yes
Phone	11/26/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with non-monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

605467
595540
618159
582177
611694
597304
611477
618698
598123
588860
588707
589130
597307
589009
589059
589414
598150
610574
589419
598153
589058

Mortgage Complaints

Based on Consumer Complaints

11/14/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Home equity loan or line of credit
11/07/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	VA mortgage
11/20/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	VA mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/25/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Home equity loan or line of credit
11/01/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	NC	28269		N/A
JPMorgan Chase & Co.	FL	34209		N/A
Bank of America	AZ	85303		N/A
Select Portfolio Servicing, Inc	CA	94536		N/A
Bank of America	IL	60618		N/A
U.S. Bancorp	NV	89139		N/A
Flagstar Bank	OR	97424		N/A
Ditech Financial LLC	KY	40241		N/A
Arvest Bank	CA	94526	Older American	N/A
Bank of America	NC	28376	Servicemember	N/A
Ocwen	WI	53590	Servicemember	N/A
JPMorgan Chase & Co.	CA	90660		N/A
Santander Bank US	MA	01009		N/A
Regions Financial Corporation	FL	34145		N/A
Flagstar Bank	GA	30044		N/A
Flagstar Bank	FL	33510		N/A
Crescent Mortgage	NH	03848		N/A
Wells Fargo & Company	IL	60184		N/A
Ditech Financial LLC	SC	29680		N/A
Wells Fargo & Company	NJ	07068		N/A
Ditech Financial LLC	TX	75169		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	No	
Web	12/03/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	Yes
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	Yes
Phone	12/03/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with non-monetary relief	Yes	No
Phone	11/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

600614
589434
618740
589438
620018
589453
611534
604788
604841
618766
618781
597887
611555
618923
581127
589565
597890
590702
618815
590427
605729

Mortgage Complaints

Based on Consumer Complaints

11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Home equity loan or line of credit
11/07/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Home equity loan or line of credit
11/02/2013	Mortgage	VA mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/02/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	FHA mortgage
11/26/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/02/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94568		N/A
Specialized Loan Servicing LLC	CA	94607		N/A
Wells Fargo & Company	CA	95670		N/A
Bank of America	NC	28212		N/A
Santander Bank US	PA	17847		N/A
Ocwen	FL	32905	Older American	N/A
Bank of America	NJ	08759		N/A
Ocwen	CA	92707		N/A
TD Bank US Holding Company	NY	10543	Older American	N/A
PHH Mortgage	VA	22079		N/A
JPMorgan Chase & Co.	IL	60542		N/A
Wells Fargo & Company	CA	95386		N/A
Citibank	FL	34677		N/A
Ocwen	CA	92869		N/A
Bank of America	MI	48192		N/A
Stearns Ventures, LLC	HI	96745		N/A
Ocwen	NJ	07730		N/A
Ditech Financial LLC	OH	45320		N/A
Bank of America	NH	03303		N/A
Select Portfolio Servicing, Inc	IL	60174		N/A
Bank of America	FL	32771		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	11/08/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	Yes
Referral	11/12/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/26/2013	Closed	Yes	Yes
Fax	11/07/2013	Closed with explanation	Yes	No
Fax	12/03/2013	Closed	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Fax	06/18/2014	Closed with explanation	Yes	No
Phone	11/12/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	Yes
Referral	11/26/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	No	
Web	11/14/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

589105
588976
590362
590688
598237
588989
618646
582424
598249
582439
589024
618849
589685
582473
618915
612285
612290
589739
598332
619909
582514

Mortgage Complaints

Based on Consumer Complaints

12/03/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Home equity loan or line of credit
11/14/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	FHA mortgage
11/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Prudent Law Group	FL	34610		N/A
Wells Fargo & Company	NY	10309		N/A
Nationstar Mortgage	IL	60087		N/A
JPMorgan Chase & Co.	NJ	08002		N/A
JPMorgan Chase & Co.	TX	79601		N/A
BMO Harris	IL	60657		N/A
Ocwen	CT	06739	Older American	N/A
Round Point Mortgage	AL	36064		N/A
Bank of America				N/A
HSBC North America Holdings Inc.	NY	14619		N/A
Resurgent Capital Services L.P.	SC	29707		N/A
JPMorgan Chase & Co.	MD	21788		N/A
Bank of America	IL	60190		N/A
Bank of America	IL	60423	Servicemember	N/A
Ocwen	PA	18062		N/A
JPMorgan Chase & Co.	GA	30038		N/A
JPMorgan Chase & Co.	NY	11201		N/A
Bank of America	FL	33147		N/A
Five Lakes Agency	GA	30039		N/A
Select Portfolio Servicing, Inc	GA	30038		N/A
Bank of America	OH	44111		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/09/2014	Untimely response	No	
Fax	11/14/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	Yes
Referral	12/03/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Phone	11/08/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed	Yes	No
Phone	11/08/2013	Closed with explanation	Yes	No
Postal mail	11/14/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

618946
598353
598362
618971
619090
589012
588987
597181
597364
619028
589874
589892
612369
612372
612384
589824
589052
599862
598522
589825
614123

Mortgage Complaints

Based on Consumer Complaints

11/14/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/03/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/03/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Credit decision / Underwriting
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Resurgent Capital Services L.P.	WA	98146	N/A
JPMorgan Chase & Co.	GA	30168	N/A
Bank of America	TX	78244	N/A
Valley National Bank	NJ	08854	N/A
Bank of America			N/A
Ocwen	PA	15317	N/A
U.S. Bancorp	SD	57064	N/A
Bayview Loan Servicing, LLC	MI	48093	N/A
Citibank	CO	80516	N/A
Caliber Home Loans, Inc	WA	98532	N/A
Citibank	SC	29229	N/A
Wells Fargo & Company	CA	91504	N/A
HSBC North America Holdings Inc.	NY	14416	N/A
Ocwen			N/A
Select Portfolio Servicing, Inc	CA	92867	N/A
Ocwen	OH	44035	N/A
Ditech Financial LLC	MI	48009	N/A
JPMorgan Chase & Co.	AZ	85658	N/A
Wells Fargo & Company	NM	87112	N/A
Ocwen	KY	41018	N/A
JPMorgan Chase & Co.	MI	48236	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/14/2013	Closed with monetary relief	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	Yes
Referral	12/02/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with non-monetary relief	Yes	Yes
Postal mail	12/02/2013	Closed with explanation	Yes	Yes
Referral	11/14/2013	Closed	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Postal mail	11/14/2013	Closed with explanation	Yes	Yes
Web	12/11/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Postal mail	11/27/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Postal mail	12/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

598526
612518
612637
612606
612437
598564
619139
597473
612460
591292
612465
619170
590219
612505
619924
619233
589429
613621
612609
590252
620339

Mortgage Complaints

Based on Consumer Complaints

11/26/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Home equity loan or line of credit
11/07/2013	Mortgage	Reverse mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/03/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Second mortgage
11/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	92374		N/A
Nationstar Mortgage	OR	97042		N/A
JPMorgan Chase & Co.	MD	21663		N/A
JPMorgan Chase & Co.	FL	34668	Servicemember	N/A
Ocwen	ME	03902	Older American	N/A
Ocwen	PA	19149		N/A
Ocwen	MD	20772		N/A
Citibank	NJ	07205		N/A
Network Funding, L.P.	TX	77056		N/A
Seterus, Inc.	IL	60137	Older American	N/A
Nationstar Mortgage	CA	96161		N/A
Citibank	AZ	86403		N/A
LCS Financial Corporation	FL	32218		N/A
Bank of America	FL	34639		N/A
Bank of America	CA	92877		N/A
EverBank	MI	48382		N/A
Select Portfolio Servicing, Inc	NV	89101		N/A
Bank of America	NV	89101		N/A
Ocwen	GA	30312		N/A
Wells Fargo & Company	PA	17545		N/A
Bank of America	ID	83703		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	11/27/2013	Closed with explanation	Yes	No
Postal mail	12/03/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Phone	12/04/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with explanation	Yes	No
Postal mail	12/04/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Phone	12/04/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with monetary relief	Yes	No
Phone	12/04/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Fax	11/21/2013	Closed with explanation	Yes	No
Postal mail	11/20/2013	Closed with explanation	Yes	No
Postal mail	11/20/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Postal mail	11/20/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

612669
619900
590318
619381
590365
589079
619481
619539
619688
619750
619825
620450
620433
606270
605912
604775
606077
606076
620504
604901
620516

Mortgage Complaints

Based on Consumer Complaints

12/04/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/10/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	93705		N/A
Select Portfolio Servicing, Inc	CA	92584		N/A
Seterus, Inc.	GA	30082	Older American	N/A
Bayview Loan Servicing, LLC	FL	34786		N/A
Nationstar Mortgage	FL	33024		N/A
Ocwen	NY	11553		N/A
Select Portfolio Servicing, Inc	GA	30039		N/A
Specialized Loan Servicing LLC	NV	89441		N/A
Wells Fargo & Company	WA	98292		N/A
Metropolitan Home Mortgage, Inc.	MI	49085		N/A
PHH Mortgage	NY	10013		N/A
U.S. Bancorp	MI	49301		N/A
Citibank	CT	06901	Older American	N/A
HSBC North America Holdings Inc.	GA	30340		N/A
Bank of America	GA	31419		N/A
Ocwen	NV	89123		N/A
Ocwen	CA	92832		N/A
Ocwen	GA	30345		N/A
Wells Fargo & Company	GA	30327		N/A
Ocwen	CA	95633		N/A
Ocwen	GA	30044		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/03/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	Yes
Referral	12/05/2013	Closed with explanation	No	Yes
Referral	12/09/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed	Yes	No
Postal mail	12/10/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	Yes
Fax	12/05/2013	Closed with explanation	Yes	No
Postal mail	12/17/2013	Closed with explanation	Yes	No
Phone	12/05/2013	Closed with explanation	Yes	No
Postal mail	11/26/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with explanation	Yes	No
Postal mail	11/27/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

620527
621676
620567
620568
620572
620584
620589
606226
627921
621664
620606
627963
621718
628096
620667
612725
620689
606394
613138
612755
621679

Mortgage Complaints

Based on Consumer Complaints

12/10/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	FHA mortgage
12/10/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	FHA mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/10/2013	Mortgage	FHA mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	TN	37918		N/A
Bank of America	MO	63049		N/A
Wells Fargo & Company	CA	92656		N/A
Ocwen	NJ	08085		N/A
JPMorgan Chase & Co.	NJ	07731		N/A
Wells Fargo & Company	VA	23188	Older American	N/A
PNC Bank N.A.				N/A
Citibank	WI	53404		N/A
Ocwen	TX	76306		N/A
Wells Fargo & Company	FL	34231		N/A
JPMorgan Chase & Co.	NY	11235		N/A
Select Portfolio Servicing, Inc	MI	48382		N/A
Nationstar Mortgage	MD	21122		N/A
Bank of America	MI	48224		N/A
Wells Fargo & Company	CA	92692	Older American	N/A
Ditech Financial LLC	MI	48382	Servicemember	N/A
Arvest Bank	CA	90278		N/A
Wells Fargo & Company	FL	34714		N/A
Ditech Financial LLC	NJ	07753		N/A
SN SERVICING CORPORATION	KY	41230		N/A
Nationstar Mortgage	NY	12550		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	12/11/2013	Closed with explanation	Yes	Yes
Web	12/04/2013	Closed with explanation	Yes	No
Postal mail	12/11/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	Yes
Phone	12/12/2013	Closed with non-monetary relief	Yes	No
Web	11/20/2013	Closed with monetary relief	Yes	Yes
Postal mail	11/21/2013	Closed with non-monetary relief	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	Yes
Web	12/10/2013	Closed with explanation	Yes	No
Postal mail	11/20/2013	Closed with explanation	Yes	No
Fax	12/11/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Phone	11/26/2013	Closed with explanation	Yes	Yes
Phone	11/14/2013	Closed with explanation	Yes	No
Fax	12/09/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Phone	12/12/2013	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

629256
620739
628093
628098
628109
606481
597847
628118
604773
628132
600498
627602
598635
613599
598697
620380
606591
628191
598920
628933
606657

Mortgage Complaints

Based on Consumer Complaints

11/14/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Home equity loan or line of credit
12/04/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	FHA mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Credit decision / Underwriting
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	WA	98502	N/A
Bank of America	CA	94568	N/A
Wells Fargo & Company	VT	05401	N/A
Primary Residential Mortgage	MD	20748	N/A
Residential Credit Solutions	HI	96792	N/A
Citibank	OR	97539	N/A
Bank of America	MI	48756	N/A
Nationstar Mortgage	AZ	85706	N/A
JPMorgan Chase & Co.	TN	37343	N/A
JPMorgan Chase & Co.			N/A
Citibank	CA	95472	N/A
Wells Fargo & Company	OR	97128	N/A
Ocwen	MO	63139	N/A
Third Federal Savings & Loan	OH	44139	N/A
Ditech Financial LLC	KS	66604	N/A
Nationstar Mortgage	MD	21043	N/A
Ditech Financial LLC	FL	33612	N/A
Nationstar Mortgage	MS	39401	N/A
Nationstar Mortgage	CA	90211	N/A
Ocwen	CA	96158	N/A
Wells Fargo & Company	CA	90064	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	11/19/2013	Closed with non-monetary relief	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with non-monetary relief	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Fax	12/05/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	Yes
Referral	12/11/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with monetary relief	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

598800
607333
607177
607058
628277
598835
620381
607241
607249
629229
607254
607215
613067
613074
607282
607284
607292
613088
606754
607311
607067

Mortgage Complaints

Based on Consumer Complaints

11/26/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	VA mortgage
11/21/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	FHA mortgage
12/10/2013	Mortgage	FHA mortgage
12/20/2013	Mortgage	FHA mortgage
12/20/2013	Mortgage	Home equity loan or line of credit
12/10/2013	Mortgage	Home equity loan or line of credit
12/20/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	NJ	08037		N/A
Wells Fargo & Company	CA	95825		N/A
Wells Fargo & Company				N/A
Ditech Financial LLC	CA	90220		N/A
Nationstar Mortgage	CA	94806	Older American	N/A
Bank of America	NY	11743		N/A
Ditech Financial LLC	PA	18902		N/A
Wells Fargo & Company	TX	75048		N/A
Citibank	GA	30311		N/A
Wells Fargo & Company	CT	06365		N/A
Seterus, Inc.	VA	22310		N/A
Ditech Financial LLC	CO	80134		N/A
Ocwen	MD	20854		N/A
Whitney Bank	FL	32446		N/A
Ocwen	GA	30088		N/A
Wells Fargo & Company	GA	30016		N/A
JPMorgan Chase & Co.	CA	92508		N/A
U.S. Bancorp	TN	38574		N/A
Caliber Home Loans, Inc	WA	99016		N/A
Ocwen	CA	94621	Older American	N/A
Wells Fargo & Company	VA	24557		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/02/2013	Closed with explanation	Yes	Yes
Referral	11/22/2013	Closed with explanation	Yes	Yes
Postal mail	11/27/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with monetary relief	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Referral	11/21/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Postal mail	01/03/2014	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	No	
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

614100
607370
613597
628448
599028
606787
607338
627701
607491
613186
629263
641010
641015
629401
642275
628810
606793
628856
599126
641684
640948

Mortgage Complaints

Based on Consumer Complaints

12/04/2013	Mortgage	Home equity loan or line of credit
11/21/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	FHA mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	FHA mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	Home equity loan or line of credit
11/21/2013	Mortgage	FHA mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	MD	20759		N/A
Caliber Home Loans, Inc	DC	20008		N/A
Nationstar Mortgage	OR	97214		N/A
Ditech Financial LLC	CA	95003		N/A
Ocwen	CA	90018		N/A
Select Portfolio Servicing, Inc	IL	60402		N/A
Resurgent Capital Services L.P.	NJ	08053		N/A
Bank of America	MO	63049	Servicemember	N/A
Bank of America	CO	80915	Servicemember	N/A
Ocwen	HI	96706		N/A
Ocwen	TX	79707		N/A
Nationstar Mortgage	OH	45248		N/A
Bank of America	NJ	08015	Older American	N/A
Wells Fargo & Company	GA	30326		N/A
Ocwen	IL	60429		N/A
Ocwen	CA	92656		N/A
Ocwen	IN	46321	Older American	N/A
Fay Servicing, LLC	CA	96160		N/A
TD Bank US Holding Company	MA	01247	Older American	N/A
Wells Fargo & Company	IL	60193		N/A
Ocwen	CA	92626		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/04/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Phone	11/19/2013	Closed with explanation	Yes	No
Referral	12/26/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Phone	11/18/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Phone	12/11/2013	Closed with explanation	Yes	No
Phone	12/05/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

621658
607495
597115
599175
642218
613548
606722
642221
599226
627678
599239
613332
599244
613639
613605
599287
641140
628682
621264
607047
597302

Mortgage Complaints

Based on Consumer Complaints

12/04/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/16/2013	Mortgage	FHA mortgage
12/20/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/10/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	FHA mortgage
11/15/2013	Mortgage	FHA mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	FHA mortgage
12/16/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	VA mortgage
11/26/2013	Mortgage	Home equity loan or line of credit
12/10/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

M&T Bank Corporation	OR	97140	N/A
HSBC North America Holdings Inc.	VA	20148	N/A
Guaranteed Rate	IL	60047	N/A
Wells Fargo & Company	CA	93420	N/A
Bank of America	MI	48382	N/A
Ocwen	CA	95660	N/A
Nationstar Mortgage	FL	33409	N/A
Bank of America	MD	21215	N/A
Bank of America	CA	94607	N/A
Citizens Financial Group, Inc.	IL	60561	N/A
Wells Fargo & Company	PA	19132	N/A
Bank of America	NY	12589	N/A
ClearSpring Loan Services, Inc.	NY	11753	N/A
Wells Fargo & Company	GA	30326	N/A
Ocwen	IL	60477	N/A
United Shore Financial Services, LLC	PA	15136	N/A
Citizens Financial Group, Inc.	MD	20850	N/A
Flagstar Bank	MD	20616	N/A
Ocwen	CA	90278	N/A
Residential Credit Solutions	FL	33055	N/A
Wells Fargo & Company	CA	95338	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/05/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	12/16/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	Yes
Fax	12/19/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with non-monetary relief	Yes	Yes
Referral	12/11/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Postal mail	12/11/2013	Closed with explanation	Yes	Yes
Phone	12/05/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

621392
607678
635292
642236
634590
607806
597258
628747
599367
628764
607717
599389
607718
641698
634643
627638
613475
627636
621387
642248
607776

Mortgage Complaints

Based on Consumer Complaints

11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	FHA mortgage
11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	FHA mortgage
11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Home equity loan or line of credit
12/11/2013	Mortgage	VA mortgage
12/16/2013	Mortgage	Home equity loan or line of credit
11/27/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Capital One	CA	95492	Older American	N/A
Nationstar Mortgage	OH	44280		N/A
Wells Fargo & Company	CA	95843		N/A
Nationstar Mortgage	CO	80234		N/A
Wells Fargo & Company	HI	96816		N/A
Citibank	IA	50265		N/A
PHH Mortgage	CA	91602		N/A
PNC Bank N.A.	HI	96768	Older American	N/A
Bank of America	CA	91411		N/A
Citibank	CA	94533		N/A
Nationstar Mortgage	CA	90640		N/A
Ocwen	CO	80130		N/A
Capital One				N/A
Fay Servicing, LLC	FL	33409		N/A
Select Portfolio Servicing, Inc	FL	33409		N/A
Bank of America	MO	64081		N/A
Resurgent Capital Services L.P.	IL	60628		N/A
Regions Financial Corporation	FL	34145		N/A
Bank of America	TN	37042		N/A
Bank of America	MI	48301		N/A
Bank of America	NJ	07719		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/14/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with non-monetary relief	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Referral	12/13/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with monetary relief	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with non-monetary relief	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

599463
599478
615749
615725
615724
642253
628869
599498
614210
635424
615689
614324
629383
599585
599590
599515
597471
640133
631037
634648
614270

Mortgage Complaints

Based on Consumer Complaints

12/16/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	FHA mortgage
12/21/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	FHA mortgage
12/04/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	Conventional fixed mortgage
12/21/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	VA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Round Point Mortgage	NJ	08010		N/A
Fifth Third Financial Corporation	FL	33409		N/A
Wells Fargo & Company	AZ	85395	Older American, Servicemember	N/A
Caliber Home Loans, Inc	TX	79103		N/A
PennyMac Loan Services, LLC	WA	98006		N/A
Bank of America	CA	92626		N/A
MidAmerica Mortgage Inc	MD	20841		N/A
Ocwen	HI	96792		N/A
Ocwen	TX	77096		N/A
Nationstar Mortgage	CA	92703		N/A
Bank of America	CO	80223		N/A
Wells Fargo & Company	VA	23457		N/A
Seterus, Inc.	CA	90292		N/A
Nationstar Mortgage	TX	75249	Servicemember	N/A
Ocwen	NJ	07436		N/A
Ocwen	HI	96815		N/A
Ditech Financial LLC	CO	81655		N/A
Discover	AR	72758		N/A
Bank of America	NC	28078		N/A
Wells Fargo & Company	VA	23503	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/20/2013	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	No
Fax	12/06/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with non-monetary relief	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

635486
640067
636557
640107
614285
630583
607894
641333
614295
621540
635870
641341
641342
641343
614177
614306
607929
607933
599591
629494

Mortgage Complaints

Based on Consumer Complaints

11/27/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Home equity loan or line of credit
12/04/2013	Mortgage	FHA mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
12/16/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/21/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	FHA mortgage
11/27/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	Home equity loan or line of credit
12/04/2013	Mortgage	FHA mortgage
12/30/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	GA	31907		N/A
Select Portfolio Servicing, Inc	SC	29203	Servicemember	N/A
Ditech Financial LLC	GA	30269		N/A
Bank of America	MD	20746		N/A
Bank of America	KS	66073		N/A
Wells Fargo & Company	IN	46526		N/A
Select Portfolio Servicing, Inc	CA	93065		N/A
Nationstar Mortgage	CA	92346	Older American	N/A
Bank of America	DC	20032		N/A
Bank of America	GA	30518		N/A
Ocwen	NY	11234		N/A
Santander Bank US	NJ	07052		N/A
Ocwen	GA	91040		N/A
BB&T Financial	GA	30038	Older American, Servicemember	N/A
Navy FCU	FL	32825		N/A
Bank of America	PA	18360		N/A
Ditech Financial LLC	KS	66073		N/A
BB&T Financial	TX	77498	Older American	N/A
Bayview Loan Servicing, LLC	CA	92260		N/A
Bank of America	PA	19111		N/A
Bank of America	CO	80602		N/A

Web	11/26/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with non-monetary relief	Yes	Yes
Web	11/15/2013	Closed with explanation	Yes	Yes
Phone	12/23/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Fax	11/29/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

614159
607939
614326
621713
599626
635573
621600
641384
614349
629533
597403
607984
629313
649426
649429
614181
599628
608014
608016
622350
649459

Mortgage Complaints

Based on Consumer Complaints

11/27/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/21/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	FHA mortgage
12/16/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Second mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Conventional fixed mortgage
12/21/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	FHA mortgage
12/30/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

SN SERVICING CORPORATION	TX	76008		N/A
JPMorgan Chase & Co.	CA	90049		N/A
JPMorgan Chase & Co.	OH	45431		N/A
Ocwen	FL	32311		N/A
Ocwen	TX	75019		N/A
Select Portfolio Servicing, Inc	IN	46236		N/A
Nationstar Mortgage	PA	19501		N/A
BB&T Financial	OH	44056		N/A
Bank of America	MO	63010		N/A
Ocwen	GA	30047		N/A
Bank of America	CA	92592		N/A
Wells Fargo & Company	CA	91324		N/A
Bank of America	GA	30034		N/A
Citibank	PA	15147	Servicemember	N/A
JPMorgan Chase & Co.	FL	32726	Older American	N/A
Ocwen	CA	92583	Older American	N/A
Ditech Financial LLC	IL	60438		N/A
PHH Mortgage	ME	04073	Older American, Servicemember	N/A
Bank of America	NC	28270		N/A
BB&T Financial	GA	30728		N/A
Wells Fargo & Company	TX	76462		N/A

Referral	12/24/2013	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	Yes
Web	12/21/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	Yes
Referral	12/19/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Postal mail	12/20/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed	Yes	Yes
Web	12/04/2013	Closed with explanation	Yes	Yes
Referral	11/29/2013	Closed with explanation	Yes	Yes
Postal mail	12/02/2013	Closed with explanation	Yes	No
Web	12/21/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/21/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Postal mail	12/31/2013	Closed with explanation	Yes	No
Web	12/21/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

614219
649445
608031
649165
640007
623429
614397
649476
635193
631149
622362
614183
614406
641465
641468
641469
630239
630140
641688
649492
639994

Mortgage Complaints

Based on Consumer Complaints

12/21/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/30/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/27/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	FHA mortgage
12/11/2013	Mortgage	Other mortgage
12/22/2013	Mortgage	Home equity loan or line of credit
12/16/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/05/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	FHA mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/22/2013	Mortgage	FHA mortgage
11/15/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33029		N/A
Nationstar Mortgage	PA	19607		N/A
HSBC North America Holdings Inc.	SC	29816		N/A
Wells Fargo & Company	NY	10512		N/A
Ocwen	CA	90291		N/A
PennyMac Loan Services, LLC	NJ	08512		N/A
Nationstar Mortgage	DC	20008	Older American	N/A
Select Portfolio Servicing, Inc	CA	92626		N/A
JPMorgan Chase & Co.	TX	77545		N/A
Nationstar Mortgage	CA	93560		N/A
Ocwen	CA	95956		N/A
CIT Bank National Association	NV	89701	Older American	N/A
Bank of America	MD	21234		N/A
Bank of America	OH	43311		N/A
Nationstar Mortgage	MD	21017		N/A
U.S. Bancorp	WI	53215		N/A
Wells Fargo & Company	FL	33414		N/A
Bank of America				N/A
Citibank	MI	48021		N/A
JPMorgan Chase & Co.	CA	95209		N/A
Wells Fargo & Company	IN	46350		N/A
Nationstar Mortgage	FL	32824		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/06/2014	Closed with explanation	Yes	No
Phone	12/02/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	Yes
Referral	12/26/2013	Closed with explanation	No	No
Web	12/21/2013	Closed with explanation	Yes	Yes
Web	12/04/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Web	12/21/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/21/2013	Closed	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	Yes
Web	12/21/2013	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

639989
614436
599773
650557
630300
635704
641703
623467
614869
641520
622420
641526
630389
630322
641558
635758
622452
622455
629644
622462
641584
597458

Mortgage Complaints

Based on Consumer Complaints

12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	Conventional fixed mortgage
12/16/2013	Mortgage	FHA mortgage
12/16/2013	Mortgage	Home equity loan or line of credit
12/05/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/30/2013	Mortgage	Other mortgage
12/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/16/2013	Mortgage	FHA mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
12/22/2013	Mortgage	Home equity loan or line of credit
12/30/2013	Mortgage	Other mortgage
12/22/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	94550		N/A
Quicken Loans	FL	32541	Older American, Servicemember	N/A
Ocwen	PA	19140		N/A
PennyMac Loan Services, LLC	UT	84119		N/A
Wells Fargo & Company	FL	33445		N/A
Select Portfolio Servicing, Inc	MA	02186		N/A
Bank of America	WA	98321		N/A
Citibank	GA	30309		N/A
Bank of America	NC	28117		N/A
Wells Fargo & Company	MI	48382		N/A
Ocwen	NJ	07871		N/A
Quicken Loans	AZ	85140		N/A
Wells Fargo & Company	FL	33541	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30082		N/A
Ocwen	AR	72712		N/A
Ditech Financial LLC	CA	95864		N/A
Bank of America	NY	13152		N/A
Navy FCU	CA	92108		N/A
Ditech Financial LLC	PA	18055		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/05/2013	Closed with explanation	Yes	No
Phone	11/18/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Postal mail	11/29/2013	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes
Web	12/05/2013	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed with explanation	Yes	Yes
Fax	01/08/2014	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	Yes
Web	12/16/2013	Closed with explanation	Yes	No
Phone	11/29/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	Yes
Web	12/22/2013	Closed with explanation	Yes	No
Referral	01/10/2014	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

622473
599888
635797
635904
622497
615763
649617
622482
630102
648770
641611
635813
614541
649635
649646
597974
641634
650670
641641

Mortgage Complaints

Based on Consumer Complaints

12/11/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Home equity loan or line of credit
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Home equity loan or line of credit
12/23/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Home equity loan or line of credit
12/30/2013	Mortgage	FHA mortgage
11/15/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Home equity loan or line of credit
12/23/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Settlement process and costs
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	RI	02835		N/A
JPMorgan Chase & Co.	WA	98443		N/A
Citibank	NY	11570		N/A
Wells Fargo & Company	CA	91361		N/A
Bank of America	MD	20901		N/A
JPMorgan Chase & Co.	CA	93455		N/A
CIT Bank National Association	MD	20747		N/A
21st Mortgage Corporation	NY	11566		N/A
Bank of America	FL	32780	Older American	N/A
JPMorgan Chase & Co.	TX	75002		N/A
Homebridge Financial Services, Inc.	DC	20019		N/A
Seterus, Inc.	OH	44234		N/A
Wells Fargo & Company	NJ	08094		N/A
Bank of America	CA	92101		N/A
JPMorgan Chase & Co.	GA	30215		N/A
Wells Fargo & Company	CA	90023		N/A
Bank of America	MI	48417		N/A
Wells Fargo & Company	NH	03060		N/A
U.S. Bancorp	NJ	07753	Older American	N/A
Ocwen	PA	17601		N/A
EverBank	CA	92108		N/A
Ditech Financial LLC	NC	28304		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/11/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	Yes
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	Yes
Referral	12/20/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with explanation	Yes	Yes
Referral	11/18/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	Yes
Web	12/10/2013	Closed with monetary relief	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Fax	12/05/2013	Closed with non-monetary relief	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
Referral	03/25/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	Yes
Web	12/16/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

629345
636382
636388
636389
636393
636394
636395
649672
642732
637808
649685
600150
644127
642760
622580
636451
622593
629826
643114
643144
636482
614641

Mortgage Complaints

Based on Consumer Complaints

12/30/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/05/2013	Mortgage	FHA mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	FHA mortgage
12/23/2013	Mortgage	FHA mortgage
11/15/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	MD	21227		N/A
Blue Sky Capital Realty, Inc.	CA	91706		N/A
Bank of America	CA	91350		N/A
Ocwen	GA	30317		N/A
Wells Fargo & Company	NJ	07871		N/A
Ocwen	MD	21227		N/A
21st Mortgage Corporation	GA	30420		N/A
Residential Credit Solutions	SC	29072		N/A
Bank of America				N/A
Ocwen	MA	02302		N/A
Bank of America	IL	60440		N/A
Bank of America	MN	55129		N/A
JPMorgan Chase & Co.	GA	30043		N/A
HSBC North America Holdings Inc.	MI	48035	Servicemember	N/A
Wells Fargo & Company	NY	10280		N/A
Astoria Bank	NJ	08904		N/A
Centennial Lending LLC	CO	80603		N/A
Bank of America	NY	12577		N/A
Ocwen	SC	29906		N/A
Nationstar Mortgage	DE	19734		N/A
Ocwen	AZ	85338		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/30/2013	Closed with explanation	Yes	Yes
Fax	01/09/2014	Closed	No	Yes
Web	11/29/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with explanation	Yes	No
Fax	12/05/2013	Closed with non-monetary relief	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with non-monetary relief	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Fax	11/21/2013	Closed with explanation	Yes	No
Phone	11/29/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

649748
622591
614657
649770
629855
614672
614674
615415
622629
636530
637603
649776
623421
622652
649821
642839
600186
642859
600187
614751
615744

Mortgage Complaints

Based on Consumer Complaints

12/23/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	FHA mortgage
12/17/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Home equity loan or line of credit
11/27/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	FL	32092		N/A
Bank of America	CA	94122		N/A
Wells Fargo & Company	CA	90039		N/A
Wells Fargo & Company	MD	20602	Servicemember	N/A
Ditech Financial LLC	AZ	85123	Older American	N/A
Wells Fargo & Company	GA	31410		N/A
Wells Fargo & Company	PA	15090		N/A
Ocwen	NJ	07860		N/A
Ocwen	NY	10466		N/A
Franklin American Mortgage Company	MN	56431		N/A
JPMorgan Chase & Co.	MD	20657		N/A
U.S. Bancorp	IL	62629		N/A
Wells Fargo & Company	CA	93105		N/A
JPMorgan Chase & Co.	CO	81323		N/A
Wells Fargo & Company	CA	90043		N/A
Citizens Financial Group, Inc.	MA	02481		N/A
Ocwen	NY	11952		N/A
Wells Fargo & Company	FL	33327		N/A
JPMorgan Chase & Co.	LA	70363		N/A
Ocwen	PA	19038		N/A
Bank of America	CA	92703		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/23/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with explanation	Yes	No
Phone	11/18/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes
Phone	01/03/2014	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with monetary relief	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Phone	12/27/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

644101
615743
600226
629998
649883
636633
601212
614834
600287
614852
637805
615007
622764
638106
614874
642997
614894
600353
650680
643042
650695

Mortgage Complaints

Based on Consumer Complaints

11/15/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	FHA mortgage
12/17/2013	Mortgage	Home equity loan or line of credit
12/23/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Seterus, Inc.	FL	34785		N/A
CashCall, Inc.	CA	94621		N/A
PennyMac Loan Services, LLC	PA	15212		N/A
Nationstar Mortgage	NJ	07079		N/A
Wells Fargo & Company	NJ	08402		N/A
Ditech Financial LLC	NJ	07922		N/A
BBVA Compass	AL	35124		N/A
U.S. Bancorp	NH	03307		N/A
Citizens Financial Group, Inc.	PA	18014		N/A
Wells Fargo & Company	MI	48227	Older American	N/A
Ocwen	CA	92508		N/A
Bank of America	NY	11205		N/A
Seterus, Inc.	MA	01702		N/A
JPMorgan Chase & Co.	WY	82633		N/A
JPMorgan Chase & Co.	OH	43209	Older American	N/A
JPMorgan Chase & Co.	TN	38128		N/A
Flagstar Bank	IL	60615		N/A
JPMorgan Chase & Co.	FL	32256		N/A
Bank of America	CA	93552		N/A
Wells Fargo & Company	TX	78665		N/A
JPMorgan Chase & Co.	FL	33015		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	11/18/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	Yes
Referral	12/23/2013	Closed with explanation	Yes	Yes
Phone	01/14/2014	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	Yes
Referral	12/23/2013	Closed with non-monetary relief	Yes	Yes
Web	12/23/2013	Closed with explanation	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with non-monetary relief	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

599443
649942
649113
638099
636779
600422
636789
636795
643863
650072
649115
636819
636777
650097
650099
643137
644128
636847
643203
650130
615730

Mortgage Complaints

Based on Consumer Complaints

12/17/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	FHA mortgage
12/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/30/2013	Mortgage	VA mortgage
12/17/2013	Mortgage	Reverse mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Home equity loan or line of credit
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/30/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	MD	21029		N/A
PNC Bank N.A.	MD	21208		N/A
Ocwen	DC	20008		N/A
Success Mortgage, LLC	WV	26337	Servicemember	N/A
CIT Bank National Association	MA	02131	Older American	N/A
M&T Bank Corporation	OH	44446	Servicemember	N/A
Nationstar Mortgage	NY	11763		N/A
Caliber Home Loans, Inc	WA	98001		N/A
Bank of America	CA	92011		N/A
Ocwen	NY	10901		N/A
Wells Fargo & Company	NJ	08857		N/A
Wells Fargo & Company	HI	96813		N/A
Ocwen	CO	80237		N/A
PNC Bank N.A.	CT	06071		N/A
Ocwen	VA	23323	Servicemember	N/A
Wells Fargo & Company	CT	06855		N/A
U.S. Bancorp	CO	80027		N/A
Seterus, Inc.	PA	17013	Servicemember	N/A
Select Portfolio Servicing, Inc	PR	00984	Older American	N/A
Bank of America	NJ	07522		N/A
Bank of America	CO	80205		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	12/23/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with non-monetary relief	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	No	
Web	12/23/2013	Closed with explanation	No	No
Phone	12/31/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with explanation	Yes	Yes
Web	12/26/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Web	12/23/2013	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed with explanation	No	
Web	12/17/2013	Closed with explanation	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

638054
650147
648960
650166
636905
650185
650225
636939
638124
636259
650289
650305
650308
650337
650357
644100
643467
642377
650451
637142
637146

Mortgage Complaints

Based on Consumer Complaints

12/17/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	VA mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Home equity loan or line of credit
12/31/2013	Mortgage	FHA mortgage
12/31/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/17/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Other
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Other
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

M&T Bank Corporation	NJ	07522	N/A
BB&T Financial	TN	37329	N/A
Ditech Financial LLC	TX	75214	N/A
Nationstar Mortgage	VA	22182	N/A
M&T Bank Corporation	MD	21215	N/A
Quicken Loans	MD	20902	N/A
Ditech Financial LLC			N/A
Wells Fargo & Company	OK	74135	N/A
M&T Bank Corporation	KS	66086	N/A
Ocwen	MI	48130	N/A
JPMorgan Chase & Co.	AZ	85234	N/A
SN SERVICING CORPORATION	NC	28216	N/A
Specialized Loan Servicing LLC	FL	32256	N/A
Nationstar Mortgage	PA	17315	N/A
Ocwen	AZ	85303	N/A
Ocwen	NJ	08003	N/A
JPMorgan Chase & Co.	CA	92025	N/A
Ocwen	HI	96789	N/A
JPMorgan Chase & Co.	TX	76051	N/A
Ocwen	CA	95219	N/A
Bank of America	CO	80015	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/17/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	Yes
Postal mail	12/30/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with monetary relief	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

637143
650502
643541
651797
643584
643581
637254
637283
650594
637068
642471
650684
649077
637403
650791
637435
651363
648915
648919
648964
648943

Mortgage Complaints

Based on Consumer Complaints

12/31/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	Home equity loan or line of credit
12/05/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/05/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
11/28/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	FHA mortgage
11/28/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
11/28/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	NV	89040		N/A
U.S. Bancorp	WA	98848		N/A
Ocwen	FL	33467		N/A
Rushmore Loan Management Services LLC	FL	33176		N/A
Bank of America	FL	33169		N/A
First Mortgage Corporation	CA	92395		N/A
Ocwen	MI	49546		N/A
Nationstar Mortgage	WA	98368		N/A
Nationstar Mortgage	GA	30030		N/A
Wells Fargo & Company	NJ	07722		N/A
Bank of America	GA	30030		N/A
Ocwen	CA	94805		N/A
New Day Financial, LLC	AL	36092	Servicemember	N/A
Seterus, Inc.	CA	92101		N/A
Wells Fargo & Company	GA	30340		N/A
Nationstar Mortgage	NJ	07726		N/A
Bank of America	FL	32754		N/A
M&T Bank Corporation	NJ	07662		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Ocwen	MI	48382		N/A
Quicken Loans	GA	30185		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/31/2013	Closed with explanation	Yes	Yes
Fax	01/08/2014	Closed with monetary relief	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	Yes
Referral	12/06/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	Yes
Referral	12/09/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	Yes
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with monetary relief	No	No
Web	12/02/2013	Closed with explanation	Yes	No
Postal mail	12/30/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Fax	01/06/2014	Closed with explanation	Yes	No
Fax	01/06/2014	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

650934
651060
622862
623470
622873
622890
622895
622899
622312
622251
622313
623965
623127
615423
636234
615261
636237
615280
648768
648769
614512

Mortgage Complaints

Based on Consumer Complaints

12/05/2013	Mortgage	Home equity loan or line of credit
11/28/2013	Mortgage	FHA mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/01/2014	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
01/01/2014	Mortgage	Conventional adjustable mortgage (ARM)
11/28/2013	Mortgage	Conventional fixed mortgage
11/28/2013	Mortgage	Other mortgage
01/01/2014	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	FHA mortgage
01/01/2014	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
01/01/2014	Mortgage	FHA mortgage
11/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/29/2013	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/23/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33904		N/A
Wells Fargo & Company	TX	76010	Servicemember	N/A
Ocwen	FL	33946		N/A
First American Mortgage Trust	NY	10312		N/A
Bank of America	FL	33055		N/A
Bayview Loan Servicing, LLC	CA	92110		N/A
Loan Care	WI	54467		N/A
JPMorgan Chase & Co.	FL	33029		N/A
Washington Federal	WA	98311	Older American	N/A
JPMorgan Chase & Co.	NC	28269		N/A
U.S. Bancorp	WI	53051		N/A
Bank of America	LA	70056		N/A
Resurgent Capital Services L.P.	FL	33416		N/A
JPMorgan Chase & Co.	NJ	07105		N/A
Nationstar Mortgage	MD	20607		N/A
Bank of America	TN	37641		N/A
Bank of America	MO	64116		N/A
Bank of America	AR	72210	Older American	N/A
Wells Fargo & Company	GA	30034		N/A
Servis One, Inc.	CA	92101		N/A
JPMorgan Chase & Co.	NY	10924		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/06/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Postal mail	01/31/2014	Closed with explanation	No	
Web	12/23/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with explanation	Yes	No
Web	11/28/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Referral	12/24/2013	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	Yes
Web	11/29/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed with non-monetary relief	Yes	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Phone	12/23/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

623317
615308
623218
651212
637613
651895
615464
615351
651235
615833
651265
642304
659354
651274
616891
615799
616245
659380
643807
637551
643755

Mortgage Complaints

Based on Consumer Complaints

11/29/2013	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	Other mortgage
12/24/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Other mortgage
11/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/02/2014	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	TX	75070		N/A
Wells Fargo & Company	TX	75240		N/A
U.S. Bancorp	CA	94583	Older American	N/A
JPMorgan Chase & Co.	PA	19119	Older American	N/A
Ditech Financial LLC	PA	15001		N/A
Select Portfolio Servicing, Inc	CA	91364		N/A
Mortgage Capital Associates, Inc.	UT	84040		N/A
Bank of America	NY	11420		N/A
JPMorgan Chase & Co.	NC	27703		N/A
Wells Fargo & Company	FL	33763		N/A
Wells Fargo & Company	CA	92113		N/A
Flagstar Bank	VA	22723		N/A
Bank of America	SC	29577		N/A
Wells Fargo & Company	VA	23322	Older American	N/A
Dovenmuehle Mortgage Inc.	NY	12208		N/A
Select Portfolio Servicing, Inc	CA	93109		N/A
JPMorgan Chase & Co.	CA	94595		N/A
BMO Harris	IL	60115		N/A
Wells Fargo & Company	CA	94085		N/A
Wells Fargo & Company	AZ	85648		N/A
Bank of America	CO	80910		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	11/29/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	01/01/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Fax	12/02/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Web	12/23/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
Referral	01/08/2014	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

615898
644598
646265
652168
652170
644601
623338
623341
652207
615954
652114
659485
623384
660008
644665
659515
660772
630618
652339
660778
660779

Mortgage Complaints

Based on Consumer Complaints

11/29/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Other mortgage
12/24/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Second mortgage
01/02/2014	Mortgage	Other mortgage
11/29/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Other mortgage
12/24/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	FHA mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	FHA mortgage
12/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/02/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33809	N/A
Wells Fargo & Company	CT	06831	N/A
Ocwen	AZ	85326	N/A
JPMorgan Chase & Co.	WA	98901	N/A
JPMorgan Chase & Co.	TX	75024	N/A
Wells Fargo & Company	NJ	07044	N/A
Ditech Financial LLC	CA	92056	N/A
Wells Fargo & Company	CA	90047	N/A
Bank of America	MO	64068	N/A
Ocwen	CA	91750	N/A
Residential Credit Solutions	WA	98122	N/A
PHH Mortgage	FL	33467	N/A
Nationstar Mortgage	CA	95482	N/A
Nationstar Mortgage	VA	23323	N/A
JPMorgan Chase & Co.	CO	80305	N/A
Seterus, Inc.	GA	31416	N/A
Nationstar Mortgage	OH	43209	N/A
Ocwen	VA	22192	N/A
Bank of America	OR	97008	N/A
PNC Bank N.A.	VA	20147	N/A
Bank of America	MI	48382	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/29/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Postal mail	11/29/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with non-monetary relief	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with non-monetary relief	Yes	No
Fax	01/03/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

616018
659522
644694
660783
653346
616031
629578
644850
646733
624197
651986
644530
648995
644727
659560
624211
642487
660245
624219
624228
651937

Mortgage Complaints

Based on Consumer Complaints

01/08/2014	Mortgage	Other mortgage
11/29/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/06/2013	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Other mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Home equity loan or line of credit
12/18/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Other mortgage
01/02/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/08/2014	Mortgage	Other mortgage
12/11/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33825	Servicemember	N/A
Selene Finance	GA	30002		N/A
Wells Fargo & Company	CA	94803		N/A
JPMorgan Chase & Co.	MA	02148		N/A
Bank of America	OR	97206		N/A
Wells Fargo & Company	MA	01951		N/A
Ditech Financial LLC	AZ	86442		N/A
Arvest Bank	WI	53144		N/A
Bank of America	VA	20105		N/A
Bank of America	CO	80111		N/A
Bank of America	CT	06058		N/A
Ocwen	CT	06053		N/A
Bank of America	IL	76262		N/A
Citibank	MN	55443		N/A
Select Portfolio Servicing, Inc	TX	78639	Older American	N/A
Bayview Loan Servicing, LLC	FL	34205		N/A
Arbor Residential Mortgage LLC	CA	90064		N/A
Ocwen	UT	84043		N/A
JPMorgan Chase & Co.	CA	92660		N/A
Nationstar Mortgage	NM	87108		N/A
Guild Mortgage	OR	97006		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/09/2014	Closed with explanation	Yes	No
Postal mail	12/02/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	Yes
Web	12/06/2013	Closed with monetary relief	Yes	Yes
Web	12/24/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	Yes
Referral	12/23/2013	Closed with explanation	Yes	Yes
Referral	12/23/2013	Closed with explanation	Yes	Yes
Web	12/23/2013	Closed with explanation	Yes	Yes
Referral	12/23/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

660218
616155
625682
626629
644781
616193
652342
630310
644807
642354
642516
640142
642502
659653
644831
631055
653337
652397
661004
629359
630906

Mortgage Complaints

Based on Consumer Complaints

11/29/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	Other mortgage
12/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/18/2013	Mortgage	FHA mortgage
12/11/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/02/2014	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
11/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/06/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	MA	02745		N/A
Capital One	NY	11219		N/A
Bank of America	DC	20032		N/A
Ditech Financial LLC	KY	40258		N/A
Ocwen	DE	19701		N/A
Ocwen	NJ	08232	Older American	N/A
M&T Bank Corporation	MI	48076		N/A
New York Community Bank	CA	94024		N/A
Citibank	NY	12553		N/A
Wells Fargo & Company	CA	91001		N/A
Capital One	FL	33009		N/A
Rushmore Loan Management Services LLC	NC	28401		N/A
Nationstar Mortgage	NV	89128		N/A
Bank of America	FL	33023		N/A
Citibank	CA	90046		N/A
JPMorgan Chase & Co.	CA	94710		N/A
Bank of America	MA	01420		N/A
Ocwen	CA	92843		N/A
Ocwen	MD	20850		N/A
Wells Fargo & Company	NJ	08802		N/A
Bank of America	MO	63043		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	12/04/2013	Closed with explanation	Yes	Yes
Postal mail	01/09/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed with explanation	Yes	Yes
Referral	12/11/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Fax	01/09/2014	Closed with explanation	Yes	Yes
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Fax	12/23/2013	Closed with explanation	Yes	Yes
Web	01/08/2014	Closed with explanation	Yes	Yes
Web	02/20/2014	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with non-monetary relief	Yes	No
Web	12/06/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

616280
652406
626715
652126
624054
644887
646990
630633
643838
660495
630558
653681
616367
616376
642533
659805
659811
616721
624145
652530
624444

Mortgage Complaints

Based on Consumer Complaints

01/02/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Other mortgage
11/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/30/2013	Mortgage	Other mortgage
11/30/2013	Mortgage	VA mortgage
12/11/2013	Mortgage	Other mortgage
01/13/2014	Mortgage	FHA mortgage
01/02/2014	Mortgage	Reverse mortgage
12/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/30/2013	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Other mortgage
11/30/2013	Mortgage	FHA mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
11/30/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

BMO Harris	UT	84780		N/A
Ocwen	AL	36116		N/A
Select Portfolio Servicing, Inc	CA	91789		N/A
Wells Fargo & Company	CA	94122		N/A
Citibank	MI	48827		N/A
Ocwen	TN	37075	Servicemember	N/A
Bank of America	IL	60546	Older American, Servicemember	N/A
Ditech Financial LLC	CO	80003		N/A
JPMorgan Chase & Co.	TX	76087	Older American	N/A
Bank of America	MN	55443		N/A
HSBC North America Holdings Inc.	MD	21215		N/A
Ocwen	WA	98126		N/A
Bank of America	CA	90621		N/A
Citibank	MI	48382		N/A
Wells Fargo & Company	NY	11203		N/A
Wells Fargo & Company	LA	70733		N/A
SunTrust Banks, Inc.	GA	31408		N/A
Ocwen	CA	92174		N/A
Citibank	MI	48382	Servicemember	N/A
JPMorgan Chase & Co.	CA	91325		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/09/2014	Closed with explanation	Yes	Yes
Phone	01/16/2014	Closed with explanation	Yes	Yes
Web	11/29/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes
Postal mail	12/04/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Fax	12/12/2013	Closed with explanation	Yes	No
Phone	01/16/2014	Closed with explanation	Yes	No
Phone	01/06/2014	Closed with explanation	Yes	No
Fax	12/31/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Phone	01/16/2014	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Fax	12/12/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Fax	12/12/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

652536
666423
616441
630486
616895
616453
630491
666442
652559
644979
616461
665198
631063
623987
616892
652578
616852
659871
629299
630539

Mortgage Complaints

Based on Consumer Complaints

12/24/2013	Mortgage	Conventional fixed mortgage
11/30/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
11/30/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	FHA mortgage
01/13/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	FHA mortgage
12/12/2013	Mortgage	Other mortgage
11/30/2013	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	FHA mortgage
12/12/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	Other mortgage
11/30/2013	Mortgage	Reverse mortgage
11/30/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	PA	15090		N/A
Select Portfolio Servicing, Inc	FL	33030		N/A
Ocwen	OR	97520		N/A
HSBC North America Holdings Inc.	NE	68111		N/A
EverBank	TX	75212	Older American	N/A
Wells Fargo & Company	NY	11561		N/A
Ocwen	CA	92663		N/A
Wells Fargo & Company	TN	37222		N/A
Ocwen	MO	63026		N/A
Wells Fargo & Company	TX	75023		N/A
Select Portfolio Servicing, Inc	CA	95110		N/A
Loan Care	UT	84721		N/A
PNC Bank N.A.	IL	61304		N/A
M&T Bank Corporation	CA	91506		N/A
JPMorgan Chase & Co.	FL	33196		N/A
Nationstar Mortgage	CA	93010		N/A
Ditech Financial LLC	PA	19013		N/A
Reverse Mortgage Solutions	AZ	86442		N/A
Ditech Financial LLC	OH	45040		N/A
PNC Bank N.A.	VA	24015	Older American	N/A
EverBank	CA	95610		N/A
SunTrust Banks, Inc.	GA	30076		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/24/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	Yes
Postal mail	01/09/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with non-monetary relief	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Postal mail	12/11/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Referral	12/17/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Phone	01/16/2014	Closed with non-monetary relief	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed	Yes	No
Web	11/30/2013	Closed with explanation	Yes	No
Phone	01/15/2014	Closed with explanation	Yes	Yes
Referral	01/02/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

645001
616500
624516
616503
651932
624526
666516
627445
651990
666526
631081
616890
666537
631089
652614
631093
624543
616547
616552
659950
645242
659955

Mortgage Complaints

Based on Consumer Complaints

12/18/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
12/01/2013	Mortgage	Other mortgage
12/01/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/01/2013	Mortgage	FHA mortgage
12/01/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Reverse mortgage
12/01/2013	Mortgage	FHA mortgage
12/12/2013	Mortgage	Other mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
12/01/2013	Mortgage	VA mortgage
12/01/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/01/2013	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	FHA mortgage
12/12/2013	Mortgage	Second mortgage
01/02/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Settlement process and costs
Settlement process and costs
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	FL	34711		N/A
Nationstar Mortgage	VA	22408		N/A
Bank of America	MD	21158		N/A
Bank of America	FL	33021		N/A
Specialized Loan Servicing LLC	GA	30004		N/A
Ditech Financial LLC	OR	97524		N/A
JPMorgan Chase & Co.	NY	14611		N/A
JPMorgan Chase & Co.	TX	75672		N/A
Reverse Mortgage Solutions	CO	80220	Older American	N/A
PNC Bank N.A.	WA	98108		N/A
Citibank	MN	55071	Servicemember	N/A
PennyMac Loan Services, LLC	OR	97734		N/A
Selene Finance	GA	30002		N/A
Citibank	PA	15243		N/A
Ocwen	MD	21631		N/A
Bank of America	MD	20747		N/A
Ocwen	GA	30105		N/A
Nationstar Mortgage	TX	78617		N/A
Citibank	OH	44805	Older American, Servicemember	N/A
Bank of America	CA	94619	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/27/2013	Closed	Yes	No
Web	12/24/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	No
Web	01/07/2014	Closed	Yes	Yes
Web	12/02/2013	Closed with non-monetary relief	Yes	No
Postal mail	12/16/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Web	12/24/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Phone	12/12/2013	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

642588
643841
666597
615787
616261
652663
616599
616602
652096
616607
632609
667467
616609
616624
652692
616636
645087
660023
632280
652709

Mortgage Complaints

Based on Consumer Complaints

12/06/2013	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Other mortgage
01/13/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/02/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/12/2013	Mortgage	Other mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Other mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/02/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	IL	60640		N/A
Ocwen	TX	78247		N/A
Ocwen	MO	63376		N/A
Nationstar Mortgage	CA	92882		N/A
Servis One, Inc.	CA	91351		N/A
Ocwen	MO	64081		N/A
JPMorgan Chase & Co.	TX	75070		N/A
Citibank	KS	66102		N/A
Select Portfolio Servicing, Inc	VI	00804		N/A
Seterus, Inc.	AZ	85251		N/A
Ocwen	CA	95966		N/A
Nationstar Mortgage	OH	43081		N/A
Bank of America	TX	78250		N/A
Ocwen	OR	97123		N/A
Fay Servicing, LLC	MD	20721		N/A
Bank of America	TX	77073		N/A
Flagstar Bank	TX	78216		N/A
Ocwen	TN	37027		N/A
Nationstar Mortgage	HI	96797		N/A
Bank of America	TX	77346		N/A
Ocwen	CO	80543	Servicemember	N/A
Bank of America	VA	20176		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/06/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	Yes
Referral	01/03/2014	Closed with explanation	No	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	12/18/2013	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Fax	01/09/2014	Closed with explanation	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Referral	12/26/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

624614
666679
666681
616997
645100
665409
631190
617005
624641
632295
666753
660083
660100
667471
660114
658689
638366
652802
642636
617110
645211
618243

Mortgage Complaints

Based on Consumer Complaints

12/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/08/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	Home equity loan or line of credit
01/14/2014	Mortgage	Reverse mortgage
01/02/2014	Mortgage	Home equity loan or line of credit
01/14/2014	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	FHA mortgage
01/02/2014	Mortgage	Home equity loan or line of credit
12/18/2013	Mortgage	Second mortgage
12/25/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	34787		N/A
Bank of America	FL	33322		N/A
Select Portfolio Servicing, Inc	CA	93036	Older American	N/A
Bank of America	CA	91316		N/A
Bank of America	OH	45248		N/A
HSBC North America Holdings Inc.	MD	20723		N/A
JPMorgan Chase & Co.	LA	70447		N/A
Bank of America	NH	03862		N/A
Ocwen	CA	92703		N/A
Generation Mortgage	OR	97068	Older American	N/A
HSBC North America Holdings Inc.	WA	98273		N/A
Ocwen	OH	44854	Older American	N/A
Wells Fargo & Company	NC	28027		N/A
Nationstar Mortgage	FL	32240		N/A
Bank of America	MD	21046		N/A
Wells Fargo & Company	FL	33165		N/A
Wells Fargo & Company	NM	87505		N/A
Wells Fargo & Company	FL	32708		N/A
Citibank	NY	11703		N/A
JPMorgan Chase & Co.	TX	78734		N/A
JPMorgan Chase & Co.	WI	53022		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/24/2013	Closed with explanation	Yes	Yes
Web	01/08/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Referral	12/27/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with non-monetary relief	Yes	No
Postal mail	12/12/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Phone	12/26/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

644537
660160
669231
642648
652853
617153
658803
624742
667600
667895
652889
667902
624761
631350
631361
627502
660807
624789
652929
642662
645341

Mortgage Complaints

Based on Consumer Complaints

01/14/2014	Mortgage	FHA mortgage
01/14/2014	Mortgage	Other mortgage
12/18/2013	Mortgage	Reverse mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Home equity loan or line of credit
01/14/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Other mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/14/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/14/2014	Mortgage	Home equity loan or line of credit
12/06/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Other mortgage
12/26/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Genworth Financial	NJ	07724		N/A
Bank of America	GA	30144		N/A
Proficio Mortgage Ventures, LLC	AL	35179	Older American	N/A
Ditech Financial LLC	NY	11212	Servicemember	N/A
Ditech Financial LLC	HI	96761		N/A
Bank of America	NC	28034		N/A
Select Portfolio Servicing, Inc	NY	10566		N/A
Bank of America	FL	32244		N/A
Bank of America	CA	94134		N/A
Webster Bank	CT	06770		N/A
Provident Funding	CO	80127		N/A
Bank of America	CA	92807		N/A
Bank of America	FL	33027		N/A
Bank of America	MI	49234		N/A
JPMorgan Chase & Co.	FL	33318		N/A
Nationstar Mortgage	NC	27616		N/A
Skyline Financial Corp	CA	94546		N/A
Citizens Financial Group, Inc.	MA	02151		N/A
Wells Fargo & Company	CA	92648		N/A
U.S. Bancorp	NY	10303		N/A
Citibank	WI	54455		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	02/20/2014	Closed with explanation	Yes	No
Referral	01/16/2014	Closed with explanation	Yes	No
Phone	12/24/2013	Closed with explanation	Yes	No
Phone	12/09/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	Yes
Referral	01/17/2014	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with non-monetary relief	Yes	No
Referral	01/17/2014	Closed with non-monetary relief	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	12/25/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Phone	12/09/2013	Closed with explanation	Yes	Yes
Web	01/08/2014	Closed with explanation	Yes	No
Referral	12/27/2013	Closed with monetary relief	No	
Postal mail	01/02/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Phone	01/17/2014	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

669224
667268
642665
624812
624813
668433
667978
668183
668083
667349
617292
645398
668022
668035
624745
660519
644222
646831
668078
668087
660929

Mortgage Complaints

Based on Consumer Complaints

01/09/2014	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/09/2014	Mortgage	VA mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/26/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/14/2014	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
12/02/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	LA	70128		N/A
Ocwen	NJ	07422		N/A
Resurgent Capital Services L.P.	HI	96761		N/A
Wells Fargo & Company	CA	91384		N/A
U.S. Bancorp	MO	64154		N/A
Select Portfolio Servicing, Inc	DC	20016		N/A
Wells Fargo & Company	IN	46205	Servicemember	N/A
Wells Fargo & Company	TX	78258	Older American	N/A
Nationstar Mortgage	TX	75089		N/A
Ocwen	CA	94582		N/A
EverBank	OH	44307	Older American	N/A
New York Community Bank	CO	80303		N/A
JPMorgan Chase & Co.	WA	98037		N/A
Wells Fargo & Company	CA	91206		N/A
Bank of America	TN	85249	Servicemember	N/A
SunTrust Banks, Inc.	MD	20850		N/A
JPMorgan Chase & Co.	IL	60106		N/A
Wells Fargo & Company	TX	77536		N/A
Nationstar Mortgage	TX	79903		N/A
BB&T Financial	TX	75034		N/A
JPMorgan Chase & Co.	SC	29640		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/08/2014	Closed with explanation	Yes	Yes
Web	12/26/2013	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	Yes
Phone	12/31/2013	Closed with explanation	Yes	No
Postal mail	12/02/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/26/2013	Closed with explanation	Yes	Yes
Phone	12/13/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with non-monetary relief	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with non-monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Referral	01/14/2014	Closed with explanation	Yes	Yes
Postal mail	12/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

660937
645445
653061
655344
645460
617407
660960
660970
660973
644453
631555
631571
662486
617451
624925
667321
617462
662061
662205
661763
618538

Mortgage Complaints

Based on Consumer Complaints

12/02/2013	Mortgage	Other mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/26/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	FHA mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Reverse mortgage
12/26/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	FHA mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Other mortgage
12/26/2013	Mortgage	FHA mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	NY	14141		N/A
Ocwen	SC	29745	Older American	N/A
M&T Bank Corporation	MD	20895		N/A
Bank of America	NJ	08854		N/A
Ditech Financial LLC	PA	18031		N/A
Wells Fargo & Company	CA	95821	Servicemember	N/A
Wells Fargo & Company	GA	30360		N/A
Ocwen	HI	96789		N/A
JPMorgan Chase & Co.	NY	10023		N/A
Ocwen	NH	03031	Older American	N/A
Ditech Financial LLC	AL	35806		N/A
American Advisors Group	OR	97603	Older American	N/A
Ocwen	GA	30248		N/A
Bank of America	FL	33165		N/A
Bank of America	OH	45409		N/A
JPMorgan Chase & Co.	NY	10301		N/A
Ocwen	AZ	85204		N/A
Bank of America	MD	20607		N/A
Quicken Loans	KY	41018		N/A
Wells Fargo & Company	MD	21208		N/A
Quicken Loans	OH	43953		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/04/2013	Closed with explanation	Yes	No
Web	12/26/2013	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Phone	12/30/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	Yes
Phone	12/03/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Phone	12/02/2013	Closed	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	Yes
Referral	12/03/2013	Closed with explanation	Yes	No
Web	12/26/2013	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

617517
644216
624971
631618
661041
632594
646838
631625
668259
617534
631634
617547
644379
660582
631649
625002
617607
644173
668302
661064
668310

Mortgage Complaints

Based on Consumer Complaints

01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Home equity loan or line of credit
12/18/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Other mortgage
01/03/2014	Mortgage	FHA mortgage
12/26/2013	Mortgage	Home equity loan or line of credit
12/19/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/14/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/03/2014	Mortgage	Other mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/03/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	IN	46763	Servicemember	N/A
Ocwen	FL	33062		N/A
Caliber Home Loans, Inc	VA	23111		N/A
Bank of America	TX	78254		N/A
Ocwen	NC	27407		N/A
Guaranteed Rate	TX	78023		N/A
Wells Fargo & Company	MO	64015		N/A
Nationstar Mortgage	WA	98223		N/A
Regions Financial Corporation	FL	33147		N/A
U.S. Bancorp	FL	34667	Older American, Servicemember	N/A
Select Portfolio Servicing, Inc	CA	93614		N/A
JPMorgan Chase & Co.	TN	37033		N/A
Citibank	MN	55912		N/A
JPMorgan Chase & Co.	NY	12523	Servicemember	N/A
Quicken Loans	NY	10579		N/A
Resurgent Capital Services L.P.	VA	20121		N/A
Bank of America	NJ	07065		N/A
Select Portfolio Servicing, Inc	MA	02025		N/A
JPMorgan Chase & Co.	MA	02346		N/A
Bank of America	IL	60443		N/A

Web	01/09/2014	Closed with explanation	Yes	Yes
Postal mail	01/15/2014	Closed	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Phone	12/31/2013	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Phone	01/07/2014	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	Yes
Referral	01/07/2014	Closed with explanation	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

661072
660538
649033
645667
668539
653815
645676
638480
660673
660758
668380
653844
645715
662198
661138
644187
644470
638215
653925
668478

Mortgage Complaints

Based on Consumer Complaints

12/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/26/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	FHA mortgage
12/18/2013	Mortgage	FHA mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	FHA mortgage
12/18/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Home equity loan or line of credit
12/12/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	FHA mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	FHA mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Other mortgage
01/03/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Other mortgage
12/19/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	FL	33126		N/A
Ocwen	TX	77075		N/A
Selene Finance	NY	12508		N/A
Wells Fargo & Company	PA	19143		N/A
Wells Fargo & Company	NY	11354		N/A
Wells Fargo & Company	SC	29385		N/A
Ditech Financial LLC	GA	30064		N/A
The Huntington National Bank	OH	43314		N/A
Third Federal Savings & Loan	OH	45239		N/A
Select Portfolio Servicing, Inc	NC	27370	Older American, Servicemember	N/A
Ditech Financial LLC	MA	01860		N/A
Ocwen	CA	94118	Older American	N/A
Nationstar Mortgage	AZ	85015		N/A
Ditech Financial LLC	VA	22201		N/A
Bank of America	AZ	85705		N/A
PNC Bank N.A.	KY	40165	Servicemember	N/A
Nationstar Mortgage	FL	33024		N/A
Bank of America	GA	30518		N/A
UMB Bank	KS	67578		N/A
Fay Servicing, LLC	FL	33157		N/A
Ocwen	CA	92583		N/A

Web	12/18/2013	Closed with explanation	Yes	No
Web	12/26/2013	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Phone	12/30/2013	Closed with explanation	Yes	Yes
Web	12/26/2013	Closed with explanation	Yes	No
Fax	01/03/2014	Closed with explanation	Yes	Yes
Fax	01/09/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with non-monetary relief	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Phone	12/18/2013	Closed	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Postal mail	12/30/2013	Closed with non-monetary relief	Yes	No
Postal mail	12/30/2013	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	Yes
Phone	01/17/2014	Closed with explanation	Yes	Yes
Postal mail	01/17/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

639612
645827
668505
644479
645857
645865
646817
631863
646747
631813
644502
648788
638465
667374
638466
645956
645961
653595
668702
668695
639926

Mortgage Complaints

Based on Consumer Complaints

12/19/2013	Mortgage	Home equity loan or line of credit
12/12/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Other mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	FHA mortgage
01/09/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	FHA mortgage
12/12/2013	Mortgage	Home equity loan or line of credit
01/09/2014	Mortgage	Other mortgage
01/03/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
12/19/2013	Mortgage	FHA mortgage
12/12/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

USAA Savings	FL	32304		N/A
Wells Fargo & Company	TX	75035	Servicemember	N/A
Bank of America	NJ	08330		N/A
Wells Fargo & Company	PA	17022		N/A
Ditech Financial LLC	TN	37604		N/A
JPMorgan Chase & Co.	OH	44181		N/A
Wells Fargo & Company	TN	38018	Older American	N/A
Citibank	MI	48197		N/A
Bank of America	NC	27613		N/A
Citibank	CT	06484		N/A
Ocwen	CO	80236		N/A
Bank of America	IL	60018		N/A
Wells Fargo & Company	VA	23606		N/A
BBVA Compass	TX	77584		N/A
EverBank	CA	90066		N/A
Bank of America	IN	46235		N/A
Ditech Financial LLC	NJ	07063		N/A
U.S. Bancorp	UT	84043		N/A
PNC Bank N.A.	AZ	85331	Older American	N/A
Wells Fargo & Company	TX	79821		N/A
PHH Mortgage	NC	28802	Older American	N/A
Ocwen	MA	01082		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/30/2013	Closed with explanation	Yes	No
Phone	12/13/2013	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Fax	01/07/2014	Closed with explanation	Yes	Yes
Referral	01/15/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

638931
631950
668905
638495
668945
638540
646065
660546
661405
661441
661452
632538
661466
653598
664121
638567
632059
661536
661555
654281
668965
661586

Mortgage Complaints

Based on Consumer Complaints

01/14/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	FHA mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Home equity loan or line of credit
01/14/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/12/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	FHA mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	FHA mortgage
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/13/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	FL	34221	Older American	N/A
Flagstar Bank	IN	47712		N/A
Fay Servicing, LLC	CA	90046		N/A
HSBC North America Holdings Inc.	PA	18052	Older American	N/A
Select Portfolio Servicing, Inc	CA	93442	Older American	N/A
Ditech Financial LLC	CO	80227	Older American, Servicemember	N/A
Citibank	VA	24502		N/A
Select Portfolio Servicing, Inc	WA	98102		N/A
Stearns Ventures, LLC	PA	17801		N/A
Crescent Mortgage	VA	23221		N/A
Ditech Financial LLC	AZ	85225	Servicemember	N/A
Wells Fargo & Company	CA	92311		N/A
JPMorgan Chase & Co.	MO	64089		N/A
Bank of America	FL	32225	Servicemember	N/A
Nationstar Mortgage	FL	33020		N/A
Bank of America	FL	33029		N/A
JPMorgan Chase & Co.	FL	33709		N/A
Nationstar Mortgage	GA	30132		N/A
Citizens Financial Group, Inc.	IL	60053		N/A
Citibank	TX	77090		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/14/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Postal mail	12/16/2013	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
Web	01/17/2014	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	No
Referral	12/18/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Referral	12/18/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Postal mail	12/24/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	12/13/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

668982
668994
669367
669020
669036
632249
669035
669266
667259
632914
633316
632636
632999
632779
634566
632676
633141
633207
633208
633345

Mortgage Complaints

Based on Consumer Complaints

12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/13/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/13/2013	Mortgage	Second mortgage
12/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/06/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	FHA mortgage
12/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/06/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Home equity loan or line of credit
12/07/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Other mortgage
12/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	Other mortgage
12/07/2013	Mortgage	VA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	PA	19006		N/A
Ocwen	MD	20715		N/A
Ditech Financial LLC	MA	01905		N/A
Wells Fargo & Company	OH	43081		N/A
Bank of America	SC	29464		N/A
Bank of America	OR	97128		N/A
U.S. Bancorp	AZ	85254		N/A
Ocwen	FL	33446		N/A
Bank of America	NC	28371		N/A
Bank of America	NY	10956		N/A
Freedom Mortgage	NJ	08021		N/A
Nationstar Mortgage	NC	27560	Older American	N/A
JPMorgan Chase & Co.	CA	90815		N/A
Pentagon FCU	FL	33625		N/A
U.S. Bancorp	MD	20735		N/A
Bank of America	WI	54487		N/A
PNC Bank N.A.	OH	45237		N/A
Bank of America	CA	92376		N/A
Regions Financial Corporation	FL	34759		N/A
Ditech Financial LLC	CA	96080		N/A
Ocwen	CA	92057		N/A
PennyMac Loan Services, LLC	GA	30126		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	12/16/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	12/18/2013	Closed with explanation	Yes	No
Phone	12/09/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	Yes
Referral	12/18/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Phone	12/13/2013	Closed with explanation	Yes	No
Postal mail	12/13/2013	Closed with explanation	Yes	Yes
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	Yes
Referral	12/30/2013	Closed with non-monetary relief	Yes	No
Web	12/06/2013	Closed	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	No	No

Mortgage Complaints

Based on Consumer Complaints

632715
633391
633437
625063
625073
634579
634292
625180
625196
625197
625211
638590
625234
633626
633638
638907
638855
624060
639921
625300
639219
625301

Mortgage Complaints

Based on Consumer Complaints

12/27/2013	Mortgage	Other mortgage
12/07/2013	Mortgage	Conventional fixed mortgage
12/07/2013	Mortgage	Conventional fixed mortgage
12/07/2013	Mortgage	FHA mortgage
12/07/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Conventional fixed mortgage
12/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/08/2013	Mortgage	Conventional fixed mortgage
12/08/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	FHA mortgage
12/08/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Other mortgage
12/08/2013	Mortgage	FHA mortgage
12/27/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/08/2013	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/27/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	NJ	07748		N/A
Bank of America	FL	34772		N/A
Bank of America	WA	98235		N/A
U.S. Bancorp	NV	89030		N/A
Bank of America	CA	95762		N/A
EverBank	NJ	07066	Older American	N/A
Ocwen	CA	91343		N/A
Bank of America	NE	68005		N/A
Select Portfolio Servicing, Inc	CA	93536		N/A
Citibank	SC	29690		N/A
Fifth Third Financial Corporation	IL	60051		N/A
Select Portfolio Servicing, Inc	CA	91767		N/A
Ocwen	CA	95961		N/A
Selene Finance	FL	33967		N/A
JPMorgan Chase & Co.	GA	30309		N/A
Nationstar Mortgage	NY	14619		N/A
21st Mortgage Corporation	IL	60565		N/A
Wells Fargo & Company	NJ	07457		N/A
Ocwen	OH	44135	Older American	N/A
Wells Fargo & Company	CA	91343		N/A
Bank of America	DE	19958		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/08/2014	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with non-monetary relief	Yes	Yes
Web	12/07/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with monetary relief	Yes	No
Phone	12/18/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with explanation	Yes	No
Web	12/08/2013	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Web	12/08/2013	Closed with explanation	Yes	Yes
Referral	12/27/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/08/2013	Closed with non-monetary relief	Yes	No
Web	01/03/2014	Closed with explanation	Yes	Yes
Web	12/08/2013	Closed with explanation	Yes	No
Referral	12/27/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

647070
624075
625352
625362
625375
634223
625406
625415
625432
647066
625443
647073
647075
626993
647078
647080
638798
625474
654321
625494
647143

Mortgage Complaints

Based on Consumer Complaints

01/03/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/09/2013	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	FHA mortgage
12/27/2013	Mortgage	FHA mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	FHA mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/14/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/14/2013	Mortgage	FHA mortgage
01/03/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/14/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/14/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	91789		N/A
Nationstar Mortgage	CA	93455		N/A
Bank of America	CA	92692		N/A
Wells Fargo & Company	AZ	85050		N/A
Stonegate Mortgage Corporation	NJ	07740	Older American	N/A
Seterus, Inc.	HI	96771		N/A
MidAmerica Mortgage Inc	CA	94066		N/A
Wells Fargo & Company	NY	11733		N/A
Wells Fargo & Company	FL	34236		N/A
Wells Fargo & Company	IL	60123		N/A
JPMorgan Chase & Co.	MD	20744		N/A
Bank of America	GA	30263		N/A
Ocwen	MD	21770		N/A
Ditech Financial LLC	CA	93536		N/A
Wells Fargo & Company	PA	17325		N/A
CIT Bank National Association	NJ	07045		N/A
JPMorgan Chase & Co.	GA	30319		N/A
PNC Bank N.A.	NJ	07753		N/A
Nationstar Mortgage	CA	90807	Older American	N/A
Seterus, Inc.	MD	20902		N/A
Bank of America	AZ	85743		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/07/2014	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with monetary relief	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed with explanation	Yes	No
Referral	12/10/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	12/14/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Web	12/14/2013	Closed with non-monetary relief	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

654351
625531
625532
647179
661622
654402
647189
625555
660549
634014
647207
647208
647210
662924
634039
654461
660667
632783
660583
634068
661600

Mortgage Complaints

Based on Consumer Complaints

12/27/2013	Mortgage	Conventional fixed mortgage
12/14/2013	Mortgage	FHA mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/15/2013	Mortgage	Other mortgage
12/15/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/15/2013	Mortgage	Conventional fixed mortgage
12/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	Other mortgage
12/09/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/15/2013	Mortgage	FHA mortgage
01/15/2014	Mortgage	FHA mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/27/2013	Mortgage	Home equity loan or line of credit
12/16/2013	Mortgage	FHA mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
12/16/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

PNC Bank N.A.	VA	22032		N/A
EverBank	WA	98632		N/A
Citizens Financial Group, Inc.	NY	12833	Older American	N/A
Ditech Financial LLC	OH	45873		N/A
Bank of America	OK	73055		N/A
Wells Fargo & Company	AZ	85142		N/A
United Shore Financial Services, LLC	CA	90026		N/A
HSBC North America Holdings Inc.	FL	32747		N/A
Select Portfolio Servicing, Inc	IL	61354		N/A
Wells Fargo & Company	FL	32818		N/A
Ocwen	MI	48382		N/A
Nationstar Mortgage	WI	53216		N/A
Bank of America	NJ	08638		N/A
Ocwen	FL	32824		N/A
Nationstar Mortgage	CA	92114	Older American	N/A
Ocwen	ME	03907		N/A
JPMorgan Chase & Co.	IL	60174		N/A
Bank of America	WA	98053		N/A
Wells Fargo & Company	TX	78132		N/A
Citibank	IA	51501		N/A
JPMorgan Chase & Co.	TX	75025		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/03/2014	Closed with explanation	Yes	No
Web	12/14/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/14/2013	Closed with explanation	Yes	No
Web	12/15/2013	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Referral	12/31/2013	Closed with explanation	Yes	No
Fax	12/16/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	Yes
Web	12/15/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	Yes
Web	12/15/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Referral	12/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

647270
634082
647279
634111
634127
647351
647314
634561
632688
638166
623990
647045
634189
670060
639155
639164
647376
634765
639186
670097
635146

Mortgage Complaints

Based on Consumer Complaints

12/19/2013	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	FHA mortgage
12/09/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/09/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Home equity loan or line of credit
12/09/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/09/2014	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Reverse mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Other mortgage
01/03/2014	Mortgage	FHA mortgage
01/15/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	90019	Older American	N/A
Ocwen	MO	63021		N/A
Select Portfolio Servicing, Inc	NV	89147		N/A
Citibank	GA	30707		N/A
Ocwen	CT	06853		N/A
Ocwen	MI	49866		N/A
Ditech Financial LLC	WA	98373		N/A
USAA Savings	MA	01863	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	33162		N/A
PNC Bank N.A.	PA	16229		N/A
JPMorgan Chase & Co.	CA	91104	Older American	N/A
Bank of America	FL	33165		N/A
JPMorgan Chase & Co.	GA	30339		N/A
Select Portfolio Servicing, Inc	VA	20158		N/A
Ditech Financial LLC	SC	29710		N/A
Wells Fargo & Company	FL	33414	Older American	N/A
PHH Mortgage	SC	29909		N/A
Wells Fargo & Company	AR	72076		N/A
Wells Fargo & Company	AZ	85140		N/A
Wells Fargo & Company	MA	01960		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/19/2013	Closed with monetary relief	Yes	No
Phone	01/07/2014	Closed with explanation	Yes	No
Postal mail	12/11/2013	Closed with explanation	Yes	Yes
Web	12/26/2013	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with explanation	Yes	No
Postal mail	12/30/2013	Closed with explanation	Yes	No
Phone	12/19/2013	Closed	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Postal mail	12/11/2013	Closed with explanation	Yes	Yes
Web	12/27/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	Yes
Phone	12/11/2013	Closed with explanation	Yes	No
Web	01/16/2014	Closed with non-monetary relief	Yes	Yes
Referral	12/12/2013	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

639198
654676
624066
638587
661931
661946
627597
638905
647456
634849
654764
625847
647483
660602
647487
625855
660691
625862
654783
670211

Mortgage Complaints

Based on Consumer Complaints

01/04/2014	Mortgage	Other mortgage
12/16/2013	Mortgage	Conventional fixed mortgage
01/04/2014	Mortgage	Other mortgage
01/04/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Home equity loan or line of credit
12/09/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	FHA mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/04/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/09/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
12/27/2013	Mortgage	Other mortgage
12/09/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	91786		N/A
Bank of America	TX	75034		N/A
Bank of America	CA	91709		N/A
Nationstar Mortgage	TN	37207		N/A
Nationstar Mortgage	TX	79902		N/A
Wells Fargo & Company	NY	12944		N/A
Wells Fargo & Company	CA	90280		N/A
Wells Fargo & Company	CA	91750		N/A
Wells Fargo & Company	MN	55017		N/A
HSBC North America Holdings Inc.	CO	80465		N/A
Bank of America	CA	92501	Older American	N/A
Select Portfolio Servicing, Inc	GA	30680		N/A
Ditech Financial LLC	MA	01801	Older American	N/A
Ocwen	MI	49071		N/A
U.S. Bancorp	FL	33175		N/A
Ocwen	AZ	85296		N/A
Flagstar Bank	MS	39180		N/A
Select Portfolio Servicing, Inc	FL	33162		N/A
Flagstar Bank	AZ	85085		N/A
Bank of America	DC	20002		N/A
Ocwen	VA	20175		N/A
Resurgent Capital Services L.P.	FL	33514		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/09/2014	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with non-monetary relief	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with non-monetary relief	Yes	No
Web	01/02/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Referral	12/09/2013	Closed with explanation	Yes	No
Fax	01/21/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed	Yes	Yes
Postal mail	01/22/2014	Closed with explanation	Yes	No
Referral	12/31/2013	Closed	Yes	No
Referral	12/10/2013	Closed with explanation	Yes	No
Postal mail	01/03/2014	Closed with explanation	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed	Yes	Yes
Referral	02/06/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

654790

635922

654793

654794

660547

625876

662016

660640

639948

647538

653420

625894

669644

647556

669272

647569

625909

647582

669372

647604

648505

671271

Mortgage Complaints

Based on Consumer Complaints

01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/09/2013	Mortgage	FHA mortgage
01/04/2014	Mortgage	Other mortgage
01/04/2014	Mortgage	Reverse mortgage
12/09/2013	Mortgage	Other mortgage
12/09/2013	Mortgage	Reverse mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/04/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	FHA mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/04/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	FHA mortgage
01/04/2014	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Citibank	MA	02360		N/A
Seterus, Inc.	NH	03077		N/A
Bank of America	CA	91357		N/A
Wells Fargo & Company	WA	98422		N/A
JPMorgan Chase & Co.	MS	39735		N/A
Wells Fargo & Company	NJ	07052		N/A
Bank of America	IL	61820		N/A
CIT Bank National Association	CT	06850		N/A
Citizens Financial Group, Inc.	NY	12582		N/A
Bank of America	MD	21044		N/A
Bayview Loan Servicing, LLC	FL	34771		N/A
JPMorgan Chase & Co.	FL	33441		N/A
Bayview Loan Servicing, LLC	NY	11420		N/A
Ditech Financial LLC	FL	33540	Older American	N/A
Wells Fargo & Company	AZ	85044	Servicemember	N/A
Nationstar Mortgage	CA	91316		N/A
U.S. Bancorp	OH	44035		N/A
Stearns Ventures, LLC	GA	30308		N/A
Ocwen	KY	42223	Servicemember	N/A
Wells Fargo & Company	AZ	85225		N/A
Residential Credit Solutions	KY	42223	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/10/2014	Closed with explanation	Yes	Yes
Referral	12/26/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Web	01/04/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with non-monetary relief	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Phone	01/03/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	Yes
Postal mail	12/27/2013	Closed with explanation	Yes	No
Phone	01/27/2014	Closed with explanation	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Web	01/04/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with non-monetary relief	No	
Web	12/27/2013	Closed with explanation	No	No
Web	01/04/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with non-monetary relief	Yes	Yes
Web	01/04/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

662112
639533
639646
625976
655395
654923
625980
625975
647649
670347
662164
646850
639460
669647
662957
654972
638226
647647
654976
670404
654977

Mortgage Complaints

Based on Consumer Complaints

01/15/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	Conventional fixed mortgage
01/05/2014	Mortgage	FHA mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
12/16/2013	Mortgage	Conventional fixed mortgage
12/16/2013	Mortgage	Home equity loan or line of credit
12/27/2013	Mortgage	Other mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Home equity loan or line of credit
01/05/2014	Mortgage	Home equity loan or line of credit
01/10/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/16/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/05/2014	Mortgage	Other mortgage
01/05/2014	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	FHA mortgage
12/27/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	FHA mortgage
01/15/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Other
Settlement process and costs
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	NY	10314	Older American	N/A
Bank of America	CA	90005		N/A
Provident Funding	CT	06330		N/A
Discover	NJ	08054		N/A
Wells Fargo & Company	WI	53022	Older American	N/A
Ditech Financial LLC	WA	98580		N/A
Bank of America	IL	60504		N/A
Wells Fargo & Company	NV	89803	Older American	N/A
Seterus, Inc.	FL	33543		N/A
JPMorgan Chase & Co.	CA	92562	Older American	N/A
JPMorgan Chase & Co.	CA	96064		N/A
Bank of America	CA	93063		N/A
Ocwen	CA	95628		N/A
Ditech Financial LLC	MO	63010		N/A
Regions Financial Corporation	GA	30009	Older American	N/A
Ocwen	WA	98626		N/A
JPMorgan Chase & Co.	WI	53039	Older American	N/A
Bayview Loan Servicing, LLC	CA	90010		N/A
Wells Fargo & Company	FL	33162		N/A
Bayview Loan Servicing, LLC	CA	90010		N/A
Ocwen	OR	97005		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/15/2014	Closed with explanation	Yes	No
Postal mail	12/12/2013	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/16/2013	Closed with non-monetary relief	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with monetary relief	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Postal mail	12/23/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with monetary relief	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with explanation	Yes	No
Postal mail	01/08/2014	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

670413
626031
670438
653617
647744
663032
635156
635158
647757
663055
647765
655070
663073
635192
647788
653688
655090
640311
647796
640315
670522

Mortgage Complaints

Based on Consumer Complaints

12/09/2013	Mortgage	Home equity loan or line of credit
01/05/2014	Mortgage	Home equity loan or line of credit
01/15/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/09/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
12/09/2013	Mortgage	FHA mortgage
01/10/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	FHA mortgage
12/20/2013	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	92108		N/A
JPMorgan Chase & Co.	FL	34484		N/A
Wells Fargo & Company	NY	11738		N/A
Ditech Financial LLC	TN	38125		N/A
Seterus, Inc.	GA	30016		N/A
BB&T Financial	OH	43935	Older American	N/A
Ocwen	IL	60074	Servicemember	N/A
Bank of America	AZ	85048		N/A
Home Point Financial Corporation	MI	48098	Older American	N/A
Wells Fargo & Company	FL	33406		N/A
Bank of America	NV	89129		N/A
Wells Fargo & Company	GA	30045		N/A
Ocwen	CT	06460	Servicemember	N/A
Ocwen	FL	33433		N/A
Carrington Mortgage Holdings, LLC.	FL	32792		N/A
Bank of America	FL	32792		N/A
Select Portfolio Servicing, Inc	WA	98902		N/A
Ditech Financial LLC	NH	03048		N/A
PHH Mortgage	KY	40223		N/A
Wells Fargo & Company	AR	72434		N/A
Wells Fargo & Company	GA	31401	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	12/11/2013	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	Yes
Postal mail	01/22/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	Yes
Web	01/05/2014	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

626137
655638
670532
640114
655643
640120
640290
655652
655655
626158
655634
664506
642203
664081
626170
664467
656481
656497
663170
640725
656192

Mortgage Complaints

Based on Consumer Complaints

12/09/2013	Mortgage	FHA mortgage
01/15/2014	Mortgage	FHA mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Home equity loan or line of credit
12/09/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	FHA mortgage
01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	TX	75077	N/A
JPMorgan Chase & Co.	GA	30331	N/A
Ocwen	CO	80130	N/A
Citibank	IN	46161	N/A
Nationstar Mortgage	NY	14216	N/A
Bank of America	OH	44111	N/A
Bank of America	NJ	07026	N/A
JPMorgan Chase & Co.	FL	34667	N/A
Ocwen	WA	98029	N/A
Pentagon FCU	TX	78249	N/A
Nationstar Mortgage	CA	90274	N/A
JPMorgan Chase & Co.	OH	43140	N/A
JPMorgan Chase & Co.	IL	61443	N/A
JPMorgan Chase & Co.	MN	55406	N/A
HSBC North America Holdings Inc.	PA	15071	N/A
Select Portfolio Servicing, Inc	FL	32810	N/A
Zions Bancorporation	TX	77388	N/A
Bank of America	NC	28270	N/A
Bank of America	FL	34217	N/A
BB&T Financial	NC	27215	N/A
Bank of America	UT	84097	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/09/2013	Closed with non-monetary relief	Yes	Yes
Phone	01/22/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Referral	12/26/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with non-monetary relief	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
Postal mail	12/13/2013	Closed with explanation	Yes	Yes
Referral	01/22/2014	Closed with explanation	Yes	No
Referral	01/22/2014	Closed	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	Yes
Referral	01/22/2014	Closed with explanation	Yes	Yes
Referral	01/22/2014	Closed with explanation	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	Yes
Referral	01/08/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

626195
670583
647885
656335
655701
640596
672039
640589
672046
655726
626233
672049
670618
670623
670624
670631
670637
655750
655586
655485
655761

Mortgage Complaints

Based on Consumer Complaints

12/09/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	Other mortgage
01/10/2014	Mortgage	Reverse mortgage
01/06/2014	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	FHA mortgage
12/27/2013	Mortgage	VA mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Other mortgage
12/09/2013	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Home equity loan or line of credit
12/27/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	FHA mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	MI	48642		N/A
Citibank	CA	91403		N/A
Ocwen	GA	30120		N/A
JPMorgan Chase & Co.	PR	00982		N/A
American Advisors Group	PA	18419	Older American	N/A
Nationstar Mortgage	FL	33408		N/A
Ocwen	AZ	85006		N/A
Ocwen	NY	14216		N/A
Citibank	TX	75007		N/A
Citibank	NH	03079		N/A
Wells Fargo & Company	SC	29726	Servicemember	N/A
Ditech Financial LLC	FL	34667	Servicemember	N/A
Statebridge Company	MA	01608		N/A
Loan Care	IL	60642		N/A
JPMorgan Chase & Co.	OH	43130		N/A
Ocwen	IN	47305		N/A
Ocwen	CA	94538		N/A
Select Portfolio Servicing, Inc	WI	53916		N/A
Statebridge Company	FL	32256		N/A
Fifth Third Financial Corporation	NJ	08840	Older American	N/A
CIT Bank National Association	NC	28604		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/10/2013	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Fax	12/31/2013	Closed with explanation	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Postal mail	01/06/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	Yes
Postal mail	01/22/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

626268
670678
655778
640453
663314
656371
647048
655708
640521
663353
648507
663376
648070
626374
626358
648087
648096
655874
640226
669406
663420

Mortgage Complaints

Based on Consumer Complaints

12/20/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	FHA mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Other mortgage
01/27/2014	Mortgage	FHA mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	FHA mortgage
12/28/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/28/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Conventional fixed mortgage
12/28/2013	Mortgage	FHA mortgage
01/10/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Flagstar Bank	VA	22601		N/A
Nationstar Mortgage	MD	21061		N/A
Seterus, Inc.	TX	75007	Older American	N/A
Ocwen	MS	39501		N/A
Specialized Loan Servicing LLC	NC	27605		N/A
Bank of America	GA	30013		N/A
Wells Fargo & Company	TN	37208	Older American	N/A
JPMorgan Chase & Co.	NY	10510		N/A
Wells Fargo & Company	CA	94596		N/A
Ocwen	PA	18643		N/A
Ocwen	GA	30294	Servicemember	N/A
Caliber Home Loans, Inc	MI	48065		N/A
21st Mortgage Corporation	FL	33436		N/A
PNC Bank N.A.	CA	92530		N/A
Wells Fargo & Company	MO	63125		N/A
Wells Fargo & Company	NJ	07006		N/A
Round Point Mortgage	CO	80007		N/A
Ditech Financial LLC	CA	92595		N/A
Nationstar Mortgage	NY	13027		N/A
Caliber Home Loans, Inc	IL	60025		N/A
HSBC North America Holdings Inc.	KY	40601	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/13/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Fax	12/12/2013	Closed with explanation	Yes	No
Web	01/27/2014	Closed	Yes	Yes
Web	01/10/2014	Closed with non-monetary relief	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	12/28/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Web	12/28/2013	Closed with explanation	Yes	No
Referral	01/15/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

640593
670800
670809
627536
687263
662680
669322
655925
670849
648173
655952
648188
655957
626469
648214
670910
640715
626501
648238
662727
648240

Mortgage Complaints

Based on Consumer Complaints

01/10/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
12/28/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	FHA mortgage
12/28/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/28/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	FL	33409	Older American	N/A
Ocwen	TX	78247		N/A
Ocwen	NY	14216		N/A
Ocwen	TN	37388		N/A
Citibank	NC	28216		N/A
SunTrust Banks, Inc.	NC	27407		N/A
Ditech Financial LLC	AZ	85032		N/A
Bank of America	NV	89129		N/A
Ocwen	CA	94526		N/A
Ocwen	TX	75052		N/A
Wells Fargo & Company	NJ	07652		N/A
Nationstar Mortgage	CA	92701		N/A
Ditech Financial LLC	CA	92376		N/A
OneMain Financial Holdings, LLC	NY	13625		N/A
M&T Bank Corporation	CA	95035		N/A
Resurgent Capital Services L.P.	FL	32256		N/A
Bank of America	TX	77380		N/A
Ocwen	VA	23838		N/A
Regions Financial Corporation	FL	34684		N/A
Ocwen	FL	33173		N/A
HSBC North America Holdings Inc.	IN	46706	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	12/28/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/28/2013	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Referral	12/10/2013	Closed	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Web	12/28/2013	Closed	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

663553
664591
655710
648245
664452
664544
648251
648486
656021
655594
648265
656033
656035
627708
628928
669373
656911
640794
648297
662595
648302

Mortgage Complaints

Based on Consumer Complaints

01/10/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	Other mortgage
12/29/2013	Mortgage	Other mortgage
12/29/2013	Mortgage	FHA mortgage
01/15/2014	Mortgage	FHA mortgage
01/15/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Other mortgage
12/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/11/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	Other mortgage
12/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Home equity loan or line of credit
01/15/2014	Mortgage	Other mortgage
12/29/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Other
Settlement process and costs
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	CA	95667	Older American	N/A
HSBC North America Holdings Inc.	NJ	08535		N/A
Wells Fargo & Company	CA	95355		N/A
Bank of America	CA	94561		N/A
Nationstar Mortgage	GA	30344		N/A
Residential Credit Solutions	CA	91355		N/A
Resurgent Capital Services L.P.	DE	19808		N/A
Bank of America	TX	78610		N/A
Ocwen	NJ	08753		N/A
Wells Fargo & Company	MN	55420		N/A
Bank of America	PA	15211		N/A
Wells Fargo & Company	FL	34476		N/A
Ocwen	IL	60146		N/A
Ditech Financial LLC	FL	32563		N/A
Ditech Financial LLC	FL	33637		N/A
Nationstar Mortgage	NY	10963		N/A
Citizens Financial Group, Inc.	PA	15668		N/A
Fifth Third Financial Corporation	IL	60097		N/A
Flagstar Bank	MI	48377		N/A
Nationstar Mortgage	CA	93535		N/A
Resurgent Capital Services L.P.	WV	25419		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	12/28/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	12/29/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Referral	01/22/2014	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Web	12/29/2013	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Web	01/20/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with monetary relief	Yes	No
Referral	01/23/2014	Closed with explanation	Yes	Yes
Web	12/29/2013	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

662655
665159
648323
648328
671053
669348
640994
648358
662867
676863
669353
669356
646855
663694
640877
677303
656168
669363
648404
671109
655462

Mortgage Complaints

Based on Consumer Complaints

01/06/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	FHA mortgage
12/29/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	FHA mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	FHA mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Home equity loan or line of credit
12/30/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	LA	70810		N/A
Ditech Financial LLC	CT	06708		N/A
PHH Mortgage	FL	33707		N/A
Bayview Loan Servicing, LLC	CA	90241		N/A
HSBC North America Holdings Inc.	FL	32583	Older American	N/A
Bank of America	PA	19124		N/A
Regions Financial Corporation	TX	79106		N/A
Bank of America	TX	78747	Older American	N/A
Nationstar Mortgage	TN	37075		N/A
Universal American Mortgage Company, LLC	CA	92591		N/A
Ocwen	VA	24019		N/A
Bank of America	CA	95482		N/A
Bank of America	CA	95453		N/A
Ocwen	MI	48183		N/A
Ocwen	TX	75165	Older American	N/A
JPMorgan Chase & Co.	CO	81089		N/A
Caliber Home Loans, Inc	NY	11570		N/A
Ocwen	CA	91750		N/A
Wells Fargo & Company	MN	55113		N/A
Bank of America	OR	97062		N/A
Nationstar Mortgage	MI	48382		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Web	12/17/2013	Closed with non-monetary relief	Yes	No
Web	12/29/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Web	12/29/2013	Closed with explanation	Yes	No
Web	12/29/2013	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	Yes
Web	12/29/2013	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
Referral	12/31/2013	Closed with explanation	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with non-monetary relief	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/23/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	Yes
Fax	02/27/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

656186
677323
629274
648480
663776
671160
663784
649195
649202
656259
649207
663818
649453
671220
649221
664585
657111
678876
663836
651376
669254

Mortgage Complaints

Based on Consumer Complaints

01/10/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Home equity loan or line of credit
01/06/2014	Mortgage	Home equity loan or line of credit
01/06/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	FHA mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/21/2014	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
01/21/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	FHA mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	FHA mortgage
01/06/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	13491	N/A
Bank of America	MA	01915	N/A
Citibank	NC	28462	N/A
U.S. Bancorp	CA	90212	N/A
Wells Fargo & Company	MD	20602	N/A
Ocwen	FL	32256	N/A
Ocwen	MD	21048	N/A
Wells Fargo & Company	FL	32256	N/A
Ocwen	MD	20886	N/A
JPMorgan Chase & Co.	NY	10913	N/A
JPMorgan Chase & Co.	MI	48382	N/A
Ditech Financial LLC	AZ	86305	N/A
Specialized Loan Servicing LLC	IL	60438	N/A
Ocwen	MI	49221	N/A
Wells Fargo & Company	VA	20176	N/A
Ocwen	NC	28801	N/A
Bank of America	GA	30326	N/A
PNC Bank N.A.	AZ	86305	N/A
BMO Harris	WI	54667	N/A
SunTrust Banks, Inc.	CA	95050	N/A
HSBC North America Holdings Inc.	OH	43015	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	Yes
Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with non-monetary relief	Yes	No
Web	01/21/2014	Closed	Yes	Yes
Referral	12/31/2013	Closed	Yes	No
Fax	01/28/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with non-monetary relief	Yes	No
Postal mail	01/08/2014	Closed	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with non-monetary relief	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

664564
656359
656363
655628
671288
663889
677458
677181
677483
649303
676670
655524
656452
671386
656467
656916
662863
655525
677528
671418
649384

Mortgage Complaints

Based on Consumer Complaints

01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/16/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	FHA mortgage
01/21/2014	Mortgage	Home equity loan or line of credit
01/21/2014	Mortgage	Second mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Home equity loan or line of credit
01/21/2014	Mortgage	FHA mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Home equity loan or line of credit
01/21/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Settlement process and costs
Settlement process and costs
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	CA	95124		N/A
Bank of America	MO	63132		N/A
JPMorgan Chase & Co.	MI	48035		N/A
Vanderbilt Mortgage & Finance	TX	75002		N/A
Ocwen	FL	32311		N/A
First Financial Services, Inc.	WA	98036		N/A
U.S. Bancorp	OR	97526		N/A
Ocwen	AR	72756		N/A
U.S. Bancorp	IL	61061		N/A
Citibank	NC	28110		N/A
U.S. Bancorp	OH	44053		N/A
Wells Fargo & Company	CO	80911		N/A
Bank of America	CA	92029		N/A
HSBC North America Holdings Inc.	NY	11209	Older American	N/A
Ocwen	CA	94112	Older American	N/A
Wells Fargo & Company	SC	29223	Older American	N/A
Zions Bancorporation	TX	77388		N/A
Citibank	MI	49444		N/A
FCI Lender Services Inc.	FL	32234		N/A
JPMorgan Chase & Co.	CT	06093		N/A
CIT Bank National Association	GA	30097		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/23/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with monetary relief	Yes	No
Web	01/10/2014	Closed	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with non-monetary relief	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Referral	01/28/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with monetary relief	Yes	No
Postal mail	01/29/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

672072
664048
662540
672130
672144
672150
672189
673575
672199
677736
677752
677770
676701
677900
677952
678014
677169
678342
678385
678504
678689

Mortgage Complaints

Based on Consumer Complaints

01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/16/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/22/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/16/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	92587	Older American	N/A
Bank of America	MI	48640		N/A
Neighborhood Assistance Corporation of America ("NACA")	TX	78249		N/A
Wells Fargo & Company	GA	30024		N/A
Residential Credit Solutions	GA	30083		N/A
Ocwen	CA	94708		N/A
JPMorgan Chase & Co.	MI	39601		N/A
21st Mortgage Corporation	CA	91304	Servicemember	N/A
Select Portfolio Servicing, Inc	CA	90047		N/A
JPMorgan Chase & Co.	SD	57105		N/A
Caliber Home Loans, Inc	FL	33040		N/A
Residential Credit Solutions	NY	11763		N/A
Ditech Financial LLC	VA	23435		N/A
Ocwen	CT	06840		N/A
Ocwen	WV	26711		N/A
E*Trade Bank	IL	60618		N/A
Bank of America	WI	54904		N/A
Bayview Loan Servicing, LLC	CA	90064		N/A
Bank of America	FL	33065		N/A
Ocwen	OR	97202		N/A
U.S. Bancorp	NY	11412		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/21/2014	Closed with explanation	Yes	No
Fax	01/29/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Referral	01/23/2014	Closed with explanation	Yes	Yes
Fax	01/23/2014	Closed with explanation	No	
Referral	01/23/2014	Closed with explanation	Yes	No
Fax	02/20/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	Yes
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Phone	01/16/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Referral	01/23/2014	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

678545
676675
678590
672611
671633
672511
671483
672282
679325
672304
679349
679260
672329
672335
679383
671717
679404
681029
672379
679460
672412

Mortgage Complaints

Based on Consumer Complaints

01/16/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Home equity loan or line of credit
01/22/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Reverse mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Caliber Home Loans, Inc	NY	11520		N/A
Wells Fargo & Company	CA	95624		N/A
Ocwen	FL	32256		N/A
Flagstar Bank	CA	91770		N/A
Colorado Housing and Finance Authority	CO	81625		N/A
Bayview Loan Servicing, LLC	NY	11735		N/A
Nationstar Mortgage	IL	60442		N/A
Ocwen	GA	30052		N/A
Wells Fargo & Company	CA	90065	Older American	N/A
TD Bank US Holding Company	PA	19060		N/A
JPMorgan Chase & Co.	IN	46383	Older American	N/A
James B. Nutter & Company	TX	77539	Older American	N/A
Wells Fargo & Company	VA	20169		N/A
HSBC North America Holdings Inc.	SD	57103		N/A
SunTrust Banks, Inc.	CA	90010	Older American	N/A
Ocwen	CA	94605		N/A
Ocwen	MD	21224		N/A
Vanderbilt Mortgage & Finance	NC	28602		N/A
Ditech Financial LLC			Older American	N/A
EverBank	OR	97058		N/A
Bayview Loan Servicing, LLC	PA	16225		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/23/2014	Closed with explanation	No	Yes
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Postal mail	01/10/2014	Closed with explanation	Yes	Yes
Referral	01/29/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	Yes
Web	01/29/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/29/2014	Closed with explanation	Yes	Yes
Referral	01/29/2014	Closed with explanation	Yes	No
Fax	01/23/2014	Closed	Yes	No

Mortgage Complaints

Based on Consumer Complaints

671601
679473
672289
679485
672027
671527
656660
673265
656543
679515
679519
679524
679525
656559
678719
671653
656570
672484
679522
679547
672525

Mortgage Complaints

Based on Consumer Complaints

01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/22/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	VA mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	FHA mortgage
01/07/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	FHA mortgage
01/07/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	MD	20874		N/A
JPMorgan Chase & Co.	MI	48609		N/A
Bank of America	MS	39322		N/A
JPMorgan Chase & Co.	CA	93065		N/A
Nationstar Mortgage	FL	33060	Older American	N/A
Southeastern Mortgage Corporation	NC	28144	Servicemember	N/A
Ditech Financial LLC	MA	02021		N/A
Wells Fargo & Company	FL	33432		N/A
JPMorgan Chase & Co.	NY	13905		N/A
Ocwen	NY	11358		N/A
Ocwen	GA	30327		N/A
Nationstar Mortgage	TN	37804	Older American	N/A
Bank of America	CA	94930		N/A
Carrington Mortgage Holdings, LLC.	MN	55433		N/A
JPMorgan Chase & Co.	WA	98022		N/A
Nationstar Mortgage	LA	71109	Servicemember	N/A
Wells Fargo & Company	VA	22191		N/A
Wells Fargo & Company	CA	92211		N/A
Caliber Home Loans, Inc	CA	93720		N/A
Nationstar Mortgage	OK	73120		N/A
Ditech Financial LLC	NJ	08880		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	01/23/2014	Closed	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Referral	03/03/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Postal mail	02/18/2014	Untimely response	No	
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with monetary relief	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	No
Fax	01/23/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

672561
679612
658594
678764
657147
671543
657160
679651
673078
657193
679669
672794
657204
672640
657218
672654
672683
657257
657339
672722
657443

Mortgage Complaints

Based on Consumer Complaints

01/16/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Home equity loan or line of credit
01/07/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Pacific Union Financial, LLC	FL	33603		N/A
Ditech Financial LLC	KY	41015		N/A
Bank of America	GA	30013		N/A
Citizens Financial Group, Inc.	MA	02126	Older American	N/A
PNC Bank N.A.	NC	27370		N/A
Bank of America	NC	28306		N/A
Ocwen	MO	63005	Older American	N/A
Bank of America	VA	23320		N/A
JPMorgan Chase & Co.	MN	55306		N/A
Wells Fargo & Company	GA	30068		N/A
Bank of America	FL	32128		N/A
HSBC North America Holdings Inc.	VA	22003		N/A
JPMorgan Chase & Co.	OR	97501		N/A
Bank of America	GA	30038		N/A
Ocwen	NJ	07206		N/A
Bank of America	FL	32244		N/A
Wells Fargo & Company	WA	98208		N/A
Wells Fargo & Company	IN	47150		N/A
Seterus, Inc.	SC	29576		N/A
Nationstar Mortgage	NJ	08053		N/A
JPMorgan Chase & Co.	FL	33917		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/16/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/23/2014	Closed	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Postal mail	01/08/2014	Closed	Yes	No
Referral	01/23/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/29/2014	Closed with explanation	Yes	No
Fax	01/29/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	Yes
Referral	01/08/2014	Closed with explanation	Yes	Yes
Phone	01/08/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

671675
672751
657375
672837
657402
672850
679699
658599
657482
673123
657506
679705
678874
658129
663764
657998
687699
658280
657642
656996
664216

Mortgage Complaints

Based on Consumer Complaints

01/10/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/27/2014	Mortgage	FHA mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/27/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Home equity loan or line of credit
01/16/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Caliber Home Loans, Inc	GA	30087		N/A
Ocwen	IL	60140		N/A
Citibank	TX	78254		N/A
Bank of America	FL	33063		N/A
Ditech Financial LLC	MI	48235	Older American, Servicemember	N/A
Nationstar Mortgage	FL	33154		N/A
Ocwen	TX	78504		N/A
Nationstar Mortgage	AZ	85140		N/A
Wells Fargo & Company	FL	34476		N/A
Navient Solutions, Inc.	FL	33016	Older American	N/A
JPMorgan Chase & Co.	NJ	07111		N/A
Wells Fargo & Company	CA	95148		N/A
Bank of America	OH	44133		N/A
Bank of America	MD	20745	Older American	N/A
Fifth Third Financial Corporation	FL	33765		N/A
Ditech Financial LLC	IL	60438		N/A
Quicken Loans	WA	98225		N/A
JPMorgan Chase & Co.	CT	06475	Older American	N/A
Nationstar Mortgage	AR	72738		N/A
Bank of America	MI	49707		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes
Phone	02/07/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	Yes
Referral	01/24/2014	Closed with explanation	Yes	No
Fax	01/09/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	Yes
Referral	01/30/2014	Closed with explanation	Yes	Yes
Web	01/30/2014	Closed with explanation	Yes	Yes
Referral	01/24/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

665116
657072
687862
656919
687056
657685
679937
664273
671661
657057
664316
657767
679237
662541
680706
696314
673401
657820
671635
665183

Mortgage Complaints

Based on Consumer Complaints

01/22/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
02/05/2014	Mortgage	Home equity loan or line of credit
01/11/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
01/27/2014	Mortgage	FHA mortgage
01/27/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Conventional fixed mortgage
01/27/2014	Mortgage	Conventional fixed mortgage
01/27/2014	Mortgage	Home equity loan or line of credit
01/11/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Union Bank	CA	93012	Older American	N/A
Wells Fargo & Company	FL	33308		N/A
Ocwen	TX	76028	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	32821		N/A
Bank of America	FL	33145		N/A
Bank of America	MA	01420		N/A
Nationstar Mortgage	OK	73170		N/A
Bank of America	MA	01432		N/A
JPMorgan Chase & Co.	CA	94928		N/A
Nationstar Mortgage	TX	75409		N/A
Nationstar Mortgage	CA	91352	Older American	N/A
Ocwen	NJ	08205		N/A
Select Portfolio Servicing, Inc	CA	95118		N/A
Nationstar Mortgage	VA	23222		N/A
Quicken Loans	CA	91360		N/A
American Neighborhood Mortgage Acceptance Company LLC	NJ	08050		N/A
Citibank	CA	90005	Servicemember	N/A
Citizens Financial Group, Inc.	MI	48228	Older American	N/A
Wells Fargo & Company	GA	30707		N/A
Ocwen	CA	95383		N/A
PHH Mortgage	NY	14621		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	01/29/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	Yes
Web	01/11/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Postal mail	01/29/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	Yes
Referral	01/16/2014	Closed with explanation	Yes	No
Postal mail	01/30/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with non-monetary relief	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

680037
696484
664406
696438
662547
705656
664439
680023
664473
687282
687286
702906
711232
687289
687296
664495
678921
658613
680117
664508
664533

Mortgage Complaints

Based on Consumer Complaints

01/11/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/11/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Home equity loan or line of credit
01/11/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Second mortgage
01/27/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Home equity loan or line of credit
01/22/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	TX	76704		N/A
CIT Bank National Association	TX	76120		N/A
First Priority Financial, Inc.	CA	95691	Older American	N/A
Ocwen	SC	29506		N/A
SunTrust Banks, Inc.	NC	27704		N/A
Wells Fargo & Company	NY	11901		N/A
Citizens Financial Group, Inc.	NY	12550		N/A
Nationstar Mortgage	MD	21215		N/A
Regions Financial Corporation	FL	33166		N/A
BB&T Financial	SC	29403		N/A
Bank of America	TX	78665		N/A
Bank of America	FL	33023		N/A
EverBank	NH	03104		N/A
Wells Fargo & Company	NY	14619		N/A
U.S. Bancorp	CO	80549		N/A
TD Bank US Holding Company	NJ	08753	Older American	N/A
Nationstar Mortgage	ID	83616	Older American	N/A
JPMorgan Chase & Co.	NY	10986		N/A
OneMain Financial Holdings, LLC	OH	44903		N/A
U.S. Bancorp	CA	92028	Older American	N/A
Wells Fargo & Company	NY	14108		N/A
Ditech Financial LLC	MA	01913	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	01/13/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	Yes
Postal mail	02/14/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Fax	02/05/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Phone	03/18/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Fax	01/13/2014	Closed with explanation	Yes	Yes
Postal mail	01/13/2014	Closed with explanation	Yes	Yes
Phone	01/30/2014	Closed with non-monetary relief	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Referral	02/10/2014	Closed with explanation	Yes	Yes
Web	02/05/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

664534
656933
662821
664538
662522
664543
658222
686134
700672
686090
664563
686165
657966
662938
664603
680226
664620
671521
658005
680048
694344
700498

Mortgage Complaints

Based on Consumer Complaints

01/07/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	FHA mortgage
01/31/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/22/2014	Mortgage	Conventional fixed mortgage
02/05/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/22/2014	Mortgage	Conventional fixed mortgage
01/12/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/12/2014	Mortgage	Conventional fixed mortgage
01/12/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/27/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/07/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	FHA mortgage
02/05/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	FHA mortgage
01/22/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Seterus, Inc.	WA	98208		N/A
Ocwen	CA	93041		N/A
Bank of America	NC	27455		N/A
Nationstar Mortgage	NV	89506		N/A
Nationstar Mortgage	OH	45013	Older American	N/A
Wells Fargo & Company	CA	94538		N/A
Select Portfolio Servicing, Inc	PA	19090		N/A
Bank of America	TN	38128		N/A
JPMorgan Chase & Co.	FL	33162		N/A
Ditech Financial LLC	TX	75115		N/A
Ocwen	CA	90710		N/A
Bank of America	IL	60010		N/A
Ocwen	PA	19018		N/A
Wells Fargo & Company	NJ	07921		N/A
Wells Fargo & Company	CA	90069		N/A
U.S. Bancorp	AR	72904		N/A
Ocwen	NJ	08902		N/A
PNC Bank N.A.	MD	20902		N/A
Ocwen	NM	87114		N/A
Select Portfolio Servicing, Inc	AL	35120		N/A
HSBC North America Holdings Inc.	OH	45252	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/07/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	Yes
Referral	01/30/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	Yes
Web	01/30/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with non-monetary relief	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Fax	02/07/2014	Closed with explanation	Yes	No
Phone	01/24/2014	Closed with explanation	Yes	No
Web	01/12/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	Yes
Web	02/05/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed	Yes	No
Referral	01/30/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

658022
658025
664671
694366
678778
702931
680282
665114
693977
702939
673625
664735
664739
689890
657053
680357
700527
694446
686018
680372
680381

Mortgage Complaints

Based on Consumer Complaints

01/12/2014	Mortgage	Conventional fixed mortgage
01/17/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Home equity loan or line of credit
01/07/2014	Mortgage	VA mortgage
01/13/2014	Mortgage	Reverse mortgage
01/27/2014	Mortgage	FHA mortgage
01/17/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/27/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	FHA mortgage
01/17/2014	Mortgage	VA mortgage
02/05/2014	Mortgage	Home equity loan or line of credit
01/22/2014	Mortgage	FHA mortgage
01/27/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/17/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	TX	77091		N/A
Ocwen	NJ	07207		N/A
Wells Fargo & Company	AL	36266		N/A
Wells Fargo & Company	VA	22030	Servicemember	N/A
Nationstar Mortgage	CT	06475		N/A
Wells Fargo & Company	NJ	08648		N/A
Ocwen	NY	11434		N/A
Wells Fargo & Company	FL	32256		N/A
Ocwen	RI	02921		N/A
Ocwen	MO	65672		N/A
U.S. Bancorp	AL	36870	Servicemember	N/A
Ocwen	IL	60076		N/A
JPMorgan Chase & Co.	VT	05262		N/A
HSBC North America Holdings Inc.	NY	13210		N/A
Ocwen	CA	92131		N/A
Boeing Employees' Credit Union	WA	98223		N/A
Ditech Financial LLC	TX	75080		N/A
Nationstar Mortgage	FL	34759	Servicemember	N/A
Finance of America Mortgage LLC	NJ	08033		N/A
Wells Fargo & Company	MT	59845		N/A
CIT Bank National Association	FL	32082		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/15/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
Web	02/03/2014	Closed with explanation	Yes	No
Phone	01/24/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	Yes	No
Web	01/12/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with non-monetary relief	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Postal mail	01/13/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

664817
674492
694492
658165
665441
686118
674529
686144
707984
665474
674549
700555
680465
687689
665504
680485
674596
665585
701107
673992
667162

Mortgage Complaints

Based on Consumer Complaints

01/31/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/17/2014	Mortgage	Conventional fixed mortgage
02/06/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Home equity loan or line of credit
01/22/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Home equity loan or line of credit
02/06/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Dovenmuehle Mortgage Inc.	MI	48911		N/A
HSBC North America Holdings Inc.	MD	20706		N/A
Select Portfolio Servicing, Inc	CA	94556		N/A
Wells Fargo & Company	MN	56001		N/A
Ocwen	MI	48005		N/A
Bank of America	CA	90015		N/A
Wells Fargo & Company	NJ	08753		N/A
Bank of America	IL	60404		N/A
Wells Fargo & Company	TX	78404		N/A
HSBC North America Holdings Inc.	GA	30039	Servicemember	N/A
Ocwen	CA	92024		N/A
Bank of America	KY	40422		N/A
Ocwen	NY	11236		N/A
Bank of America	GA	31815		N/A
Ditech Financial LLC	TX	78641		N/A
New York Community Bank	NJ	07442		N/A
Ocwen	NJ	07522		N/A
JPMorgan Chase & Co.	WA	98464		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Bank of America	FL	33020		N/A
Wells Fargo & Company	FL	33173		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	02/07/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	Yes
Referral	02/07/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	Yes
Referral	02/10/2014	Closed with non-monetary relief	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Fax	01/30/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	Yes
Referral	02/10/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	Yes
Web	02/10/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Fax	01/13/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

693914
656954
673715
700579
694511
700582
702560
665524
680523
673704
700594
675169
674774
700603
702538
694595
674646
700611
665191
674662
702040

Mortgage Complaints

Based on Consumer Complaints

02/06/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Conventional fixed mortgage
02/06/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	FHA mortgage
01/31/2014	Mortgage	FHA mortgage
02/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/17/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/17/2014	Mortgage	Conventional fixed mortgage
02/06/2014	Mortgage	FHA mortgage
02/06/2014	Mortgage	FHA mortgage
01/22/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	FHA mortgage
01/28/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Other
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	94521		N/A
Wells Fargo & Company	MN	55423		N/A
JPMorgan Chase & Co.	CA	91764		N/A
SunTrust Banks, Inc.	VA	22182		N/A
Nationstar Mortgage	TX	75138		N/A
Bank of America	GA	30022		N/A
PNC Bank N.A.	MA	01609		N/A
Bank of America	GA	30349		N/A
U.S. Bancorp	IN	46239		N/A
Ditech Financial LLC	CA	94501		N/A
Bogman, Inc	MD	21223		N/A
Ocwen	WA	98203		N/A
Select Portfolio Servicing, Inc	CA	90723		N/A
Select Portfolio Servicing, Inc	TX	77070		N/A
Ocwen	MI	48331		N/A
Dovenmuehle Mortgage Inc.	DE	48223		N/A
Bank of America	VA	24179	Servicemember	N/A
JPMorgan Chase & Co.	WI	53005		N/A
OneMain Financial Holdings, LLC	CA	90005		N/A
Nationstar Mortgage	CO	80003	Older American	N/A
Ocwen	RI	02889		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	02/18/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes
Referral	01/24/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with non-monetary relief	Yes	No
Web	02/02/2014	Closed with non-monetary relief	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Referral	01/28/2014	Closed with explanation	Yes	Yes
Fax	01/08/2014	Closed with explanation	Yes	No
Phone	01/24/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	Yes
Web	02/06/2014	Closed with non-monetary relief	Yes	Yes
Postal mail	01/30/2014	Closed with explanation	Yes	Yes
Web	02/05/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

700615
665554
674384
665219
700620
695902
700628
700649
695908
700671
674715
694663
694667
675318
658948
674729
702528
700717
678927
700722
689423

Mortgage Complaints

Based on Consumer Complaints

01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/28/2014	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
01/28/2014	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
02/10/2014	Mortgage	Conventional fixed mortgage
01/28/2014	Mortgage	Conventional fixed mortgage
01/17/2014	Mortgage	Other mortgage
01/28/2014	Mortgage	Conventional fixed mortgage
01/28/2014	Mortgage	FHA mortgage
02/06/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/08/2014	Mortgage	Home equity loan or line of credit
01/31/2014	Mortgage	VA mortgage
02/10/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
02/06/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Other
Loan servicing, payments, escrow account
Settlement process and costs
Other
Loan servicing, payments, escrow account
Settlement process and costs
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Select Portfolio Servicing, Inc	MI	48867		N/A
Navy FCU	VA	22206		N/A
Citibank	PA	17540		N/A
SunTrust Banks, Inc.	NC	27406		N/A
Regions Financial Corporation	VA	22191		N/A
Ocwen	NY	14420		N/A
Goldman Sachs Bank USA	NV	89156	Servicemember	N/A
Ocwen	AZ	85326		N/A
PennyMac Loan Services, LLC	VA	20151		N/A
Nationstar Mortgage	TX	76002		N/A
Quicken Loans	FL	33603		N/A
Wells Fargo & Company	CA	95610		N/A
Nationstar Mortgage	FL	34108		N/A
Union Bank	CA	91214		N/A
Ditech Financial LLC	CA	95762		N/A
Standard Mortgage Corporation	FL	32176		N/A
Bayview Loan Servicing, LLC	CA	92057	Older American	N/A
Wells Fargo & Company	PA	19348	Older American	N/A
Allied Mortgage Group	DE	19709		N/A
U.S. Bancorp	WI	54902		N/A
JPMorgan Chase & Co.	NY	13619		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/23/2014	Closed with explanation	Yes	Yes
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with monetary relief	Yes	No
Postal mail	01/08/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	Yes
Web	01/27/2014	Closed with explanation	Yes	Yes
Referral	01/24/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	Yes
Web	01/23/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Fax	01/08/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	02/10/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Phone	01/13/2014	Closed with non-monetary relief	Yes	No
Referral	04/22/2014	Closed	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

679552
687926
658772
687936
658983
707184
689381
674784
687955
687963
702036
678868
695953
658866
659023
694603
707223
665710
702073
701791
701949

Mortgage Complaints

Based on Consumer Complaints

(Results truncated. Use CSV format for all records.)