Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Issue	Sub-issue
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	
Application, originator, mortgage broker	
Loan modification,collection,foreclosure	
Loan modification,collection,foreclosure	
Loan modification,collection,foreclosure	
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?
Ocwen	CA	92626		N/A
Franklin Credit Management	CT	06106		N/A
Ocwen	CA	94134		N/A
Wells Fargo & Company	NY	11735		N/A
USAA Savings	FL	32536		N/A
Bank of America	MI	49686		N/A
Bank of America	FL	33031		N/A
New York Community Bank	GA	30041		N/A
SunTrust Banks, Inc.	CO	80015		N/A
Wells Fargo & Company	NV	89511		N/A
Citibank	CA	95821		N/A
Ocwen	FL	33426		N/A
Bank of America	NJ	08088		N/A
Citibank	NJ	07604		N/A
Wells Fargo & Company	NY	10605		N/A
Ocwen	NY	14467		N/A
Nationstar Mortgage	MD	20874		N/A
SunTrust Banks, Inc.	FL	32084		N/A
Bank of America	FL	33234		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Complaint ID
475101
475823
469003
469013
469299
469022
469024
469029
469034
469035
480488
469060
474852
472236
480173
469360
468740
469863
469255

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	Conventional fixed 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	Other mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/29/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	VA mortgage
07/30/2013	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	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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 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
Credit decision / Underwriting
Application, originator, mortgage broker
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

Envoy Mortgage Ltd.	TN	37042		N/A
Ocwen	MA	02368		N/A
Ditech Financial LLC	NJ	08057		N/A
Wells Fargo & Company	VA	23221		N/A
Wells Fargo & Company	FL	33830		N/A
U.S. Bancorp	MN	55414		N/A
Wells Fargo & Company	CA	91741		N/A
Ocwen	CA	95765		N/A
JPMorgan Chase & Co.	NY	11238	Older American	N/A
Ocwen	VA	24112	Older American	N/A
Resurgent Capital Services L.P.	AZ	86327		N/A
United Shore Financial Services, LLC	CT	06486		N/A
Bank of America	CA	95219		N/A
Citibank	MN	55124		N/A
Imortgage.com, Inc.	AZ	85379	Servicemember	N/A
Quicken Loans	AZ	86351		N/A
Wells Fargo & Company	IN	46235		N/A
Bank of America	MI	49042		N/A
Bank of America	MI	48235		N/A
Wells Fargo & Company	CA	95020		N/A
Wells Fargo & Company	NY	10803		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

469282
469334
469338
469365
469816
469428
464039
469479
479901
469525
470821
470825
470831
469627
470855
470858
469652
469653
469654
469660
469664

Mortgage Complaints

Based on Consumer Complaints

07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Second mortgage
07/30/2013	Mortgage	Home equity loan or line of credit
07/30/2013	Mortgage	Conventional fixed 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

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 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 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

Bayview Loan Servicing, LLC	FL	33311	Older American	N/A
Citibank	IL	60644		N/A
Ditech Financial LLC	MI	48009		N/A
Bank of America	NY	14212		N/A
JPMorgan Chase & Co.	SC	29607		N/A
EverBank	TN	37217		N/A
Bank of America	AZ	85340		N/A
Nationstar Mortgage	MI	48382		N/A
Ditech Financial LLC	MD	21629		N/A
Bank of America	CA	91320		N/A
JPMorgan Chase & Co.	ID	83815		N/A
JPMorgan Chase & Co.	NC	28075	Servicemember	N/A
Bank of America	CA	90025		N/A
Bank of America	UT	65109		N/A
Bank of America	MD	20871		N/A
Ocwen	IN	47334		N/A
Citizens Financial Group, Inc.	MS	39503	Servicemember	N/A
Nationstar Mortgage	NC	28457		N/A
JPMorgan Chase & Co.	AL	36526		N/A
Sound Mortgage	WA	98366		N/A
Bank of America	TX	77077		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

487015
493134
469691
493136
479967
469734
469741
454673
475633
476001
469767
470978
469771
469773
470990
469782
480250
470012
470091
471005
470076

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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 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 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

U.S. Bancorp	WI	53130		N/A
Wells Fargo & Company	CA	93111		N/A
Citibank	AL	36854		N/A
Ocwen	FL	33558		N/A
JPMorgan Chase & Co.	NY	10303		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
Nationstar Mortgage	NC	27520		N/A
Flagstar Bank	NY	10012		N/A
Ocwen	CA	90603		N/A
Specialized Loan Servicing LLC	CA	94565		N/A
Dovenmuehle Mortgage Inc.	VA	22003		N/A
Pentagon FCU	PA	18069		N/A
JPMorgan Chase & Co.	MI	48048		N/A
Wells Fargo & Company	PA	19015		N/A
Bank of America	MD	20878		N/A
Citibank	CA	92610	Older American	N/A
Flagstar Bank	MI	48382		N/A
Citibank	NY	10704		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Referral	07/31/2013	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
Phone	07/31/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	Yes
Referral	07/31/2013	Closed with explanation	Yes	Yes
Web	08/05/2013	Closed	Yes	No
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	08/05/2013	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
Fax	08/02/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

470985
470103
470206
470970
475477
475278
535169
474284
474893
469854
469865
469942
471015
468192
470915
471201
473955
470507
463102
454676
471114

Mortgage Complaints

Based on Consumer Complaints

07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	VA 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
07/30/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	FHA mortgage
07/30/2013	Mortgage	Other mortgage
07/30/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	FHA mortgage
07/31/2013	Mortgage	FHA mortgage
07/31/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	NY	07052		N/A
Ocwen	TX	77640		N/A
Prudent Law Group	FL	32218	Servicemember	N/A
Bank of America	MD	21843	Older American	N/A
Bank of America	CT	06614		N/A
Bank of America	FL	33993		N/A
JPMorgan Chase & Co.	GA	30349		N/A
Citibank	CA	91364		N/A
Embrace Home Loans Inc	NC	27407		N/A
Bank of America	CO	80126		N/A
U.S. Bancorp	FL	33150		N/A
Bank of America	MO	65708		N/A
U.S. Bancorp	WI	54153		N/A
Bank of America	NY	11234		N/A
JPMorgan Chase & Co.	GA	30288		N/A
PNC Bank N.A.	GA	30238		N/A
Wells Fargo & Company	MD	20880		N/A
Select Portfolio Servicing, Inc	CA	92881		N/A
Ocwen	FL	33182		N/A
SunTrust Banks, Inc.	GA	30312		N/A
UMB Bank	KS	66002		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

469488
475215
470126
470150
471169
471172
475640
471327
471177
471179
471183
470569
471210
471365
471221
470525
470650
476056
475841
471552
471544

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	92673		N/A
Wells Fargo & Company	OH	44320	Older American	N/A
Homeowner's Mortgage of America, Inc.	MS	39047		N/A
Loan Care	GA	30101		N/A
New Day Financial, LLC	FL	33764	Servicemember	N/A
Ocwen	GA	30296		N/A
PHH Mortgage	PA	17801	Older American	N/A
Bank of America	KY	40484		N/A
HSBC North America Holdings Inc.	IL	60409		N/A
Select Portfolio Servicing, Inc	MA	02766		N/A
Freedom Mortgage	WI	54445		N/A
JPMorgan Chase & Co.	VA	22306		N/A
HSBC North America Holdings Inc.	TX	79339	Older American	N/A
Flagstar Bank	FL	33327		N/A
Ocwen	CA	95405		N/A
Ditech Financial LLC	IL	60302		N/A
JPMorgan Chase & Co.	FL	33143		N/A
M&T Bank Corporation	NJ	07444		N/A
Citibank	MI	48326	Older American	N/A
Wells Fargo & Company	OH	44240		N/A
Ocwen	MD	20743		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/02/2013	Closed with explanation	Yes	No
Postal mail	07/31/2013	Closed with explanation	Yes	Yes
Web	08/08/2013	Closed with monetary relief	Yes	No
Web	07/25/2013	Closed with explanation	No	Yes
Postal mail	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	Yes
Phone	08/02/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Phone	08/02/2013	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	07/25/2013	Closed with explanation	Yes	No
Postal mail	08/01/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Phone	08/01/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

471558
480003
463269
463271
471296
471299
463299
471306
471307
471085
471312
474937
470618
470679
471333
463452
464332
470737
470744
463504
481956

Mortgage Complaints

Based on Consumer Complaints

07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	VA mortgage
08/06/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/06/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed 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
07/22/2013	Mortgage	Conventional fixed mortgage
07/31/2013	Mortgage	Other mortgage
07/22/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Other mortgage
07/31/2013	Mortgage	FHA mortgage
07/22/2013	Mortgage	Conventional fixed 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 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 servicing, payments, escrow account
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

Citibank	NJ	07716		N/A
CIT Bank National Association	CA	92604		N/A
CIT Bank National Association	NY	10305		N/A
Bank of America	OH	45248		N/A
Ocwen	MA	01852		N/A
JPMorgan Chase & Co.	NC	28546	Servicemember	N/A
Bank of America	IL	60618		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
JPMorgan Chase & Co.	CA	92660		N/A
JPMorgan Chase & Co.	CA	90807		N/A
Wells Fargo & Company	MI	48382		N/A
Wells Fargo & Company				N/A
Bank of America	FL	33619		N/A
Ocwen	NY	11217		N/A
Bank of America	NC	28451		N/A
HSBC North America Holdings Inc.	NY	11238		N/A
Ocwen	NY	11950		N/A
TCF National Bank	IL	60619		N/A

Mortgage Complaints

Based on Consumer Complaints

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	08/07/2013	Closed with explanation	Yes	Yes
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Web	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 explanation	Yes	No
Web	07/23/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	Yes
Fax	08/08/2013	Closed with explanation	Yes	No
Web	08/06/2013	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

Mortgage Complaints

Based on Consumer Complaints

471389
475563
471397
482036
481612
482046
481624
475541
471409
454537
479594
476090
471416
454679
463560
475586
463581
481660
468000
463565
475473

Mortgage Complaints

Based on Consumer Complaints

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

Citibank	GA	30039		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.	WV	26294		N/A
State Employee's Credit Union	NC	28805		N/A
Caliber Home Loans, Inc	AZ	85286		N/A
Specialized Loan Servicing LLC	WA	98225		N/A
JPMorgan Chase & Co.	DC	92544		N/A
Bank of America	ID	83672		N/A
Bank of America	WA	98668		N/A
Bank of America	IL	61008		N/A
Nationstar Mortgage	FL	34761		N/A
Wells Fargo & Company	CA	90069		N/A
U.S. Bancorp	WI	53081		N/A
Bank of America	FL	33777		N/A
Wells Fargo & Company	IL	60510		N/A
JPMorgan Chase & Co.	CA	92567		N/A
Wells Fargo & Company	CA	91730		N/A
Wells Fargo & Company	NJ	08753		N/A
Ditech Financial LLC	DC	20017		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

475578
471470
463636
482419
471481
481735
463665
481738
482402
471504
463705
463683
481768
463685
463686
471530
463689
455722
479600
475582
463751

Mortgage Complaints

Based on Consumer Complaints

08/01/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	FHA mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/06/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Home equity loan or line of credit
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Home equity loan or line of credit
08/01/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
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 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 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	94568		N/A
Flagstar Bank	CO	80027		N/A
Bank of America	PA	19140		N/A
PHH Mortgage	NY	11516		N/A
Suburban Mortgage Company of New Mexico	CA	90061		N/A
Nationstar Mortgage	CT	06106		N/A
JPMorgan Chase & Co.	GA	30228		N/A
Bank of America	MD	21237		N/A
Wells Fargo & Company	PA	19342		N/A
Wells Fargo & Company	CA	92626		N/A
Wells Fargo & Company	TX	77041		N/A
U.S. Bancorp	AZ	85019		N/A
Citibank	CA	95382		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Bank of America	MD	20707		N/A
Bank of America	IA	50322	Older American	N/A
Ocwen	MA	01960		N/A
Citibank	FL	33460		N/A
Bank of America	NY	11779		N/A
Bank of America	CA	95842		N/A
Bank of America	FL	32615		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with monetary relief	Yes	No
Web	08/05/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No
Fax	07/24/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Phone	07/25/2013	Closed with explanation	Yes	No
Phone	08/05/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	No	
Fax	08/07/2013	Closed with monetary relief	Yes	No
Fax	07/25/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with non-monetary relief	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	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

Mortgage Complaints

Based on Consumer Complaints

473139
481789
471539
474843
463724
482181
463742
471560
481842
482133
482408
481854
482129
454653
463789
482152
475211
471625
464221
464275
464654

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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
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 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	VA	22010		N/A
Citibank	MI	48301		N/A
JPMorgan Chase & Co.	TN	37777	Older American	N/A
Bank of America	MN	56303		N/A
Bank of America	MN	20744		N/A
Wells Fargo & Company	TX	79902	Servicemember	N/A
Citibank	FL	32205		N/A
Bank of America	FL	33141		N/A
Finance of America Reverse LLC	NY	11520	Older American	N/A
Ditech Financial LLC	CA	94547		N/A
JPMorgan Chase & Co.	CA	90064		N/A
Wells Fargo & Company	KY	40071		N/A
PNC Bank N.A.	GA	30040		N/A
Bank of America	CA	92780		N/A
Citibank	CA	92590		N/A
Regions Financial Corporation	FL	33142	Older American	N/A
JPMorgan Chase & Co.	PA	19008		N/A
Wells Fargo & Company	OH	45432		N/A
Bank of America	PA	19605		N/A
JPMorgan Chase & Co.	FL	32774		N/A
Nationstar Mortgage	CA	91764		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

475789
481960
465093
465097
465766
463788
465788
465316
465154
482078
465192
465195
465196
465205
481075
464031
465206
482100
464051
466121
454862

Mortgage Complaints

Based on Consumer Complaints

07/24/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	FHA 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
08/07/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/23/2013	Mortgage	VA mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	FHA mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	VA mortgage
08/12/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

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
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
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 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	GA	30013		N/A
Platinum Mortgage, Inc.	GA	30120		N/A
Wells Fargo & Company	TX	75115		N/A
Real Time Resolutions	CA	92128		N/A
JPMorgan Chase & Co.	NJ	08062		N/A
Bank of America	CA	95148		N/A
JPMorgan Chase & Co.	MT	59714		N/A
Guild Mortgage	WA	98942		N/A
JPMorgan Chase & Co.	CA	94533		N/A
Ocwen	FL	33483		N/A
Bank of America	CA	94114		N/A
Nationstar Mortgage	WA	98665		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
Wells Fargo & Company	WA	98045		N/A
PNC Bank N.A.	PA	18062		N/A
Ditech Financial LLC	IA	50266		N/A
Bank of America	CA	91702		N/A
Wells Fargo & Company	VA	23601	Servicemember	N/A
JPMorgan Chase & Co.	WY	82520		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	07/26/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	Yes
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with monetary relief	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
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	08/14/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Postal mail	07/24/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

466593
482117
499212
464080
465236
480150
475024
499213
463367
475498
482503
482834
464118
484851
488098
488082
464145
488158
464155
482551
488144

Mortgage Complaints

Based on Consumer Complaints

08/12/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/24/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	FHA mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Home equity loan or line of credit
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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
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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Quicken Loans	GA	30022		N/A
Bank of America	FL	33777		N/A
Bank of America	WA	98512		N/A
Wells Fargo & Company	TX	77373		N/A
Specialized Loan Servicing LLC	IL	60630		N/A
Nationstar Mortgage	TX	75401		N/A
Ocwen	PA	19464		N/A
Wells Fargo & Company	NY	12768		N/A
EverBank	CA	91724		N/A
JPMorgan Chase & Co.	MD	21042		N/A
Ditech Financial LLC	CA	95747		N/A
Bank of America	CT	06001		N/A
Ocwen	MD	20721		N/A
JPMorgan Chase & Co.	OH	43232		N/A
Wells Fargo & Company	FL	33615		N/A
Ocwen	CA	91739		N/A
Citibank	IL	61054		N/A
CIT Bank National Association	MD	21133		N/A
Bank of America	CT	06513	Older American	N/A
Bank of America	NC	27545		N/A
HSBC North America Holdings Inc.	NY	14482		N/A

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

Mortgage Complaints

Based on Consumer Complaints

487150
463917
482566
488188
465326
487743
464202
464219
488227
488229
484860
488237
464241
488239
464247
487074
488244
488246
465411
488248
465418

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	VA	23462		N/A
Wells Fargo & Company	MA	01844		N/A
Ocwen	NY	11550		N/A
Bank of America	TX	78238		N/A
Bank of America	TX	75602		N/A
PNC Bank N.A.	GA	30337		N/A
Wells Fargo & Company	TN	37215		N/A
PNC Bank N.A.	MA	02720		N/A
Bank of America	MN	55812		N/A
Wells Fargo & Company	WA	98577		N/A
Caliber Home Loans, Inc	CA	92887		N/A
Ditech Financial LLC	IL	60657		N/A
Bank of America	TN	37215		N/A
Bank of America	AZ	85613	Servicemember	N/A
Quicken Loans	RI	02914		N/A
Citibank	CA	92395		N/A
Bank of America	OR	97048		N/A
Citibank	CA	91101	Older American	N/A
PNC Bank N.A.	TX	77082		N/A
BMO Harris	AZ	85297		N/A
Bank of America	VA	23236		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

488255
488258
488261
488265
496681
464710
499218
486979
488313
464328
464874
465510
488681
484886
464385
488697
489053
489057
484965
491764
484896

Mortgage Complaints

Based on Consumer Complaints

08/13/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Second mortgage
08/07/2013	Mortgage	FHA mortgage
08/13/2013	Mortgage	FHA mortgage
07/23/2013	Mortgage	VA mortgage
08/13/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/13/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
08/13/2013	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 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 servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
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
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	NY	10039		N/A
HSBC North America Holdings Inc.	NY	11704	Older American	N/A
Bank of America	GA	30337		N/A
Bank of America	FL	34609	Older American	N/A
Wells Fargo & Company	WI	53214	Servicemember	N/A
Bank of America	CA	91724		N/A
Bank of America	NC	28226	Older American	N/A
Wells Fargo & Company	GA	30341		N/A
Wells Fargo & Company	CA	95831	Servicemember	N/A
JPMorgan Chase & Co.	FL	33309		N/A
Fifth Third Financial Corporation	FL	33966		N/A
Bank of America	GA	30041		N/A
HSBC North America Holdings Inc.	AZ	86445		N/A
Citibank	OR	97080		N/A
TD Bank US Holding Company	MA	02186		N/A
Capital One	LA	70816		N/A
Bank of America	NY	11101		N/A
BMO Harris	WI	54971		N/A
Wells Fargo & Company	CA	94503		N/A
U.S. Bancorp	IL	61920		N/A
Bank of America	NJ	08807		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/14/2013	Closed with monetary relief	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	Yes
Referral	08/14/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/09/2013	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	Yes
Referral	08/09/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with non-monetary relief	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

492050
464425
484902
491454
464462
491465
465649
484928
484930
491475
484931
482909
482910
464523
464530
491498
469486
464578
482927
465740
492938

Mortgage Complaints

Based on Consumer Complaints

08/07/2013	Mortgage	FHA mortgage
08/07/2013	Mortgage	Home equity loan or line of credit
07/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/07/2013	Mortgage	FHA mortgage
08/13/2013	Mortgage	Home equity loan or line of credit
08/13/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/23/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional fixed 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	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
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
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
Settlement process and costs
Application, originator, mortgage broker
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

Rushmore Loan Management Services LLC	CA	93003		N/A
Wells Fargo & Company	NY	10307		N/A
Wells Fargo & Company	MD	21208		N/A
JPMorgan Chase & Co.	TX	78641		N/A
HSBC North America Holdings Inc.	PA	17324		N/A
Ocwen	FL	10981		N/A
Bank of America	FL	33881	Older American	N/A
Ditech Financial LLC	TX	76053		N/A
Weichert Financial Services	VA	22304		N/A
JPMorgan Chase & Co.	CA	90501		N/A
Wells Fargo & Company	MD	20910	Older American	N/A
Ocwen	CA	95918		N/A
Bank of America	WI	53713		N/A
Nationstar Mortgage	FL	33176		N/A
Wells Fargo & Company	WA	98026		N/A
JPMorgan Chase & Co.	PA	19363		N/A
Wells Fargo & Company	FL	33437		N/A
Wells Fargo & Company	CA	90706		N/A
Bank of America	UT	84117		N/A
Bank of America	KY	40511		N/A
Bank of America	NY	11717		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	Yes
Phone	08/19/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	Yes
Referral	08/01/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

484955
484956
465758
496685
491525
491538
482935
465793
484589
464673
462140
491571
465833
475134
479452
491572
464698
455806
479872
465842
464699

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
07/24/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
07/23/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/24/2013	Mortgage	FHA mortgage
07/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/13/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Home equity loan or line of credit
07/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/25/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	FHA mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
07/24/2013	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 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
Settlement process and costs
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	92804		N/A
Bank of America	OR	97042		N/A
Nationstar Mortgage	TX	77338		N/A
Citizens Financial Group, Inc.	NY	12144		N/A
Citibank	NY	10010		N/A
Bank of America	NH	03263	Servicemember	N/A
Ocwen	DC	20036		N/A
Bank of America	CA	92507		N/A
Bank of America	TX	78240		N/A
Bank of America	TN	37128		N/A
Ditech Financial LLC	NY	10989	Servicemember	N/A
Bank of America	CA	94116		N/A
Wells Fargo & Company	CA	92307		N/A
Waterstone Mortgage Corporation	MN	55403		N/A
CIT Bank National Association	GA	30342		N/A
CIT Bank National Association	FL	33403		N/A
Ditech Financial LLC	RI	02919	Older American	N/A
Bank of America	NY	10710		N/A
HSBC North America Holdings Inc.	NY	10027		N/A
Bank of America	CA	90041		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	Yes
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 monetary relief	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with explanation	Yes	Yes
Referral	08/14/2013	Closed with explanation	Yes	No
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
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Referral	07/25/2013	Closed with non-monetary relief	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

465849
465851
466511
475990
465859
465863
465865
464743
464759
489171
464771
465918
491646
465933
465934
475499
465944
484763
484933
465531
465506

Mortgage Complaints

Based on Consumer Complaints

07/24/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/25/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	Home equity loan or line of credit
08/07/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	FHA mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	FHA mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
08/13/2013	Mortgage	FHA mortgage
08/13/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
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
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
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Credit decision / Underwriting
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	93010		N/A
Seterus, Inc.	VA	23464		N/A
Ditech Financial LLC	IL	60544		N/A
Wells Fargo & Company	CA	91724		N/A
Nationstar Mortgage	CA	92335		N/A
Bank of America	MI	48225		N/A
Ocwen	CA	90806		N/A
Bank of America	OH	45069		N/A
Nationstar Mortgage				N/A
Selene Finance	TN	37853		N/A
Bank of America	GA	60438		N/A
Quicken Loans	GA	31707		N/A
Arvest Bank	CA	93428		N/A
PNC Bank N.A.	CO	80239		N/A
JPMorgan Chase & Co.	TX	75080		N/A
Wells Fargo & Company	NC	28025		N/A
Capital One	OH	45875		N/A
Ocwen	MD	21236		N/A
Nationstar Mortgage	AZ	85747		N/A
Wells Fargo & Company	OR	97236		N/A
Partners for Payment Relief	PA	19355	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	07/25/2013	Closed with explanation	Yes	Yes
Phone	08/19/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Phone	07/25/2013	Closed with explanation	Yes	No
Fax	08/09/2013	Closed with explanation	No	No
Web	08/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with non-monetary relief	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Phone	08/15/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with non-monetary relief	Yes	No
Phone	08/09/2013	Closed with explanation	Yes	No
Fax	07/29/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with non-monetary relief	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

465135
491690
466826
465513
494958
491702
485016
464894
482633
485019
491728
466885
489225
491391
491739
484649
485027
475445
485030
465680
466012

Mortgage Complaints

Based on Consumer Complaints

07/24/2013	Mortgage	Home equity loan or line of credit
08/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/01/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	FHA mortgage
07/24/2013	Mortgage	Conventional fixed mortgage
07/24/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Conventional fixed mortgage
08/07/2013	Mortgage	Other mortgage
08/07/2013	Mortgage	Other mortgage
07/24/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	FHA mortgage
08/08/2013	Mortgage	Home equity loan or line of credit
08/07/2013	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 modification,collection,foreclosure
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
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 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

PHH Mortgage	UT	84096		N/A
CIT Bank National Association	NH	03766		N/A
Generation Mortgage	MD	21215	Older American	N/A
Ditech Financial LLC	CA	92562		N/A
Bank of America	VA	22033		N/A
JPMorgan Chase & Co.	WA	98271		N/A
JPMorgan Chase & Co.	NY	14534		N/A
Citizens Financial Group, Inc.	VA	20170		N/A
Citibank	CA	92870		N/A
Wells Fargo & Company	VA	22191		N/A
Ocwen	GA	30519	Older American	N/A
Citibank	NY	11758		N/A
Ocwen	MI	48382		N/A
Citibank	NY	12308		N/A
Wells Fargo & Company	NC	28451		N/A
Ocwen	AE	09630	Servicemember	N/A
Bank of America	TX	75002		N/A
JPMorgan Chase & Co.	FL	33147		N/A
Ocwen	GA	30680		N/A
Wells Fargo & Company	MD	20855		N/A
Ocwen	UT	84103		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	07/30/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Fax	07/26/2013	Closed	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes
Referral	07/26/2013	Closed with monetary relief	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	Yes
Postal mail	08/13/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	Yes
Postal mail	07/25/2013	Closed with non-monetary relief	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Web	08/09/2013	Closed with monetary relief	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
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

Mortgage Complaints

Based on Consumer Complaints

464988
491807
472581
485047
465030
471722
479311
465566
466232
471737
482648
483052
482634
480748
483124
483129
484197
471766
483141
484222
485056

Mortgage Complaints

Based on Consumer Complaints

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

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 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
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33063		N/A
Bank of America	LA	70785		N/A
Franklin American Mortgage Company	CA	92011		N/A
Bank of America	MD	20607	Older American	N/A
Sun West Mortgage Company, Inc.	PA	18073		N/A
Bank of America	VA	23462		N/A
Ocwen	GA	30075		N/A
BankUnited	CA	94580		N/A
Ditech Financial LLC	TX	77573		N/A
Caliber Home Loans, Inc	CA	95391		N/A
JPMorgan Chase & Co.	CA	93301		N/A
Bayview Loan Servicing, LLC	HI	96778	Older American	N/A
Bank of America	OK	73159	Servicemember	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	IL	60471		N/A
Specialized Loan Servicing LLC	MN	55805		N/A
Flagstar Bank	FL	33030		N/A
Bank of America	OR	97055		N/A
CIT Bank National Association	FL	33172		N/A

Mortgage Complaints

Based on Consumer Complaints

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 non-monetary relief	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
Phone	08/09/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
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
Postal mail	08/09/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	Yes
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

Mortgage Complaints

Based on Consumer Complaints

483433
485063
467030
482760
483413
491255
491914
485069
466341
491920
491923
485072
484720
466354
483081
471832
483216
466384
466390
467219
462612

Mortgage Complaints

Based on Consumer Complaints

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)
08/01/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/13/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	FHA mortgage
08/01/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Second mortgage
08/01/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
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
Application, originator, mortgage broker
Loan servicing, payments, escrow account
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
Settlement process and costs
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

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
PNC Bank N.A.	IL	62620		N/A
Capital One	IL	60187		N/A
JPMorgan Chase & Co.				N/A
Wells Fargo & Company	CO	81637		N/A
Bank of America	CT	06615		N/A
Wells Fargo & Company	FL	33707	Older American	N/A
Wells Fargo & Company	VA	22901		N/A
Bank of America	OR	97470		N/A
Wells Fargo & Company	DE	19803		N/A
PHH Mortgage	TX	76180	Servicemember	N/A
Ocwen	PA	15116		N/A
Capital One	FL	32771		N/A
Ocwen	WA	98682		N/A
Bank of America	GA	30094		N/A
Bank of America	GA	30102		N/A
Ocwen	CA	95825	Older American	N/A
JPMorgan Chase & Co.	NH	03079		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Postal mail	08/05/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/14/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Postal mail	07/29/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	Yes
Phone	08/09/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

461838
476055
462190
466403
475838
499505
493012
483243
466414
483516
466431
472555
480124
499510
483268
475454
499516
482699
471911
466493
467065

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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
Application, originator, mortgage broker
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
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	PA	19126		N/A
Citibank	CA	91786		N/A
Ocwen	CO	80210		N/A
W.J. Bradley Mortgage	AZ	85308		N/A
PNC Bank N.A.	CA	94920		N/A
E*Trade Bank	AZ	85138		N/A
Wells Fargo & Company	FL	33981		N/A
HSBC North America Holdings Inc.	ME	04958		N/A
Ocwen	FL	34229	Older American	N/A
Finance of America Reverse LLC	KS	67865	Older American	N/A
HSBC North America Holdings Inc.	AZ	85224	Servicemember	N/A
Bank of America	MO	65747		N/A
Ocwen	CA	95037		N/A
Wells Fargo & Company	MN	55352		N/A
Wells Fargo & Company	IL	60462		N/A
PHH Mortgage	TX	75701		N/A
U.S. Bancorp	NC	28078	Older American	N/A
Citibank	NY	14464		N/A
Bank of America	SC	29569		N/A
Citibank	PA	17532		N/A
Nationstar Mortgage	CA	90001		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	07/29/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	Yes
Web	09/09/2013	Closed with monetary relief	Yes	No
Referral	07/26/2013	Closed	Yes	No
Referral	08/08/2013	Closed with explanation	No	Yes
Web	08/12/2013	Closed with monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes
Phone	08/23/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with explanation	Yes	No
Postal mail	07/26/2013	Closed with explanation	Yes	Yes
Web	08/05/2013	Closed	Yes	No
Web	08/23/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with monetary relief	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Phone	09/09/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

467066
466501
499526
466528
467508
467091
483341
499530
471951
499534
467110
466545
475313
499538
466557
467124
488826
467408
471971
492038
498477

Mortgage Complaints

Based on Consumer Complaints

08/08/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Home equity loan or line of credit
07/26/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other 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
Loan modification,collection,foreclosure
Credit decision / Underwriting
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
Credit decision / Underwriting
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	MI	48048		N/A
Citizens Financial Group, Inc.	MI	48111	Older American, Servicemember	N/A
Ocwen	IN	47901		N/A
Bank of America	MA	01844		N/A
Ocwen	OH	44123		N/A
Ocwen	FL	32818		N/A
Wells Fargo & Company	TX	77441		N/A
American Financial Resources, Inc.	FL	32763		N/A
JH Portfolio Debt Equities, LLC	CA	91737		N/A
JPMorgan Chase & Co.	CT	06903		N/A
Nationstar Mortgage	CA	92056		N/A
Wells Fargo & Company	MI	48383		N/A
Bank of America	TX	76039		N/A
Citibank	GA	30328		N/A
JPMorgan Chase & Co.	TX	77040		N/A
Wells Fargo & Company				N/A
PNC Bank N.A.	NC	27909		N/A
JPMorgan Chase & Co.	IN	46514		N/A
JPMorgan Chase & Co.	CA	90018		N/A
Caliber Home Loans, Inc	AZ	85297		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/13/2013	Closed with explanation	Yes	Yes
Referral	09/24/2013	Closed with explanation	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	Yes
Web	07/30/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Postal mail	07/26/2013	Closed with monetary relief	Yes	No
Phone	08/05/2013	Closed with explanation	Yes	Yes
Postal mail	08/15/2013	Closed with explanation	Yes	Yes
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

Mortgage Complaints

Based on Consumer Complaints

483623
483469
499545
499547
499549
499089
467165
499552
462288
489435
467171
483455
489446
483417
467178
472040
488783
466634
493307
467731

Mortgage Complaints

Based on Consumer Complaints

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
08/14/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
07/25/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	FHA mortgage
08/01/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
07/25/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan 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 servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
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
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	92394		N/A
Bank of America	LA	70808		N/A
JPMorgan Chase & Co.	AZ	85387	Older American	N/A
Wells Fargo & Company	DE	11962	Servicemember	N/A
JPMorgan Chase & Co.	NC	28117		N/A
Citibank	VA	22180		N/A
Nationstar Mortgage	CA	91342		N/A
JPMorgan Chase & Co.	OR	97603		N/A
Ocwen	ME	04103		N/A
Wells Fargo & Company	IL	62203		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
Dovenmuehle Mortgage Inc.	IL	62203		N/A
JPMorgan Chase & Co.	NY	10012		N/A
Bank of America	PA	17545		N/A
Bank of America	CA	94591		N/A
Flagstar Bank	FL	33308		N/A
HSBC North America Holdings Inc.	OH	45406		N/A
PNC Bank N.A.	OH	45432		N/A
Plaza Home Mortgage	CA	94510		N/A
BB&T Financial	MD	21114	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

493439
489637
493292
493295
499574
493280
472061
493299
483563
499239
489462
465059
501073
484204
472109
488865
489484
466402
466755
483546
499606
499362

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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 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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	NC	28443		N/A
Ditech Financial LLC	AL	35565		N/A
Nationstar Mortgage	WA	98059		N/A
Bank of America	MI	48160		N/A
Bank of America	FL	33617		N/A
Bayview Loan Servicing, LLC	FL	34652		N/A
Citibank	MI	48618		N/A
Citibank	TN	38128		N/A
Bank of America	MA	01845		N/A
First Niagara Bank	NY	12033		N/A
JPMorgan Chase & Co.	TX	77429		N/A
Bank of America	MD	20748		N/A
Ocwen	FL	42218		N/A
Bank of America	GA	30519		N/A
PNC Bank N.A.	MI	48382		N/A
Bank of America	GA	30024		N/A
Bank of America	MN	55447		N/A
Ocwen	AZ	85364		N/A
Wells Fargo & Company	MT	95715	Older American	N/A
Wells Fargo & Company	MD	21207	Servicemember	N/A
Citibank	NC	28031		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/15/2013	Closed with non-monetary relief	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	Yes
Referral	08/22/2013	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
Referral	08/22/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Referral	08/05/2013	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	08/09/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

489494
483549
482828
500124
463210
483554
500139
499608
466723
472956
483559
484569
483802
483560
484194
499619
474961
499625
489509
468171
499629

Mortgage Complaints

Based on Consumer Complaints

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

PNC Bank N.A.	SC	29445	Servicemember	N/A
Nationstar Mortgage	MO	64118		N/A
Ocwen	MS	39332	Older American, Servicemember	N/A
Wells Fargo & Company	SC	29528		N/A
Bank of America	NC	28146		N/A
Bank of America	OH	45324	Older American	N/A
Freedom Mortgage	KS	67219		N/A
21st Mortgage Corporation	AZ	85260		N/A
U.S. Bancorp	IL	60047		N/A
Ocwen	LA	70128		N/A
Ditech Financial LLC	WI	53952		N/A
Bank of America	MN	55025		N/A
Carrington Mortgage Holdings, LLC.	CA	94549	Older American	N/A
Capital One	MD	20710		N/A
Wells Fargo & Company	FL	32208		N/A
Bank of America	CA	93728		N/A
Bank of America	NC	28173		N/A
Bank of America	AZ	85139		N/A
Wells Fargo & Company	AZ	86440	Older American, Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	07/29/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with monetary relief	Yes	No
Postal mail	08/09/2013	Closed with monetary relief	Yes	Yes
Web	08/09/2013	Closed with explanation	Yes	No
Fax	08/16/2013	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
Referral	10/01/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

467324
499542
483609
489513
467333
489517
483625
466682
467278
468090
484566
467416
466889
482723
482661
488944
499665
491281
489967

Mortgage Complaints

Based on Consumer Complaints

08/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/01/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/14/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/21/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Home equity loan or line of credit
08/14/2013	Mortgage	Other mortgage
08/01/2013	Mortgage	Other mortgage
08/14/2013	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 modification,collection,foreclosure
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 modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
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

Wells Fargo & Company	CA	92627		N/A
Bank of America	NY	11787		N/A
Ocwen	MI	48239		N/A
Nationstar Mortgage	CA	91801		N/A
Wells Fargo & Company	NJ	07726		N/A
EverBank	TN	38002		N/A
JPMorgan Chase & Co.	CA	95125		N/A
Ditech Financial LLC	NJ	07039		N/A
Select Portfolio Servicing, Inc	CA	95608		N/A
Carrington Mortgage Holdings, LLC.	AZ	85212		N/A
LoanDepot	NC	28146	Older American	N/A
JPMorgan Chase & Co.	NY	11746		N/A
Bank of America	TX	78251		N/A
JPMorgan Chase & Co.	WI	53074		N/A
Bank of America	UT	84117		N/A
JPMorgan Chase & Co.	SC	29102		N/A
JPMorgan Chase & Co.	CT	06111		N/A
Citibank	CA	90037		N/A
Specialized Loan Servicing LLC	CA	94901	Older American	N/A
Bank of America	CA	95609		N/A
Wells Fargo & Company	OR	97007		N/A
Ocwen	CA	92660		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/16/2013	Closed with explanation	Yes	No
Postal mail	09/06/2013	Closed with non-monetary relief	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with non-monetary relief	Yes	No
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
Referral	09/04/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/15/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/15/2013	Closed with monetary relief	Yes	No
Phone	07/31/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed	Yes	Yes
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with non-monetary relief	Yes	Yes
Referral	08/15/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

489649
464445
492220
493315
489654
469071
479264
467539
490025
499683
499686
472346
489572
467577
499287
499954
489574
464073
499188
488958
472374
490937

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Bank of America	CA	91042		N/A
JPMorgan Chase & Co.	CA	92129		N/A
Ocwen	IL	60419		N/A
Ocwen	CA	91762		N/A
JPMorgan Chase & Co.	FL	33708	Older American	N/A
Wells Fargo & Company	VA	22630		N/A
Wells Fargo & Company	CA	92376		N/A
Bank of America	LA	70075		N/A
Ocwen	NC	28306		N/A
PNC Bank N.A.	OH	44864		N/A
Loan Care	FL	33064		N/A
PNC Bank N.A.	FL	34654		N/A
Nationstar Mortgage	FL	33901		N/A
Guild Mortgage	WA	98107		N/A
Wells Fargo & Company	PA	19102		N/A
Ditech Financial LLC	VA	23320	Servicemember	N/A
Bank of America	CA	95136	Servicemember	N/A
PNC Bank N.A.	CO	80602		N/A
Bank of America	TX	76135		N/A
PNC Bank N.A.	NC	27130		N/A
Bank of America	PA	19055		N/A

Referral	08/16/2013	Closed with explanation	Yes	Yes
Referral	07/29/2013	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
Web	08/12/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with non-monetary relief	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with non-monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	07/29/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

489583
467602
468162
489595
501075
483790
489597
499281
499704
483810
468222
489922
499714
493349
491268
467660
489699
492263
457935
467705
499734

Mortgage Complaints

Based on Consumer Complaints

08/02/2013	Mortgage	Home equity loan or line of credit
08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/02/2013	Mortgage	Conventional fixed mortgage
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
08/02/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	Conventional fixed mortgage
08/14/2013	Mortgage	VA mortgage
08/02/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Reverse mortgage
08/21/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	VA mortgage
08/21/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/21/2013	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
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 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 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	PA	15717		N/A
Bank of America	PA	19540		N/A
Ditech Financial LLC	MI	48854		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
Bank of America	CA	92107		N/A
Bank of America	NY	11422		N/A
Bank of America	FL	34109		N/A
Ocwen	CA	91104		N/A
First Tennessee Bank	CA	95667	Older American	N/A
Bank of America	KY	40213	Servicemember	N/A
Wells Fargo & Company	MI	48382		N/A
Nationstar Mortgage	NY	11413	Older American	N/A
JPMorgan Chase & Co.	NY	11801		N/A
LoanDepot	PA	15904	Servicemember	N/A
Bank of America	CT	06902		N/A
Nationstar Mortgage	MS	39503		N/A
Selene Finance	NJ	08724		N/A
Nationstar Mortgage	FL	32763		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	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
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
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with non-monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Fax	08/06/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	Yes
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

472473
499738
479702
479310
473027
484485
473597
473603
489724
472498
499750
490918
489729
454688
472524
499756
489737
499294
468239
499785
499553

Mortgage Complaints

Based on Consumer Complaints

08/14/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	FHA mortgage
08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/14/2013	Mortgage	FHA mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	FHA mortgage
08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	FHA mortgage
08/14/2013	Mortgage	Other mortgage
08/08/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/14/2013	Mortgage	Other mortgage
08/14/2013	Mortgage	Other mortgage
08/08/2013	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 modification,collection,foreclosure
Settlement process and costs
Settlement process and costs
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
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.	MI	48382		N/A
Nationstar Mortgage	IL	60564		N/A
HSBC North America Holdings Inc.	AZ	85392		N/A
Ditech Financial LLC	CA	92336		N/A
Citibank	WI	54025		N/A
Wells Fargo & Company	CA	90069		N/A
Bank of America	NC	28443	Older American	N/A
The Huntington National Bank	OH	44070		N/A
Nationstar Mortgage	OH	43202		N/A
JPMorgan Chase & Co.	FL	33952		N/A
Wells Fargo & Company	CA	91710	Older American	N/A
Ocwen	WI	53216		N/A
Nationstar Mortgage	CA	92656		N/A
Wells Fargo & Company	VA	22968		N/A
Nationstar Mortgage	OK	73170		N/A
Nationstar Mortgage	NJ	08861		N/A
Bank of America	IL	60440		N/A
Select Portfolio Servicing, Inc	GA	30319		N/A
Capital One	NY	11419		N/A
Nationstar Mortgage	MN	55432		N/A
Bank of America	AZ	85044		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	08/15/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Phone	08/26/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/22/2013	Closed with explanation	Yes	Yes
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with non-monetary relief	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

488713
472609
484027
484026
467835
484200
484040
488957
484049
499810
484051
499372
499209
499836
499837
489972
482663
499260
489796
490211
484097

Mortgage Complaints

Based on Consumer Complaints

08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/26/2013	Mortgage	Other 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
08/03/2013	Mortgage	Other mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	VA mortgage
08/08/2013	Mortgage	FHA mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/15/2013	Mortgage	VA mortgage
08/22/2013	Mortgage	FHA mortgage
08/08/2013	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
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
Credit decision / Underwriting
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	92021		N/A
JPMorgan Chase & Co.	CA	94122		N/A
Residential Credit Solutions	CT	06905	Older American	N/A
Ocwen	AZ	85006		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
BB&T Financial	FL	34470		N/A
Wells Fargo & Company	IN	47909		N/A
JPMorgan Chase & Co.	WA	98327	Servicemember	N/A
Nationstar Mortgage	AZ	85746		N/A
Bank of America	VT	05401		N/A
Ocwen	AL	35773		N/A
Nationstar Mortgage	AZ	85324		N/A
Bank of America	MA	01351	Older American	N/A
Ocwen	CT	06074		N/A
Nationstar Mortgage	MI	48040		N/A
JPMorgan Chase & Co.	NC	27886		N/A
Bank of America	KY	40511		N/A
Wells Fargo & Company	NY	11236		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/22/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Fax	07/30/2013	Closed with explanation	Yes	No
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
Postal mail	08/06/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	08/16/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No
Phone	08/30/2013	Closed with non-monetary relief	Yes	No
Web	07/30/2013	Closed with monetary relief	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

499122
499864
482673
468018
499330
473550
489817
473559
473528
473534
500824
484151
489840
488776
488920
499902
468093
475269
489857
499908
484177

Mortgage Complaints

Based on Consumer Complaints

08/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/26/2013	Mortgage	Conventional fixed mortgage
08/08/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/03/2013	Mortgage	FHA mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	Other mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	FHA mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/04/2013	Mortgage	Conventional fixed mortgage
07/26/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/02/2013	Mortgage	Home equity loan or line of credit
08/04/2013	Mortgage	Conventional fixed mortgage
08/04/2013	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
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Settlement process and costs
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Credit decision / Underwriting
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

JPMorgan Chase & Co.	CA	90638	Older American	N/A
Citibank	TX	79416		N/A
Wells Fargo & Company	CA	90712		N/A
Wells Fargo & Company	FL	33467	Servicemember	N/A
JPMorgan Chase & Co.	VA	20170	Older American	N/A
Bank of America	GA	31721		N/A
Wells Fargo & Company	CA	91303	Older American	N/A
IBERIABANK	AR	72401		N/A
JPMorgan Chase & Co.	WA	98092	Older American	N/A
Select Portfolio Servicing, Inc	MO	64030		N/A
Wells Fargo & Company	GA	30316		N/A
Ocwen	OH	45244		N/A
Bank of America	NC	28645		N/A
Nationstar Mortgage	NJ	08816		N/A
Ocwen	VA	24019		N/A
Quicken Loans	GA	30043		N/A
Ditech Financial LLC	CA	92335		N/A
Select Portfolio Servicing, Inc	WA	98026	Older American	N/A
Bank of America	ME	04062		N/A
NOVA Financial & Investment Corporation	MN	55317		N/A
M&T Bank Corporation	AZ	85363	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/12/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Phone	08/12/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	No	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

484180
468112
484183
490355
499924
481084
481086
473595
482176
481089
481090
499955
481092
480870
485137
473656
479995
486886
476062
473664
473672

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Flagstar Bank				N/A
Fifth Third Financial Corporation	MI	48127		N/A
Bank of America	DC	20013		N/A
American Equity Mortgage, Inc.	GA	30141		N/A
JPMorgan Chase & Co.	GA	31907	Servicemember	N/A
Ditech Financial LLC	MT	59486	Older American	N/A
Freedom Mortgage	MO	63111		N/A
Bank of America	KY	40108	Servicemember	N/A
Bank of America	GA	30025		N/A
Bank of America	GA	30331		N/A
Bank of America	NC	27850		N/A
Wells Fargo & Company	FL	33014		N/A
Nationstar Mortgage	CA	91761		N/A
American Advisors Group	GA	30315		N/A
EverBank	VA	23234		N/A
American Internet Mortgage, Inc	MI	48108		N/A
Select Portfolio Servicing, Inc	UT	84070		N/A
U.S. Bancorp	OH	45056		N/A
Ocwen	GA	30080		N/A
Ocwen	CA	95269		N/A
Wells Fargo & Company	TX	77019		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with non-monetary relief	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with non-monetary relief	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	No	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with non-monetary relief	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

472844
472849
473681
473682
499995
485168
485170
473689
465435
468707
490444
485178
472867
500001
489875
489973
475749
485189
485190
485302
472873

Mortgage Complaints

Based on Consumer Complaints

08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	FHA mortgage
08/09/2013	Mortgage	FHA mortgage
08/09/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	VA mortgage
08/09/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/26/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
07/26/2013	Mortgage	FHA mortgage
08/15/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Home equity loan or line of credit
08/09/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/09/2013	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
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
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 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

New York Community Bank	MA	02632		N/A
JPMorgan Chase & Co.	TN	37876	Older American	N/A
CIT Bank National Association	CA	91941		N/A
JPMorgan Chase & Co.	NC	28226	Older American	N/A
Prospect Mortgage	MA	01803		N/A
Bank of America	CA	90001		N/A
Wells Fargo & Company	CA	94566		N/A
Bayview Loan Servicing, LLC	TX	77082		N/A
Nationstar Mortgage	AZ	85364		N/A
Bank of America	WA	98021		N/A
Bank of America	CA	95241		N/A
PHH Mortgage	NC	27834		N/A
JPMorgan Chase & Co.	GA	30094		N/A
Bank of America	CA	92563		N/A
Wells Fargo & Company	TX	75146		N/A
JPMorgan Chase & Co.	NJ	08757		N/A
Bank of America	TX	77493		N/A
TD Bank US Holding Company	ME	04112		N/A
EverBank	CA	93906		N/A
Wells Fargo & Company	IL	60002	Older American	N/A
Loan Care	NJ	08534		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

490482
489985
472877
491123
485196
485313
454622
485310
485367
473725
485404
473732
468273
473756
468281
490037
473800
473789
485617
490061
484641

Mortgage Complaints

Based on Consumer Complaints

08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Other mortgage
07/27/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	VA mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
07/27/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Reverse mortgage
08/15/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
07/27/2013	Mortgage	FHA mortgage
08/22/2013	Mortgage	Reverse mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/27/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Conventional fixed mortgage
08/15/2013	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 modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Credit decision / Underwriting
Loan servicing, payments, escrow account
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 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

Bank of America	FL	33027		N/A
Bank of America	OH	45694		N/A
Bank of America	TX	75035		N/A
Wells Fargo & Company	OR	97386		N/A
Wells Fargo & Company	MI	48356	Servicemember	N/A
WCS LENDING LLC	NY	10065		N/A
Wells Fargo & Company	CA	92780		N/A
Select Portfolio Servicing, Inc	NJ	07079		N/A
Wells Fargo & Company	OK	74135		N/A
Nationstar Mortgage	AR	27201	Older American	N/A
EverBank	CA	92336		N/A
Ocwen	MO	64081		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	NJ	08077	Older American	N/A
Ocwen	SC	29681		N/A
HSBC North America Holdings Inc.	CA	92590		N/A
HSBC North America Holdings Inc.	TX	77346		N/A
Wells Fargo & Company	FL	33155		N/A
Ocwen	TX	75227		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/22/2013	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
Web	07/30/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	Yes
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
Phone	08/07/2013	Closed with monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

480014
473812
475887
500763
500040
472979
500081
465377
468354
500125
490127
475944
475181
468370
500818
473820
500149
499193
468391
500841
490103

Mortgage Complaints

Based on Consumer Complaints

08/09/2013	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	Other mortgage
07/27/2013	Mortgage	Home equity loan or line of credit
08/23/2013	Mortgage	Conventional fixed mortgage
07/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/09/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Second mortgage
08/23/2013	Mortgage	FHA mortgage
08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
07/28/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/22/2013	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 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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	WV	26444		N/A
Nationstar Mortgage	NJ	08844		N/A
Bank of America	NY	11709	Older American, Servicemember	N/A
JPMorgan Chase & Co.	NC	28761		N/A
Citibank	NJ	08830		N/A
Ocwen	GA	30064		N/A
Wells Fargo & Company	CA	92584		N/A
JPMorgan Chase & Co.	NV	89135		N/A
Ditech Financial LLC	MI	48070		N/A
JPMorgan Chase & Co.	CO	81230		N/A
BMO Harris	IL	78132		N/A
BBVA Compass	TX	76054		N/A
Bank of America	MO	64093		N/A
Wells Fargo & Company	IL	60523	Older American	N/A
Wells Fargo & Company	NY	12460		N/A
JPMorgan Chase & Co.	FL	34639		N/A
JPMorgan Chase & Co.	MO	63107		N/A
Wells Fargo & Company	TN	37932		N/A
Wells Fargo & Company	CA	95615		N/A
Bank of America	CA	90010		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/12/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	Yes
Referral	08/26/2013	Closed with explanation	Yes	Yes
Web	07/31/2013	Closed with explanation	Yes	Yes
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 monetary relief	Yes	No
Postal mail	08/08/2013	Closed with non-monetary relief	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Fax	08/16/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Referral	08/23/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

485320
500847
468416
473574
500853
468422
502065
468437
485354
502084
502090
475828
502095
473069
468472
501675
500231
490073
485216
499189

Mortgage Complaints

Based on Consumer Complaints

07/28/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/02/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
07/28/2013	Mortgage	Home equity loan or line of credit
08/15/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	FHA mortgage
07/28/2013	Mortgage	Reverse mortgage
08/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/22/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	FHA mortgage
07/29/2013	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
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
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
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

Ocwen	MA	01834		N/A
JPMorgan Chase & Co.	AZ	85255		N/A
Bank of America	FL	34472		N/A
KeyBank NA	OH	43016		N/A
Bank of America	MN	55441		N/A
JPMorgan Chase & Co.	CA	92131		N/A
JPMorgan Chase & Co.	MI	49445	Servicemember	N/A
U.S. Bancorp	CA	92653		N/A
Citibank	MI	49276		N/A
Citibank	NY	10510		N/A
Citibank	CA	93721		N/A
Nationstar Mortgage	CA	95129		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
Reverse Mortgage Solutions	CA	95451	Older American, Servicemember	N/A
Specialized Loan Servicing LLC	FL	32837	Older American	N/A
CIT Bank National Association	NY	11236		N/A
Citibank	MI	48382		N/A
Nationwide Equities Corporation	NY	11205		N/A
Bank of America	MI	48187		N/A

Web	07/30/2013	Closed with explanation	Yes	Yes
Referral	08/26/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with non-monetary relief	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	Yes
Referral	08/16/2013	Closed with explanation	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
Web	08/12/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	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
Referral	07/31/2013	Closed	Yes	Yes
Web	08/12/2013	Closed	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Fax	08/12/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	No	
Web	07/31/2013	Closed	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

468487
500239
501699
490243
490244
500257
473082
490253
485425
468527
491104
485770
490270
501954
473975
480277
486609
500288
484598
474001
475534

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	GA	30252		N/A
Flagstar Bank	GA	30253		N/A
Wells Fargo & Company	CA	90660		N/A
Bank of America	CT	06511		N/A
Ocwen	CA	91306		N/A
Citibank	NY	11742		N/A
Ocwen	GA	30344	Older American	N/A
Bank of America	ME	04402		N/A
Guild Mortgage	ID	83713		N/A
HSBC North America Holdings Inc.	CA	92301		N/A
Bank of America	NC	28277		N/A
Flagstar Bank	WI	54301		N/A
Amerisave	NV	89044		N/A
Wells Fargo & Company	FL	32792	Servicemember	N/A
One Reverse Mortgage	UT	84414	Servicemember	N/A
U.S. Bancorp	MD	21222		N/A
CIT Bank National Association	CA	90069		N/A
Bank of America	FL	33020		N/A
Citibank	NC	28215		N/A
Wells Fargo & Company	CA	95843		N/A
Bank of America	CA	94519	Older American	N/A
Wells Fargo & Company	PA	17522		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/07/2013	Closed with explanation	Yes	No
Referral	08/23/2013	Closed with explanation	Yes	Yes
Referral	08/13/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with non-monetary relief	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	Yes
Postal mail	08/16/2013	Closed with explanation	Yes	Yes
Phone	08/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

474010
500310
485806
476106
491203
485817
485820
502210
499290
500356
485864
485519
500368
488883
474963
474082
473388
468771
502282
473284
488747
474118

Mortgage Complaints

Based on Consumer Complaints

08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/09/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Home equity loan or line of credit
08/05/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/09/2013	Mortgage	Conventional fixed mortgage
08/02/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/23/2013	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

Mortgage Complaints

Based on Consumer Complaints

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 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 servicing, payments, escrow account
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

HSBC North America Holdings Inc.	PA	17070	Servicemember	N/A
Bank of America	CA	95065		N/A
Bank of America	CO	80516		N/A
JPMorgan Chase & Co.	VA	22032		N/A
Bank of America	MD	20747		N/A
Wells Fargo & Company	NJ	08722		N/A
Select Portfolio Servicing, Inc	CA	92677		N/A
Santander Bank US	NJ	08690		N/A
Bank of America	AZ	85268		N/A
Bank of America	CA	95020		N/A
JPMorgan Chase & Co.	CT	06783		N/A
Bank of America	NY	11784		N/A
Wells Fargo & Company	NY	11427		N/A
JPMorgan Chase & Co.	MI	48382		N/A
JPMorgan Chase & Co.	NJ	07024		N/A
Select Portfolio Servicing, Inc	PA	16301		N/A
Bank of America	MA	01473		N/A
SunTrust Banks, Inc.	FL	33134		N/A
Wells Fargo & Company	NC	28560		N/A
Nationstar Mortgage	NY	11741		N/A
SunTrust Banks, Inc.	FL	32250		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with monetary relief	Yes	Yes
Referral	08/07/2013	Closed with non-monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	Yes
Referral	08/12/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	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

Mortgage Complaints

Based on Consumer Complaints

502325
484734
485580
500417
474129
485945
474133
474134
474135
500428
485929
473304
474146
484601
488887
503511
493453
503524
484766
499173
474158

Mortgage Complaints

Based on Consumer Complaints

08/09/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/15/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/09/2013	Mortgage	Home equity loan or line of credit
08/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/02/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage
08/09/2013	Mortgage	FHA mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/02/2013	Mortgage	VA mortgage
08/09/2013	Mortgage	FHA mortgage
08/03/2013	Mortgage	Conventional fixed mortgage
08/15/2013	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 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 servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
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

JPMorgan Chase & Co.	CA	95407		N/A
U.S. Bancorp	NJ	07080		N/A
SunTrust Banks, Inc.	MD	20850		N/A
HSBC North America Holdings Inc.	NJ	08618		N/A
HSBC North America Holdings Inc.	VA	20176		N/A
Wells Fargo & Company	MN	55403	Older American	N/A
OneMain Financial Holdings, LLC	GA	30038		N/A
Ditech Financial LLC	MN	56345		N/A
Bank of America	CA	90305		N/A
JPMorgan Chase & Co.	MD	20659		N/A
Bank of America	NC	28115		N/A
Bank of America	CA	92660		N/A
SunTrust Banks, Inc.	GA	31420		N/A
Citibank	NC	28215		N/A
JPMorgan Chase & Co.	TX	78028		N/A
Bank of America	ID	83646		N/A
EverBank	UT	84074		N/A
Bank of America	NE	68048		N/A
Carrington Mortgage Holdings, LLC.	NJ	08029		N/A
Wells Fargo & Company	CA	94519	Older American	N/A
Wells Fargo & Company	CA	90260		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/12/2013	Closed with monetary relief	Yes	No
Phone	08/06/2013	Closed with non-monetary relief	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Phone	08/20/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	Yes
Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with non-monetary relief	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with non-monetary relief	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Postal mail	08/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

485596
473016
508249
488908
473336
485607
490480
473578
499176
501865
485616
490508
501090
490519
491129
473374
486018
473386
484604
473396
490539

Mortgage Complaints

Based on Consumer Complaints

08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/22/2013	Mortgage	Other mortgage
08/22/2013	Mortgage	Reverse mortgage
08/03/2013	Mortgage	FHA mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
07/29/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/03/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	Home equity loan or line of credit
08/23/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Other mortgage
08/03/2013	Mortgage	VA mortgage
08/22/2013	Mortgage	VA mortgage
07/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/09/2013	Mortgage	FHA mortgage
08/23/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/23/2013	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 servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
Settlement process and costs
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
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

JPMorgan Chase & Co.	CA	92886		N/A
Seterus, Inc.	CA	95765		N/A
Partners for Payment Relief	MD	20854		N/A
Liberty Home Equity Solutions, Inc	WA	98110	Older American	N/A
SunTrust Banks, Inc.	DC	20011		N/A
Bank of America	AR	72753	Servicemember	N/A
JPMorgan Chase & Co.	FL	33133		N/A
Wells Fargo & Company	OH	44035	Older American	N/A
Ditech Financial LLC	GA	31211	Servicemember	N/A
Nationstar Mortgage	MO	65714		N/A
BBVA Compass	TX	74851		N/A
M&T Bank Corporation	OH	44094		N/A
First Niagara Bank	NY	12054		N/A
Sierra Pacific Mortgage	MA	01851	Older American	N/A
Residential Credit Solutions	GA	30048		N/A
SunTrust Banks, Inc.	FL	33761		N/A
Bank of America	CA	92114		N/A
Wells Fargo & Company	MO	63664		N/A
BB&T Financial	GA	31005		N/A
Nationstar Mortgage	FL	33755		N/A
Bank of America	CA	95336		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/26/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Phone	08/23/2013	Closed with explanation	Yes	No
Postal mail	07/31/2013	Closed with explanation	Yes	No
Phone	08/16/2013	Closed with explanation	Yes	Yes
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Phone	08/23/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Referral	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	No
Phone	07/30/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with non-monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

503546
474219
500508
500520
473416
505285
468764
488952
473438
486071
502487
503659
502508
473493
499342
468813
486124
503647
474309
479520
508114

Mortgage Complaints

Based on Consumer Complaints

08/05/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	FHA mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Conventional fixed mortgage
08/09/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
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
08/05/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/10/2013	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 modification,collection,foreclosure
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 servicing, payments, escrow account
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 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	90501		N/A
VHDA	VA	22485		N/A
JPMorgan Chase & Co.	KY	41042		N/A
JPMorgan Chase & Co.	CA	92024		N/A
Bank of America	KS	66212		N/A
Wells Fargo & Company	NC	28205		N/A
Nationstar Mortgage	WA	98005	Older American	N/A
Citibank	CA	95822	Older American	N/A
Ditech Financial LLC	AL	35150		N/A
Navy FCU	NC	28547		N/A
Citibank	MI	49009		N/A
CIT Bank National Association	NY	11798		N/A
Wells Fargo & Company	CA	90606		N/A
Ocwen	TX	76116	Older American	N/A
Bank of America	OR	97236		N/A
JPMorgan Chase & Co.	TX	78216		N/A
Ditech Financial LLC	MD	20874		N/A
JPMorgan Chase & Co.	CA	90660		N/A
Ocwen	PA	19050		N/A
Bank of America	IN	46804		N/A
Ocwen	TN	37033		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

460999
490928
474346
484751
475326
486188
502591
474370
486199
502599
490719
474406
502645
486831
486249
501841
486256
474750
486260
486263
486275

Mortgage Complaints

Based on Consumer Complaints

08/10/2013	Mortgage	FHA mortgage
08/23/2013	Mortgage	FHA 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
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/10/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Reverse mortgage
08/29/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/23/2013	Mortgage	VA mortgage
08/29/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Other mortgage
08/15/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/15/2013	Mortgage	Other mortgage
08/10/2013	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 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
Credit decision / Underwriting
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

EverBank	FL	34997		N/A
Loan Care	AR	72701		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	GA	30349		N/A
Nationstar Mortgage	GA	30296		N/A
Bank of America	MD	21050		N/A
CIT Bank National Association	MD	21234		N/A
Wells Fargo & Company	NY	14120		N/A
Nationstar Mortgage	AZ	85260		N/A
Nationstar Mortgage	AL	36608		N/A
Dovenmuehle Mortgage Inc.	VA	24091	Older American	N/A
Bank of America	CA	95757		N/A
Bank of America	CA	93727		N/A
Bank of America	NM	87121		N/A
Bank of America	CA	90406		N/A
HSBC North America Holdings Inc.	WI	53536		N/A
Citibank	VA	22025		N/A
Wells Fargo & Company	FL	33173		N/A
Wells Fargo & Company	DE	19904	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/13/2013	Closed with explanation	Yes	No
Web	08/23/2013	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
Referral	08/13/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Web	08/29/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Postal mail	08/30/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

486290
502694
503645
486847
501396
486302
474473
486316
486320
508854
508864
490827
502747
508872
488966
508885
490850
486387
474442
490855
486391

Mortgage Complaints

Based on Consumer Complaints

08/16/2013	Mortgage	VA mortgage
08/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Home equity loan or line of credit
08/29/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Home equity loan or line of credit
08/05/2013	Mortgage	FHA mortgage
08/23/2013	Mortgage	Conventional fixed mortgage
08/10/2013	Mortgage	Home equity loan or line of credit
08/29/2013	Mortgage	Conventional fixed mortgage
08/23/2013	Mortgage	FHA mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/16/2013	Mortgage	VA mortgage
08/05/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	VA mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/16/2013	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 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 modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Application, originator, mortgage broker
Credit decision / Underwriting

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	NC	28326	Servicemember	N/A
Caliber Home Loans, Inc	NY	11701		N/A
JPMorgan Chase & Co.	CO	80127		N/A
HSBC North America Holdings Inc.	MA	01440		N/A
Bank of America	CA	91324		N/A
PHH Mortgage	TX	76542	Servicemember	N/A
Bank of America	NJ	07470		N/A
Wells Fargo & Company	UT	84047		N/A
Ditech Financial LLC	PA	17569		N/A
JPMorgan Chase & Co.	TX	77479		N/A
Ocwen	NY	12850		N/A
JPMorgan Chase & Co.	MS	39114		N/A
JPMorgan Chase & Co.	NV	89129		N/A
Bank of America	FL	32832		N/A
Nationstar Mortgage	CA	94547	Older American	N/A
International City Mortgage, Inc.	CA	92131	Servicemember	N/A
Bank of America	GA	30680		N/A
Wells Fargo & Company	OK	73036		N/A
U.S. Bancorp	AZ	85305	Servicemember	N/A
USAA Savings	NC	27410		N/A
U.S. Bancorp	CA	90041		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Postal mail	08/19/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
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
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with monetary relief	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

493596
484587
474758
508899
494900
509679
486420
474566
502823
486904
508913
502827
493435
493189
486890
493449
473106
474593
493133
474616
493473

Mortgage Complaints

Based on Consumer Complaints

08/29/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/16/2013	Mortgage	Home equity loan or line of credit
08/10/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	FHA mortgage
08/23/2013	Mortgage	FHA mortgage
08/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/11/2013	Mortgage	FHA mortgage
08/16/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/16/2013	Mortgage	Conventional fixed mortgage
08/05/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/11/2013	Mortgage	Home equity loan or line of credit
08/29/2013	Mortgage	Conventional fixed mortgage
08/11/2013	Mortgage	Conventional fixed mortgage
08/29/2013	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
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
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
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	CO	80916		N/A
Ditech Financial LLC	WA	98338		N/A
Flagstar Bank	TX	75228		N/A
Ocwen	PA	19004	Older American	N/A
Quicken Loans	MA	02052	Older American	N/A
Bank of America	SC	29492		N/A
Guardian Mortgage Company	MI	48439		N/A
Ocwen	LA	70128		N/A
Ocwen	VA	23233		N/A
Nationstar Mortgage	CA	94510		N/A
Bank of America	OR	97487		N/A
PNC Bank N.A.	MI	49519		N/A
Bank of America	NV	89706	Older American	N/A
Bank of America	VA	23111		N/A
Citibank	OH	45159		N/A
Ocwen	OH	44039		N/A
Ocwen	VA	22310	Older American	N/A
Bank of America	MI	48072		N/A
Select Portfolio Servicing, Inc	FL	33146		N/A
Bank of America	OH	44035		N/A
JPMorgan Chase & Co.	WA	98685		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/30/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed	Yes	Yes
Phone	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	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
Phone	08/19/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

509180
508960
493561
484615
493700
486488
493497
502897
509002
484655
486510
486645
493773
474710
493536
474597
493539
486916
508446
486539
509914

Mortgage Complaints

Based on Consumer Complaints

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

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 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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	CA	95953		N/A
Nationstar Mortgage	CA	95205	Servicemember	N/A
Navy FCU	MD	21133		N/A
Ocwen	GA	30274		N/A
Nationstar Mortgage	CA	95864		N/A
Ocwen	TX	77539		N/A
Bank of America	MN	55447		N/A
Bank of America	TN	37919		N/A
Bank of America	CA	91355		N/A
Nationstar Mortgage	CA	90260	Older American	N/A
JPMorgan Chase & Co.	NY	10466		N/A
CIT Bank National Association	TX	79902		N/A
JPMorgan Chase & Co.	CA	91364		N/A
Wells Fargo & Company	CA	94506		N/A
Bank of America	GA	30016	Servicemember	N/A
Citibank	CA	92677	Older American	N/A
Bank of America	MD	21666		N/A
JPMorgan Chase & Co.	VA	24013		N/A
Bank of America	NJ	08850		N/A
Seterus, Inc.	OH	43606		N/A
Wells Fargo & Company	FL	33131	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/20/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with non-monetary relief	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Fax	08/26/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed	Yes	Yes
Referral	08/20/2013	Closed with monetary relief	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	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	08/07/2013	Closed with non-monetary relief	Yes	Yes
Referral	09/24/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

493059
486556
486559
493828
493830
486571
493839
474762
487183
493944
501485
501354
493852
493853
487197
487201
509136
488612
474790
494160
493872

Mortgage Complaints

Based on Consumer Complaints

08/05/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	VA mortgage
08/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/29/2013	Mortgage	Other mortgage
08/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/05/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	FHA mortgage
08/12/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Conventional fixed mortgage
08/12/2013	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
Settlement process and costs
Loan modification,collection,foreclosure
Credit decision / Underwriting
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 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

TCF National Bank	IL	60490		N/A
Bank of America	TX	77493		N/A
JPMorgan Chase & Co.	FL	32909		N/A
Nationstar Mortgage	LA	70570		N/A
Citibank	MO	63144		N/A
Ocwen	KS	67206	Older American	N/A
Caliber Home Loans, Inc	FL	32250		N/A
LoanDepot	TN	37115		N/A
Ditech Financial LLC	PA	19610		N/A
Wells Fargo & Company	CA	94404		N/A
Citibank	WA	98466		N/A
JPMorgan Chase & Co.	NJ	07627		N/A
U.S. Bancorp	MN	55128		N/A
JPMorgan Chase & Co.	WA	98115		N/A
Wells Fargo & Company	GA	31525		N/A
Bank of America	CA	94561		N/A
Nationstar Mortgage	NY	11236		N/A
Citibank	GA	30274		N/A
Nationstar Mortgage	GA	30281		N/A
Ocwen	CA	92399		N/A
Bank of America	WI	53129		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with explanation	Yes	Yes
Referral	08/13/2013	Closed with non-monetary relief	Yes	No
Phone	08/30/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Postal mail	08/13/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Referral	08/14/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	08/08/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	No
Referral	08/14/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

474795
487099
487254
509146
508897
474805
474823
516104
487242
509195
480848
516144
487271
481138
481142
487118
494202
493829
481151
481158
487538

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	MI	49546		N/A
SunTrust Banks, Inc.	MD	20783	Servicemember	N/A
Bank of America	NM	87112	Older American, Servicemember	N/A
Bank of America	MI	48340		N/A
Wells Fargo & Company	MD	20748		N/A
Nationstar Mortgage	CA	94065		N/A
Select Portfolio Servicing, Inc	CA	90071		N/A
Wells Fargo & Company				N/A
Ocwen	GA	30052		N/A
Bank of America	NJ	07436		N/A
Nationstar Mortgage	MI	48085		N/A
Wells Fargo & Company	NJ	07869		N/A
1st Fidelity Loan Servicing	FL	33165		N/A
Wells Fargo & Company	FL	32808		N/A
Ocwen	CA	94558		N/A
Bank of America	IL	60018		N/A
Nationstar Mortgage	FL	33023		N/A
Nationstar Mortgage	FL	33510		N/A
HSBC North America Holdings Inc.	MO	63146		N/A
Ocwen	CA	93702	Older American	N/A

Referral	08/14/2013	Closed	Yes	No
Phone	08/26/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/27/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Untimely response	No	
Referral	08/16/2013	Closed with explanation	Yes	No
Postal mail	09/06/2013	Closed with explanation	Yes	Yes
Web	08/30/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

487552
501206
516179
481102
503151
509412
503765
481193
487340
481210
509284
481228
481068
487734
514916
509330
481250
509341
516225
515336

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan 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 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
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.	PA	18014	Older American	N/A
JPMorgan Chase & Co.	CA	95641	Older American	N/A
Bank of America	CA	90802		N/A
Wells Fargo & Company	NJ	07604		N/A
Bank of America	TX	75002		N/A
Ocwen	AZ	85260		N/A
Wells Fargo & Company	NY	11206		N/A
JPMorgan Chase & Co.	FL	33161		N/A
Nationstar Mortgage	CT	06489		N/A
Ocwen	NC	27284		N/A
Bank of America	NY	14212		N/A
Ditech Financial LLC	NV	89521		N/A
Ocwen	MA	02302		N/A
Wells Fargo & Company	WA	98208		N/A
JPMorgan Chase & Co.	GA	30180	Older American	N/A
JPMorgan Chase & Co.	CA	92057	Older American	N/A
JPMorgan Chase & Co.	CA	95020		N/A
M&T Bank Corporation	TN	37209		N/A
JPMorgan Chase & Co.	NC	28376		N/A
Wells Fargo & Company	FL	34683		N/A
Wells Fargo & Company	MS	39505		N/A
Bank of America	FL	34987		N/A

Web	10/15/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Web	08/26/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Phone	08/30/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	Yes
Referral	09/06/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with monetary relief	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	No
Referral	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

Mortgage Complaints

Based on Consumer Complaints

494724
501308
481053
503254
503265
503267
516291
494131
487419
509612
493135
503281
481317
509393
508478
494162
515380
515382
481346
480903
515385
509432

Mortgage Complaints

Based on Consumer Complaints

08/24/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	FHA mortgage
09/05/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Home equity loan or line of credit
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/06/2013	Mortgage	FHA mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/16/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	FHA mortgage
08/06/2013	Mortgage	Other mortgage
08/24/2013	Mortgage	Other mortgage
08/24/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Other mortgage
08/16/2013	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
Settlement process and costs
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
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
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	AL	35553	Older American	N/A
Bank of America	FL	33030		N/A
Select Portfolio Servicing, Inc	FL	32246		N/A
Bank of America	MI	48843		N/A
M&T Bank Corporation	MS	39157		N/A
M&T Bank Corporation	NY	11358		N/A
Citibank	MA	01831		N/A
Wells Fargo & Company	OR	97520	Older American	N/A
Bank of America	TN	37343		N/A
Bank of America	NY	13669		N/A
Bank of America	MA	02138		N/A
U.S. Bancorp	CA	92084		N/A
HSBC North America Holdings Inc.	PA	15032		N/A
SunTrust Banks, Inc.	NY	10304		N/A
Citibank	MN	55301		N/A
Nationstar Mortgage	GA	30252		N/A
Bank of America	CA	94566		N/A
CIT Bank National Association	NY	11701		N/A
HSBC North America Holdings Inc.	OK	73008		N/A
Ditech Financial LLC	FL	33857		N/A
JPMorgan Chase & Co.	NC	28513		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

503331
481322
494721
516359
516362
515389
481383
481388
481407
487527
494271
481505
487535
488607
494309
523102
481475
503457
508248
523918
494334

Mortgage Complaints

Based on Consumer Complaints

09/11/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	FHA mortgage
08/24/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Conventional fixed mortgage
08/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
08/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Other mortgage
08/16/2013	Mortgage	Conventional fixed mortgage
08/06/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Other mortgage
08/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/29/2013	Mortgage	Conventional fixed mortgage
08/24/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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
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 modification,collection,foreclosure
Credit decision / Underwriting
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

Nationstar Mortgage	GA	30263	Older American	N/A
Wells Fargo & Company	CA	93455		N/A
Bank of America	GA	30252		N/A
Nationstar Mortgage	CA	91384		N/A
JPMorgan Chase & Co.	FL	34219		N/A
JPMorgan Chase & Co.	CA	95219		N/A
Bank of America	NY	11717		N/A
Ocwen	PA	18040		N/A
Bank of America	CA	91020		N/A
Nationstar Mortgage	CO	80022		N/A
Wells Fargo & Company	CA	94582		N/A
JPMorgan Chase & Co.	FL	33467		N/A
PNC Bank N.A.	CA	94608		N/A
Bank of America	WA	98012		N/A
Bank of America	CA	94941	Older American	N/A
Bank of America	AZ	85204		N/A
Wells Fargo & Company	CA	92626		N/A
Bank of America	MI	48382		N/A
Bank of America	GA	30310		N/A
Wells Fargo & Company	FL	32725		N/A
Ditech Financial LLC	NY	11433		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/12/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	Yes
Web	08/26/2013	Closed with explanation	Yes	No
Phone	09/03/2013	Closed with non-monetary relief	Yes	No
Web	09/26/2013	Closed	Yes	No
Referral	08/14/2013	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	08/08/2013	Closed with explanation	Yes	Yes
Referral	08/14/2013	Closed with monetary relief	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Fax	08/13/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with non-monetary relief	Yes	No
Web	08/30/2013	Closed with explanation	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

523708
523812
523103
503493
509596
494365
487618
509735
487625
523735
481530
487630
494390
481540
514150
487642
515034
486944
494408
509595
503538

Mortgage Complaints

Based on Consumer Complaints

08/17/2013	Mortgage	Conventional fixed mortgage
08/17/2013	Mortgage	FHA mortgage
08/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
08/17/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/24/2013	Mortgage	FHA 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 adjustable mortgage (ARM)
09/11/2013	Mortgage	Conventional fixed mortgage
08/24/2013	Mortgage	Conventional fixed mortgage
08/12/2013	Mortgage	FHA 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)
09/05/2013	Mortgage	Conventional fixed mortgage
08/17/2013	Mortgage	FHA 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 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
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 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	NM	87102		N/A
Select Portfolio Servicing, Inc	IN	46808	Older American	N/A
Provident Funding	CO	80601		N/A
Ditech Financial LLC	FL	32668		N/A
Nationstar Mortgage	NY	11104		N/A
Citizens Financial Group, Inc.	MN	55024		N/A
Bank of America	NY	10304		N/A
M&T Bank Corporation	GA	30080		N/A
Wells Fargo & Company	CA	92113		N/A
JPMorgan Chase & Co.	FL	32303		N/A
Ditech Financial LLC	MI	48170		N/A
Nationstar Mortgage	CO	80111		N/A
Pentagon FCU	PA	19130		N/A
Ocwen	MN	56055		N/A
Provident Funding	CO	80122		N/A
SunTrust Banks, Inc.	FL	32308		N/A
Ocwen	MD	21215	Older American	N/A
Ocwen	FL	33024		N/A
Select Portfolio Servicing, Inc	NC	27455		N/A
Wells Fargo & Company	NY	11101		N/A
Bank of America	MN	55130	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/19/2013	Closed with non-monetary relief	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/19/2013	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
Phone	08/14/2013	Closed with non-monetary relief	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
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
Phone	09/13/2013	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
Web	08/13/2013	Closed with explanation	Yes	No
Web	09/06/2013	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	09/06/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

494420
494423
493223
487665
487675
494442
487680
503561
494446
516556
494455
523814
524254
503595
487699
516453
494717
486949
503607
514979
494480

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Embrace Home Loans Inc	VA	24502		N/A
Bank of America	TX	75114		N/A
Wells Fargo & Company	PA	17036		N/A
Bank of America	MD	20886		N/A
JPMorgan Chase & Co.	CA	92555		N/A
Nationstar Mortgage	CA	91361		N/A
Bank of America	PA	15353		N/A
Bank of America	LA	17483		N/A
Residential Credit Solutions	AL	35214		N/A
Nationstar Mortgage	CA	93010		N/A
Bank of America	CA	94523		N/A
Ditech Financial LLC	FL	32958	Older American	N/A
Nationstar Mortgage	CA	90260		N/A
The Huntington National Bank	IL	60565		N/A
Bank of America	GA	30066		N/A
USAA Savings	AZ	85750		N/A
Sierra Pacific Mortgage	CA	91206		N/A
Ocwen	HI	96817		N/A
Citibank	CA	92590		N/A
Wells Fargo & Company	FL	33967		N/A
Associated Mortgage Corporation	OK	74014		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

509732
503630
494494
494505
509746
514974
516639
487758
523880
523892
516658
487779
516668
509778
503703
503704
516673
523120
514998
509811
487810

Mortgage Complaints

Based on Consumer Complaints

09/11/2013	Mortgage	Home equity loan or line of credit
08/17/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Other mortgage
08/17/2013	Mortgage	FHA mortgage
08/25/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
08/18/2013	Mortgage	Conventional fixed mortgage
08/25/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/29/2013	Mortgage	Conventional fixed mortgage
08/18/2013	Mortgage	Conventional fixed mortgage
08/18/2013	Mortgage	Other mortgage
08/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/12/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
08/25/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	FHA mortgage
08/30/2013	Mortgage	Conventional adjustable mortgage (ARM)

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
Credit decision / Underwriting
Settlement process and costs
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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

USAA Savings	TN	37027	Servicemember	N/A
Bank of America	MD	21093		N/A
Select Portfolio Servicing, Inc	MN	55304		N/A
U.S. Bancorp	MN	56011		N/A
Ditech Financial LLC	FL	33972		N/A
First Priority Financial, Inc.	NC	27713		N/A
Flagship Financial Group	CA	95035		N/A
Ditech Financial LLC	CA	93532		N/A
HSBC North America Holdings Inc.	WA	98033		N/A
Wells Fargo & Company	FL	32514		N/A
Wells Fargo & Company	MA	21212		N/A
JPMorgan Chase & Co.	CA	94603		N/A
Bank of America	FL	34203		N/A
CIT Bank National Association	CA	91102		N/A
Bank of America	GA	30076		N/A
JPMorgan Chase & Co.	CA	90036	Older American	N/A
Nationstar Mortgage	TX	75644		N/A
Wells Fargo & Company	FL	34295	Servicemember	N/A
Ocwen	NY	90046	Servicemember	N/A
Wells Fargo & Company	CO	80126		N/A
Ocwen	IL	61270		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/12/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with monetary relief	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	08/19/2013	Closed with explanation	Yes	No
Referral	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	09/04/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Web	08/30/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Postal mail	08/30/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with non-monetary relief	Yes	Yes
Web	08/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

522820
493258
509828
509830
494587
501663
517323
494605
501583
517342
509865
494726
493131
509870
487858
522675
503802
510353
487883
517378
510362

Mortgage Complaints

Based on Consumer Complaints

09/06/2013	Mortgage	FHA mortgage
08/30/2013	Mortgage	Other mortgage
08/18/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	FHA mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/18/2013	Mortgage	Other mortgage
08/18/2013	Mortgage	Home equity loan or line of credit
08/30/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/18/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
08/18/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Reverse mortgage
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
09/17/2013	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
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 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 servicing, payments, escrow account
Loan servicing, payments, escrow account
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	NJ	07034		N/A
JPMorgan Chase & Co.	CA	91601		N/A
Wells Fargo & Company	CO	80224		N/A
Wells Fargo & Company	NY	11207		N/A
Zions Bancorporation	OH	45239		N/A
Bank of America	VA	22182		N/A
Wells Fargo & Company	FL	33463		N/A
Bank of America	FL	33543		N/A
Wells Fargo & Company	MD	20774		N/A
PNC Bank N.A.	VA	22030		N/A
Ocwen	NY	10710		N/A
Bank of America	CA	94580		N/A
EverBank	TX	75230		N/A
Wells Fargo & Company	WA	99353		N/A
Wells Fargo & Company	DC	20018		N/A
Ocwen	KS	66223	Older American	N/A
KeyBank NA	OH	45417		N/A
Bank of America	NY	11520		N/A
PNC Bank N.A.	WI	53142		N/A
Nationwide Advantage Mortgage Company	CA	90005		N/A
Guaranteed Rate	CA	90066		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/06/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with explanation	Yes	Yes
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	Yes
Referral	08/14/2013	Closed with explanation	Yes	No
Postal mail	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Referral	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	09/17/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	Yes
Postal mail	09/03/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

517379
510061
493192
516818
510370
510372
517539
488573
494667
494671
510396
487912
494683
510430
530677
494687
517316
510404
510034
511641
530695

Mortgage Complaints

Based on Consumer Complaints

09/06/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	FHA 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)
08/19/2013	Mortgage	Reverse mortgage
09/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	VA mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Second 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	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
Application, originator, mortgage broker
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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

DHI Mortgage	FL	32855		N/A
Bank of America	FL	32534		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
CIT Bank National Association	NJ	07052	Older American	N/A
Wells Fargo & Company	FL	34120	Older American	N/A
Citibank	TX	77038		N/A
Nationstar Mortgage	FL	33319		N/A
JPMorgan Chase & Co.	CA	91324		N/A
Wells Fargo & Company	LA	70058		N/A
Citibank	FL	34953		N/A
Nationstar Mortgage	OK	74873		N/A
U.S. Bancorp	FL	32825		N/A
Bank of America	NC	27526		N/A
Bank of America	VA	23831	Servicemember	N/A
Ditech Financial LLC	UT	84601		N/A
Wells Fargo & Company	MA	02740		N/A
Bank of America	CA	92114		N/A
Wells Fargo & Company	CA	31328		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/06/2013	Closed with explanation	Yes	No
Postal mail	09/17/2013	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	08/22/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Postal mail	08/20/2013	Closed with explanation	Yes	No
Postal mail	09/18/2013	Closed with explanation	Yes	No
Referral	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 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	08/20/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

517719
522796
494704
530701
510534
494705
495197
530709
495217
517451
496482
530738
495344
517467
530745
495290
496295
510463
530751
495278
509963

Mortgage Complaints

Based on Consumer Complaints

08/19/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	VA mortgage
09/17/2013	Mortgage	FHA mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Other 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
08/19/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/30/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional adjustable mortgage (ARM)

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
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
Application, originator, mortgage broker
Application, originator, mortgage broker
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	95823		N/A
Wells Fargo & Company	SC	29456		N/A
Bank of America	CA	95648	Servicemember	N/A
Ocwen	PA	19380		N/A
Residential Credit Solutions	NY	11725		N/A
DHI Mortgage	MD	20721		N/A
Ocwen	NY	11742		N/A
U.S. Bancorp	FL	33317		N/A
KeyBank NA	CA	90746		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
Nationstar Mortgage	NH	03087		N/A
Wells Fargo & Company	CA	90638	Older American	N/A
HSBC North America Holdings Inc.	NJ	07421		N/A
Wells Fargo & Company	MI	48382		N/A
Ocwen	CA	92069		N/A
Carrington Mortgage Holdings, LLC.	CA	90005		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/21/2013	Closed with explanation	Yes	No
Postal mail	09/03/2013	Closed with monetary relief	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Referral	09/09/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with monetary relief	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Postal mail	08/23/2013	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	
Referral	08/20/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Fax	09/18/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with explanation	Yes	No
Postal mail	09/13/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

495309
510485
495272
517502
517503
487995
530784
510514
495259
488642
495268
495270
524162
531744
488029
495393
488565
510782
530099
495363
524490

Mortgage Complaints

Based on Consumer Complaints

09/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/30/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Home equity loan or line of credit
09/17/2013	Mortgage	Other mortgage
08/12/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	FHA mortgage
09/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Second mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	VA mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/17/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	FHA 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
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 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 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	NJ	07002		N/A
JPMorgan Chase & Co.	IL	60621		N/A
Select Portfolio Servicing, Inc	AZ	85741		N/A
Seterus, Inc.	MS	38671		N/A
JPMorgan Chase & Co.				N/A
HSBC North America Holdings Inc.	CT	06002		N/A
JPMorgan Chase & Co.	MI	48382	Servicemember	N/A
Pacific Union Financial, LLC	CA	92026		N/A
Bank of America	CT	06855		N/A
Ocwen	CA	92069		N/A
Bank of America	CA	94086		N/A
Wells Fargo & Company	TX	78244		N/A
Bank of America	OR	97639		N/A
Bank of America	AL	36330		N/A
Bayview Loan Servicing, LLC	CA	92506		N/A
Freedom Mortgage	SC	29040		N/A
HSBC North America Holdings Inc.	NC	27530		N/A
Nationstar Mortgage	CA	91501	Older American	N/A
Ocwen	SC	29440		N/A
Bank of America	CA	95747		N/A
Wells Fargo & Company	VA	23323		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/24/2013	Closed with explanation	Yes	No
Phone	09/03/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	Yes
Fax	09/18/2013	Closed with explanation	Yes	No
Fax	08/14/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with non-monetary relief	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No
Postal mail	09/06/2013	Closed with explanation	Yes	Yes
Phone	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	09/12/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

517638
510640
517656
495067
487108
531706
486945
510690
531680
495428
530901
516981
531359
531124
511590
524309
495494
524322
531146
524338
510779

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	KY	40517		N/A
Ocwen	CA	91303		N/A
Bank of America	GA	30080		N/A
The Huntington National Bank	IN	46164		N/A
Bank of America	CA	94587		N/A
Real Time Resolutions	NJ	07950		N/A
Ocwen	VA	23434	Older American, Servicemember	N/A
Ocwen	FL	33127		N/A
JPMorgan Chase & Co.	MT	59860		N/A
PNC Bank N.A.	CA	94609		N/A
Wells Fargo & Company	PA	17225		N/A
Wells Fargo & Company	MO	63385		N/A
Citibank	FL	32703		N/A
Bank of America	IL	60619		N/A
Citibank	NH	03813		N/A
Bank of America	MD	20721		N/A
Ocwen	GA	30331		N/A
Bank of America	PA	18466		N/A
Bayview Loan Servicing, LLC	NJ	08402		N/A
Ditech Financial LLC	CA	90807		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	09/03/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Phone	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/16/2013	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	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	09/03/2013	Closed with explanation	Yes	No
Phone	09/03/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

510089
510320
530957
510799
516932
495544
495549
495555
510823
523159
510835
531659
510842
510843
495578
516786
509990
510856
517836
524424

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	33572		N/A
NVR Inc	FL	32825		N/A
SunTrust Banks, Inc.	GA	30248		N/A
Citibank	TX	75068		N/A
Bank of America	IL	60706		N/A
Bank of America	MD	20866		N/A
Bank of America	DC	20005		N/A
First Mortgage Company, L.L.C.	TX	75077		N/A
Bank of America	CA	94523		N/A
CIT Bank National Association	CA	92335		N/A
Peoples Home Equity, Inc.	IL	62062		N/A
Wells Fargo & Company	CA	94804		N/A
Select Portfolio Servicing, Inc	MI	49107		N/A
Bank of America	CA	95407	Older American	N/A
Wells Fargo & Company	CO	81403		N/A
Ocwen	MD	20815		N/A
U.S. Bancorp	MN	55123	Older American	N/A
Carrington Mortgage Holdings, LLC.	CA	95823		N/A
Wells Fargo & Company	VA	23320	Servicemember	N/A
Flagstar Bank	CA	95366		N/A
M&T Bank Corporation	TX	78260		N/A
Wells Fargo & Company	WI	53402	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

495590
531063
511622
531084
524456
495044
524459
495647
517869
496491
531103
524468
531110
524471
510926
496280
510927
517902
524916
517219
510954
524948

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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
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
Application, originator, mortgage broker
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

HSBC North America Holdings Inc.	NC	28546		N/A
BBVA Compass	CA	94103		N/A
Nationstar Mortgage	VA	23220	Older American	N/A
Nationstar Mortgage	UT	84118		N/A
JPMorgan Chase & Co.	GA	30296		N/A
Caliber Home Loans, Inc	AZ	85266	Older American	N/A
Land/Home Financial Services	CA	90044		N/A
Bank of America	CA	92881		N/A
Bank of America	NY	13142	Older American	N/A
Citibank	MD	20707		N/A
HSBC North America Holdings Inc.	NC	28027		N/A
Wells Fargo & Company	IL	60188		N/A
Bank of America	UT	84721		N/A
Ocwen	WA	98249		N/A
Nationstar Mortgage	MD	21206		N/A
Wells Fargo & Company	NV	89423		N/A
SunTrust Banks, Inc.	FL	32113		N/A
Ditech Financial LLC	NY	11741		N/A
Ocwen	TX	76116		N/A
Ditech Financial LLC	IL	60016		N/A
Ditech Financial LLC	NJ	07002		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/12/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with non-monetary relief	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	Yes
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
Referral	09/18/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with non-monetary relief	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	Yes
Referral	09/12/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	Yes
Web	09/12/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

524966
524973
495014
531724
524999
495770
531167
525018
495089
525025
531271
495821
531282
495836
525113
525108
525190
531924
533622
531937
525140

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33071		N/A
Ocwen	CA	94118	Older American	N/A
PNC Bank N.A.	NY	10512		N/A
Bank of America	NC	27406		N/A
Vanderbilt Mortgage & Finance	NY	27875		N/A
Synovus Bank	GA	31602		N/A
Bank of America	MN	56303		N/A
Wells Fargo & Company	HI	96815		N/A
Ditech Financial LLC	OR	97496		N/A
Nationstar Mortgage	CA	90241		N/A
Bank of America	NJ	08734		N/A
Wells Fargo & Company	GA	30643		N/A
Bank of America	MD	20853		N/A
Citibank	GA	30721		N/A
Arvest Bank	CT	06234		N/A
Wells Fargo & Company	TX	75002		N/A
JPMorgan Chase & Co.	IA	50315		N/A
Bank of America	VA	20194		N/A
U.S. Bancorp	NC	28031		N/A
JPMorgan Chase & Co.	OR	97045		N/A
JPMorgan Chase & Co.	CA	90291		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/18/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with explanation	Yes	No
Web	09/12/2013	Closed with non-monetary relief	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	No
Postal mail	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	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 non-monetary relief	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

531948
531957
531968
525171
531984
531985
533236
524600
532047
533680
532156
532150
533265
532239
532343
525273
532054
532253
517580
532265
532237

Mortgage Complaints

Based on Consumer Complaints

09/18/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	FHA 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
09/06/2013	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
09/12/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	FHA mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/18/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
09/12/2013	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 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
Other
Application, originator, mortgage broker
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	92808		N/A
Bank of America	DC	20017	Older American	N/A
Nationstar Mortgage	AL	36460		N/A
Bank of America	FL	32713		N/A
PNC Bank N.A.	CT	06387		N/A
Bank of America	FL	33975		N/A
Select Portfolio Servicing, Inc	GA	30349		N/A
Wells Fargo & Company	TX	78745		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
Bank of America	GA	30045		N/A
Citibank	MI	48382		N/A
Ocwen	CO	80219		N/A
Wells Fargo & Company	FL	32703		N/A
Nationstar Mortgage	NV	89061		N/A
Capital One	MD	21136		N/A
JPMorgan Chase & Co.	GA	30106		N/A
Wells Fargo & Company	WA	98003		N/A
JPMorgan Chase & Co.	CA	93465		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/19/2013	Closed with explanation	Yes	No
Phone	09/12/2013	Closed with non-monetary relief	Yes	No
Web	09/12/2013	Closed with explanation	Yes	Yes
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 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	09/12/2013	Closed with explanation	Yes	No
Fax	09/19/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
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

Mortgage Complaints

Based on Consumer Complaints

531813
525314
525327
533333
532637
532402
532396
532424
516847
532427
525364
532858
525375
531777
518403
518413
518426
525452
532914
524608
524536

Mortgage Complaints

Based on Consumer Complaints

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
09/18/2013	Mortgage	FHA mortgage
09/12/2013	Mortgage	Conventional fixed 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
09/12/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Home equity loan or line of credit
09/12/2013	Mortgage	Conventional fixed mortgage
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
09/18/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Other mortgage
09/06/2013	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
Application, originator, mortgage broker
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 servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	VA	24019		N/A
Bank of America	WI	53219		N/A
Bank of America	AR	72753		N/A
Nationstar Mortgage	FL	34759	Older American	N/A
Wells Fargo & Company	CA	95965	Servicemember	N/A
Bank of America	PA	16505		N/A
Ocwen	WA	98296	Servicemember	N/A
PNC Bank N.A.	IL	60707		N/A
Navy FCU	FL	32218		N/A
Nationstar Mortgage	AZ	85650		N/A
Specialized Loan Servicing LLC	TX	76549		N/A
Wells Fargo & Company	VA	23838		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
Wells Fargo & Company	NJ	08035		N/A
Ocwen	MD	20832		N/A
Wells Fargo & Company	PA	19020		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Web	09/19/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed	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
Web	09/19/2013	Closed with explanation	Yes	Yes
Fax	09/19/2013	Closed with explanation	Yes	No
Phone	09/09/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

525510
518478
525538
532362
524586
525619
532409
525655
532463
525752
531820
525771
525807
532600
532662
524577
532718
533026
532785
531837
518493

Mortgage Complaints

Based on Consumer Complaints

09/06/2013	Mortgage	Other mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Conventional fixed mortgage
09/06/2013	Mortgage	Home equity loan or line of credit
09/07/2013	Mortgage	VA mortgage
09/07/2013	Mortgage	Conventional fixed mortgage
09/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/07/2013	Mortgage	Other mortgage
09/07/2013	Mortgage	FHA mortgage
09/07/2013	Mortgage	Other mortgage
09/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
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	FHA mortgage
09/07/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Other mortgage
09/08/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Credit decision / Underwriting
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
Application, originator, mortgage broker
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 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

Citibank	CO	81507	Older American	N/A
Bank of America	WI	53211		N/A
Citibank	MI	48843		N/A
Paramount Residential Mortgage Group, Inc.	CA	90059	Older American	N/A
Wells Fargo & Company	OR	97213	Servicemember	N/A
Bank of America	KS	66205		N/A
JPMorgan Chase & Co.	CA	93551	Older American	N/A
Wells Fargo & Company	GA	30074	Older American, Servicemember	N/A
Ditech Financial LLC	MD	21702		N/A
Ocwen	CA	90745		N/A
Ocwen	CA	94603		N/A
Citibank	TX	75154		N/A
Bank of America	IL	60628	Older American	N/A
Bank of America	PA	19014		N/A
Bank of America	CA	95765		N/A
Citibank	OH	44312		N/A
Prudent Law Group	MA	01020		N/A
Ditech Financial LLC	AZ	85020		N/A
21st Mortgage Corporation	DE	19803		N/A
PNC Bank N.A.	FL	33186		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	09/09/2013	Closed with explanation	Yes	No
Phone	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/10/2013	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	09/10/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Postal mail	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed	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	09/09/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Untimely response	No	
Postal mail	08/21/2013	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

Mortgage Complaints

Based on Consumer Complaints

516929
518501
518532
518577
516759
518644
516821
516790
518704
518705
518718
518737
518794
518796
516820
518817
495853
495861
496538
518855

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Loan servicing, payments, escrow account
Application, originator, mortgage broker
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 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 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	LA	70471		N/A
Nationstar Mortgage	AZ	85705		N/A
Bank of America	NC	27265		N/A
JPMorgan Chase & Co.	SC	29483	Older American	N/A
Citibank	WA	98290		N/A
Citibank	CA	95695	Older American	N/A
Bank of America	IL	61821		N/A
Bayview Loan Servicing, LLC	IL	60302	Older American	N/A
Loan Care	CO	81328		N/A
JPMorgan Chase & Co.	NY	10011		N/A
Wells Fargo & Company	TX	76310		N/A
Ditech Financial LLC	NC	28391		N/A
Nationstar Mortgage	NJ	08755		N/A
Fifth Third Financial Corporation	IL	60177		N/A
JPMorgan Chase & Co.	GA	30815		N/A
Wells Fargo & Company	TX	78247		N/A
Nationstar Mortgage	CO	80526		N/A
Ocwen	PA	18014		N/A
Bank of America	CA	90640		N/A
TD Bank US Holding Company	NC	28075		N/A
Nationstar Mortgage	NY	12019		N/A
Bank of America				N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

518879
518886
518908
518918
495879
519486
495026
519501
519504
519520
519525
519526
519531
519534
496505
519535
519539
496283
496029
533705
496030
519560

Mortgage Complaints

Based on Consumer Complaints

09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/19/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/18/2013	Mortgage	Conventional fixed mortgage
08/19/2013	Mortgage	Other mortgage
08/19/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	FHA mortgage
08/19/2013	Mortgage	FHA mortgage
08/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/18/2013	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
09/18/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Other
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 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 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

Nationstar Mortgage	MI	48327		N/A
Bank of America	OK	73115		N/A
Wells Fargo & Company	IA	15131		N/A
JPMorgan Chase & Co.	CA	94563	Older American	N/A
M&T Bank Corporation	PA	17601		N/A
Nationstar Mortgage	GA	30094		N/A
Ditech Financial LLC	SC	29605	Older American, Servicemember	N/A
Ditech Financial LLC	NJ	07032		N/A
M&T Bank Corporation	MO	63114		N/A
U.S. Bancorp	CA	92040	Servicemember	N/A
Ditech Financial LLC	AL	36109		N/A
Wells Fargo & Company	PA	18810		N/A
Ocwen	FL	33173		N/A
Wells Fargo & Company	SC	29707		N/A
TD Bank US Holding Company	CT	06415		N/A
21st Mortgage Corporation	NY	10018		N/A
Ocwen	MI	48217		N/A
Ocwen	NJ	07030		N/A
Ocwen	CA	95240		N/A
Ocwen	AL	36542	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

519565
496070
533253
495036
532946
495464
496103
519639
496122
495061
533057
533120
533241
533126
533129
531892
533138
533141
533377
519661

Mortgage Complaints

Based on Consumer Complaints

08/19/2013	Mortgage	Other mortgage
09/18/2013	Mortgage	FHA mortgage
09/09/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
09/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/20/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	VA mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	FHA mortgage
08/20/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/20/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Conventional fixed 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 servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
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
Application, originator, mortgage broker
Application, originator, mortgage broker
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 modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	FL	33647		N/A
U.S. Bancorp	MS	38701		N/A
Ocwen	OH	44287	Older American	N/A
Wells Fargo & Company	FL	33027		N/A
Caliber Home Loans, Inc	CA	91325		N/A
Ocwen	TX	75069	Older American	N/A
PHH Mortgage	CA	94114		N/A
NVR Inc	PA	18974	Servicemember	N/A
Ditech Financial LLC	VA	22201		N/A
Bank of America	NJ	08010		N/A
Wells Fargo & Company	TN	37013		N/A
Citibank	FL	32707		N/A
JPMorgan Chase & Co.	MI	48035		N/A
Bank of America	CA	95696		N/A
U.S. Bancorp	FL	32132		N/A
Wells Fargo & Company	NV	89011		N/A
New York Community Bank	MD	20912		N/A
Fifth Third Financial Corporation	NC	28075		N/A
Ocwen	AZ	85013		N/A
Bank of America	CA	95307		N/A
Ditech Financial LLC	NY	10002		N/A
Citibank	NY	14589		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Phone	10/24/2013	Closed with non-monetary relief	No	Yes
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with non-monetary relief	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
Web	08/20/2013	Closed with non-monetary relief	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	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	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Referral	08/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

496245
533181
519781
519048
533375
496789
496562
496791
496792
496793
496809
519835
533829
496810
496811
519883
511136
511169
496845
496846
496847
496983

Mortgage Complaints

Based on Consumer Complaints

08/20/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	VA mortgage
08/20/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	VA mortgage
09/09/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	Other mortgage
08/30/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
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)

Mortgage Complaints

Based on Consumer Complaints

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 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 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

Flagstar Bank	CA	92021		N/A
HSBC North America Holdings Inc.	CO	80207	Older American	N/A
Bank of America	KY	41006		N/A
U.S. Bancorp	MT	59701		N/A
Nationstar Mortgage	WA	98516		N/A
HSBC North America Holdings Inc.	NY	10530		N/A
Citibank	OH	44039		N/A
Ditech Financial LLC	NY	10607	Older American	N/A
JPMorgan Chase & Co.	DE	19803		N/A
U.S. Bancorp	NE	69357		N/A
Bank of America	FL	32505		N/A
Bank of America	NY	14543	Servicemember	N/A
Ocwen	NJ	07030		N/A
PNC Bank N.A.	GA	30311	Older American	N/A
Nationstar Mortgage	CA	92653		N/A
Nationstar Mortgage	CA	90005		N/A
IBERIABANK	FL	33064		N/A
Bank of America	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

Mortgage Complaints

Based on Consumer Complaints

Referral	08/21/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Postal mail	09/04/2013	Closed with monetary relief	Yes	No
Referral	08/21/2013	Closed with monetary relief	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	No
Postal mail	09/10/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with non-monetary relief	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Postal mail	01/06/2014	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	Yes
Postal mail	09/18/2013	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

Mortgage Complaints

Based on Consumer Complaints

497045
511192
511193
497067
533914
497202
533923
511249
519820
519981
534917
496917
519992
534003
519011
511642
534022
511644
520052
511338
520061

Mortgage Complaints

Based on Consumer Complaints

09/09/2013	Mortgage	Conventional fixed mortgage
08/30/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
08/31/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	FHA mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/19/2013	Mortgage	Other mortgage
08/31/2013	Mortgage	Conventional fixed mortgage
08/31/2013	Mortgage	VA mortgage
08/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Other mortgage
08/31/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/01/2013	Mortgage	VA mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/01/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Bank of America	AZ	85225		N/A
Citizens Financial Group, Inc.	IL	61107		N/A
Citibank	CA	91710		N/A
Nationstar Mortgage	PA	19606		N/A
Specialized Loan Servicing LLC	CO	80104		N/A
Bayview Loan Servicing, LLC	NY	11520		N/A
Bank of America	NJ	08884		N/A
Ocwen	TX	78666	Older American, Servicemember	N/A
Nationstar Mortgage	NJ	08610		N/A
Nationstar Mortgage	GA	30043		N/A
Wells Fargo & Company	IN	46186		N/A
Citibank	FL	33498		N/A
Nationwide Advantage Mortgage Company	MI	48382		N/A
Wells Fargo & Company	KS	66542		N/A
PHH Mortgage	MI	48336		N/A
JPMorgan Chase & Co.	FL	33449	Servicemember	N/A
Nationstar Mortgage	MI	48239		N/A
Nationstar Mortgage	CA	91331	Servicemember	N/A
Ditech Financial LLC	OH	45601		N/A
M&T Bank Corporation	AL	35756		N/A

Mortgage Complaints

Based on Consumer Complaints

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 explanation	Yes	No
Web	09/19/2013	Closed	Yes	No
Postal mail	10/31/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Phone	08/21/2013	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
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	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

519077
509997
496993
511401
535239
520108
497013
497021
534113
510111
511452
511455
518999
511502
496776
511523
520213
511638
497129
534213

Mortgage Complaints

Based on Consumer Complaints

09/19/2013	Mortgage	Other mortgage
09/01/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Other mortgage
09/01/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
09/02/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
09/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/02/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Other mortgage
09/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/02/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Other mortgage
09/02/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
08/20/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Residential Finance Corporation (Closed)	OH	45320		N/A
Wells Fargo & Company	OH	43209		N/A
Ally Financial Inc.	NH	03885		N/A
Citibank	MO	63366		N/A
Navy FCU	VA	23452		N/A
Bank of America	GA	30253		N/A
Wells Fargo & Company	TX	78258		N/A
Ditech Financial LLC	FL	34234		N/A
Bank of America	FL	32606		N/A
Nationstar Mortgage	PA	19119		N/A
Wells Fargo & Company	VA	23222		N/A
Arvest Bank	CA	92603		N/A
Flagstar Bank	OH	44266		N/A
Ocwen	IL	60540		N/A
Wells Fargo & Company	GA	30319		N/A
Ocwen	GA	30277		N/A
Bank of America	NY	10116		N/A
Wells Fargo & Company	NM	87110		N/A
Citibank	PR	00739		N/A
Wells Fargo & Company	HI	96826		N/A
Bank of America	KY	40409	Older American	N/A
Nationstar Mortgage	MA	02723		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/19/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	Yes
Email	09/20/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Postal mail	09/10/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	Yes
Web	09/13/2013	Closed with explanation	Yes	No
Referral	08/28/2013	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

Mortgage Complaints

Based on Consumer Complaints

534220
509975
496611
511547
535498
535175
512550
534276
497737
497184
520281
499367
534955
511812
512604
534331
520335
512627
498107
512636
534365
496581

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Credit decision / Underwriting
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
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 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

Bank of America	NJ	07067		N/A
PHH Mortgage	NY	10309		N/A
SunTrust Banks, Inc.	CO	81632		N/A
PHH Mortgage	MI	49445	Servicemember	N/A
Wells Fargo & Company	CA	92626		N/A
Wells Fargo & Company	CA	95632		N/A
Citibank	CA	92880		N/A
Wells Fargo & Company	FL	33511		N/A
BMO Harris	IL	60521		N/A
Wells Fargo & Company	AZ	85306		N/A
Ocwen	PA	19015		N/A
Ocwen	CA	95033		N/A
Residential Credit Solutions	MD	21222		N/A
FirstMerit Bank	IL	60126		N/A
Wells Fargo & Company	CA	92376		N/A
Ocwen	OH	44149		N/A
Ditech Financial LLC	PA	19095	Servicemember	N/A
Bank of America	NY	11738		N/A
Bank of America	CA	93720		N/A
Wells Fargo & Company	NJ	07716		N/A
FirstMerit Bank	MI	49445		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

520389
497264
512650
511821
511879
520373
512662
512667
512669
512709
534422
534436
497823
512738
520468
535499
512732
534478
519475
519157
520449

Mortgage Complaints

Based on Consumer Complaints

08/20/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Home equity loan or line of credit
09/09/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	FHA mortgage
08/20/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/09/2013	Mortgage	Conventional fixed mortgage
08/25/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	FHA mortgage
09/09/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
09/09/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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
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
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	IN	46356		N/A
SunTrust Banks, Inc.	NC	27529	Older American, Servicemember	N/A
HSBC North America Holdings Inc.	PA	16854		N/A
Quicken Loans	OH	44281		N/A
Bank of America	MO	60475		N/A
Nationstar Mortgage	CA	95135		N/A
Bank of America	MA	01833		N/A
LoanDepot	CA	92880		N/A
Nationstar Mortgage	ME	04074		N/A
Ocwen	FL	33496		N/A
Bank of America	OH	43055		N/A
Wells Fargo & Company	VA	20136		N/A
Citibank	MI	48006		N/A
Nationstar Mortgage	SC	29229		N/A
CIT Bank National Association	NY	10309		N/A
Bank of America	CA	94577		N/A
Ocwen	TX	77388		N/A
Bank of America	FL	34759		N/A
Caliber Home Loans, Inc	WA	98105		N/A
Ocwen	NY	11101		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

497365
511858
519062
497373
497378
534518
519422
501943
503940
503824
503829
520559
503895
534590
504811
497462
501718
503921
497517
520658

Mortgage Complaints

Based on Consumer Complaints

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

HSBC North America Holdings Inc.	NY	14617		N/A
Nationstar Mortgage	GA	30019		N/A
Bank of America	FL	32966		N/A
Fay Servicing, LLC	FL	33065		N/A
Bank of America	CA	91307		N/A
BankUnited	MA	01602		N/A
Citizens Financial Group, Inc.	MA	02150		N/A
JPMorgan Chase & Co.	SC	29615	Older American, Servicemember	N/A
Nationstar Mortgage	NM	87048		N/A
JPMorgan Chase & Co.	PA	18015		N/A
Bank of America	CA	95240		N/A
Nationstar Mortgage	AZ	85029		N/A
JPMorgan Chase & Co.	OH	45388		N/A
Wells Fargo & Company	CA	91381		N/A
Bank of America	FL	33441		N/A
Bank of America	FL	33029		N/A
Santander Bank US	PA	17961		N/A
Ocwen	MI	48382		N/A
Nationstar Mortgage	NJ	08527	Servicemember	N/A
HSBC North America Holdings Inc.				N/A
Nationstar Mortgage	NY	11225		N/A

Web	09/10/2013	Closed with explanation	Yes	No
Phone	09/20/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Postal mail	09/10/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Phone	08/21/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	Yes
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	09/04/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with non-monetary relief	Yes	No
Web	09/10/2013	Closed with non-monetary relief	Yes	Yes
Postal mail	08/22/2013	Closed	Yes	No
Fax	08/28/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Phone	08/27/2013	Closed with explanation	Yes	No
Fax	08/21/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

520681
534762
497575
496772
496773
519015
513049
497593
513054
513057
513059
514880
513061
513066
520771
519016
497631
501185
504062
504064
497641

Mortgage Complaints

Based on Consumer Complaints

08/20/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	VA mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	VA mortgage
08/20/2013	Mortgage	Reverse mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/19/2013	Mortgage	Home equity loan or line of credit
09/12/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/20/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	FHA mortgage
09/19/2013	Mortgage	Other mortgage
08/20/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	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
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
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	34987	Older American	N/A
CIT Bank National Association	NJ	07646		N/A
Nationstar Mortgage	NY	14580		N/A
Bank of America	GA	30294		N/A
Bank of America	CA	95050		N/A
PNC Bank N.A.	CA	92590		N/A
Wells Fargo & Company	WA	98902		N/A
Ocwen	CA	94612		N/A
Fifth Third Financial Corporation	MI	48049		N/A
Select Portfolio Servicing, Inc	VA	23702		N/A
Bank of America	WA	98406		N/A
Ocwen	NJ	08859		N/A
Bank of America	OR	97702	Older American	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
Nationstar Mortgage	OH	44146		N/A
Citibank	TX	78745		N/A
Wells Fargo & Company	FL	33469		N/A
PNC Bank N.A.	CA	90069		N/A
Ocwen	CA	90706		N/A
Specialized Loan Servicing LLC	NY	10523		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/21/2013	Closed with non-monetary relief	Yes	Yes
Referral	08/27/2013	Closed with explanation	Yes	Yes
Phone	09/13/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	Yes
Postal mail	08/23/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Phone	09/20/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with non-monetary relief	Yes	Yes
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
Web	08/21/2013	Closed with explanation	Yes	Yes
Web	08/26/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed	Yes	Yes
Referral	08/27/2013	Closed	Yes	No

Mortgage Complaints

Based on Consumer Complaints

497642
505072
525963
521352
513134
535181
496564
526037
534950
526047
534975
513314
513239
526084
496570
504674
496665
504232
535015
498132
498173
504255

Mortgage Complaints

Based on Consumer Complaints

08/26/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Home equity loan or line of credit
09/03/2013	Mortgage	FHA mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Second mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	VA mortgage
08/21/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
09/19/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
09/19/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage
09/12/2013	Mortgage	Other mortgage
08/21/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Other
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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	WA	98103		N/A
Bank of America	CA	90039		N/A
Wells Fargo & Company	CA	92590		N/A
Bank of America	VA	20171		N/A
JPMorgan Chase & Co.	FL	33325		N/A
Wells Fargo & Company	CA	93635		N/A
Wells Fargo & Company	GA	30062		N/A
Ditech Financial LLC	DC	20019		N/A
Planet Home Lending, LLC	TX	79928		N/A
Ditech Financial LLC	CA	90604		N/A
HSBC North America Holdings Inc.	GA	31206		N/A
Ocwen	PA	16105		N/A
Citibank	NC	28217	Older American	N/A
Wells Fargo & Company	CA	92590		N/A
PNC Bank N.A.	WA	98632		N/A
JPMorgan Chase & Co.	IN	46226		N/A
Bank of America	AL	36117		N/A
Select Portfolio Servicing, Inc	TX	76209	Older American	N/A
JPMorgan Chase & Co.	AZ	85212	Servicemember	N/A
Bank of America	IL	60201		N/A
Residential Credit Solutions	CA	91932		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/28/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	Yes
Web	09/04/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with non-monetary relief	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	08/27/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Postal mail	08/22/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

504256
526128
511822
498257
504263
503388
505066
504267
498277
499408
535088
535091
498280
535182
499412
526572
499444
499492
499445
526182
499081

Mortgage Complaints

Based on Consumer Complaints

09/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	Mortgage	FHA mortgage
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/03/2013	Mortgage	Conventional fixed mortgage
09/12/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
08/21/2013	Mortgage	FHA mortgage
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
09/20/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	FHA mortgage
09/03/2013	Mortgage	VA mortgage
08/26/2013	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 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
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

Bank of America	OH	44460		N/A
Bank of America	NY	11510		N/A
Citibank	CA	94509		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
M&T Bank Corporation	CA	93306		N/A
Bank of America	CA	94580	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30253		N/A
Quicken Loans	CA	95386		N/A
Ocwen	NY	11756		N/A
Bank of America	NJ	08884		N/A
Ocwen	AL	36117		N/A
Flagstar Bank	CO	80550		N/A
United Shore Financial Services, LLC	VA	22302		N/A
Ocwen	PA	19086		N/A
Wells Fargo & Company	MT	59715		N/A
PHH Mortgage	IL	60431		N/A
Flagstar Bank	FL	33157		N/A
Seterus, Inc.	FL	33071		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/20/2013	Closed with explanation	No	No
Phone	08/28/2013	Closed with explanation	Yes	No
Web	09/13/2013	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	09/20/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	Yes
Web	09/13/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with non-monetary relief	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	Yes
Phone	09/06/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

535212
508104
526207
513031
526209
499434
535721
526221
505087
547898
527104
499364
535757
527125
535762
526967
535767
527139
511845
505135

Mortgage Complaints

Based on Consumer Complaints

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
09/20/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/03/2013	Mortgage	VA 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
09/13/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
09/03/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	FHA mortgage
09/30/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
09/03/2013	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 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
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
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	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
HSBC North America Holdings Inc.	AP	96338	Servicemember	N/A
JPMorgan Chase & Co.	WA	98823		N/A
Bank of America	CA	93539		N/A
Carrington Mortgage Holdings, LLC.	TX	78257		N/A
Bank of America	GA	30741		N/A
Ocwen	MD	20645	Older American	N/A
Bank of America	TX	76063	Servicemember	N/A
Bank of America	CA	93727		N/A
JPMorgan Chase & Co.	KS	66067		N/A
CIT Bank National Association	CA	90290		N/A
Bank of America	AZ	85713		N/A
M&T Bank Corporation	VA	22172		N/A
Wells Fargo & Company	NY	13114		N/A
PNC Bank N.A.	OH	44307		N/A
JPMorgan Chase & Co.	GA	30082	Older American	N/A
Selene Finance	CA	91367		N/A
PNC Bank N.A.	MD	21224		N/A
Wells Fargo & Company	IL	60652		N/A

Mortgage Complaints

Based on Consumer Complaints

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	09/20/2013	Closed with explanation	Yes	Yes
Web	09/04/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Phone	09/04/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	Yes
Referral	09/17/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with monetary relief	Yes	No
Postal mail	10/01/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

535788
511864
535791
547942
535793
514825
547951
537742
536237
513492
513493
536117
536045
537305
527247
527256
527241
513516
547990
547933
527620
513534

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
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 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
Settlement process and costs
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

Ocwen	CO	80128		N/A
Ocwen	SC	29414		N/A
HSBC North America Holdings Inc.	IL	60473		N/A
Citizens Financial Group, Inc.	OH	44720		N/A
Nationstar Mortgage	FL	33316		N/A
Round Point Mortgage	CA	92807		N/A
Ocwen	MI	48223		N/A
Ditech Financial LLC	FL	32244		N/A
Bank of America	MD	21788		N/A
PNC Bank N.A.				N/A
Citibank	IL	60637		N/A
Select Portfolio Servicing, Inc	CA	93551		N/A
TD Bank US Holding Company	NJ	07094		N/A
Nationstar Mortgage	FL	34639		N/A
Bank of America	GA	30135		N/A
Citibank	FL	33912		N/A
Wells Fargo & Company	MN	55109		N/A
Ocwen	CA	95829		N/A
Bank of America	OK	73132	Older American	N/A
JPMorgan Chase & Co.	CA	91941		N/A
Citizens Financial Group, Inc.	MA	02116		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/01/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Postal mail	09/13/2013	Closed with explanation	Yes	No
Postal mail	09/04/2013	Closed with monetary relief	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	Yes
Referral	09/04/2013	Closed with explanation	Yes	No
Referral	10/01/2013	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	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	08/27/2013	Closed with explanation	Yes	Yes
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Postal mail	10/01/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

548009
504492
527246
512034
501421
513592
511934
527276
513905
548960
513628
513939
513639
527313
501326
501224
513661
513662
549043
514860
526690

Mortgage Complaints

Based on Consumer Complaints

09/13/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/30/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	FHA mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other 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
09/13/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	FHA mortgage
09/13/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Other mortgage
09/13/2013	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
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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	NY	10159		N/A
Bank of America	CA	92647		N/A
Bank of America	VA	23060		N/A
Wells Fargo & Company	FL	33067		N/A
Citibank	MN	55408		N/A
Seterus, Inc.	WI	53132		N/A
Bayview Loan Servicing, LLC	FL	33157		N/A
New York Community Bank	NJ	07105		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
Wells Fargo & Company	TX	78652		N/A
Ditech Financial LLC	GA	30044		N/A
Citibank	CA	92223	Older American	N/A
Bank of America	OR	97055		N/A
Flagstar Bank	TX	77379		N/A
Bank of America	FL	33173		N/A
Nationstar Mortgage	CA	95818		N/A
Select Portfolio Servicing, Inc	IL	60074		N/A
Wells Fargo & Company	NY	11756		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/16/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Phone	09/16/2013	Closed with explanation	Yes	No
Postal mail	08/28/2013	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	09/16/2013	Closed with non-monetary relief	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with non-monetary relief	Yes	Yes
Web	08/27/2013	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
Referral	09/16/2013	Closed with explanation	No	No
Referral	09/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

527365
513705
513711
504623
548205
548271
527500
504715
501741
540357
548410
548328
527554
504414
540374
504794
504814
526675
504819
527720
527600

Mortgage Complaints

Based on Consumer Complaints

08/26/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/26/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/13/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	FHA mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
08/26/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	FHA mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
08/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/30/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
08/27/2013	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
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
Application, originator, mortgage broker
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	FL	33034	N/A
Nationstar Mortgage	UT	84119	N/A
Bank of America	CA	94582	N/A
HSBC North America Holdings Inc.	GA	30534	N/A
HSBC North America Holdings Inc.	NY	11435	N/A
Nationstar Mortgage	WA	98248	N/A
Bank of America	FL	33157	N/A
Bank of America	UT	84128	N/A
M&T Bank Corporation	AR	72015	N/A
BMO Harris	WI	53215	N/A
Nationstar Mortgage	CA	94114	N/A
LoanDepot	WI	53221	N/A
American Internet Mortgage, Inc	MN	55372	N/A
JPMorgan Chase & Co.	NJ	08010	N/A
Bank of America	OH	45238	N/A
Nationstar Mortgage	CA	91352	N/A
Citibank	TX	78610	N/A
Seterus, Inc.	CA	91351	N/A
JPMorgan Chase & Co.	NC	28092	N/A
Union Bank	CA	94705	N/A
JPMorgan Chase & Co.	TX	76039	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	09/03/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Referral	09/16/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	Yes
Referral	08/28/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Postal mail	09/25/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with monetary relief	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	Yes
Referral	10/02/2013	Closed with non-monetary relief	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

504835
549024
504849
527633
504876
504880
526633
504889
527873
504893
505161
504905
504906
540486
504914
540532
540548
501533
548514
548521
504743

Mortgage Complaints

Based on Consumer Complaints

09/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/30/2013	Mortgage	FHA mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	FHA mortgage
09/13/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other 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 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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	95677		N/A
SunTrust Banks, Inc.	FL	33624		N/A
Wells Fargo & Company	GA	30024		N/A
Wells Fargo & Company	CT	06450	Older American, Servicemember	N/A
Bank of America	TX	75104		N/A
Ocwen	NJ	07307		N/A
Flagstar Bank	MI	48382		N/A
Citibank	WI	53583		N/A
Webster Bank	NM	87120		N/A
Wells Fargo & Company	CA	95310		N/A
Ocwen	TN	38106		N/A
Ocwen	CA	93536		N/A
Bank of America	CA	91307		N/A
Wells Fargo & Company	CA	91345		N/A
Bank of America	WI	54220		N/A
Select Portfolio Servicing, Inc	GA	31312		N/A
Bank of America	CA	91801	Servicemember	N/A
OneMain Financial Holdings, LLC	CA	90005		N/A
Ocwen	CO	80017		N/A
Bank of America	CA	92618		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

540586
548544
504959
540895
540892
540608
549080
527054
540640
527029
549902
505259
501942
505326
505345
501349
549110
527060
505012
505980

Mortgage Complaints

Based on Consumer Complaints

09/13/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	FHA mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
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
08/27/2013	Mortgage	Conventional fixed mortgage
10/01/2013	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 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
Application, originator, mortgage broker
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

EverBank	IN	46544		N/A
Nationstar Mortgage	CA	95503		N/A
Nationstar Mortgage	OR	97338	Older American	N/A
Nationstar Mortgage	TX	79701		N/A
JPMorgan Chase & Co.	CA	95020		N/A
Wells Fargo & Company	NY	14221		N/A
Nationstar Mortgage	CA	93036		N/A
JPMorgan Chase & Co.	NJ	08540		N/A
Ocwen	CA	90710		N/A
JPMorgan Chase & Co.	NC	28364		N/A
U.S. Bancorp	NC	28075		N/A
Wells Fargo & Company	NJ	08758		N/A
PHH Mortgage	FL	33884		N/A
JPMorgan Chase & Co.	MI	49546	Older American	N/A
TCF National Bank	IL	60505		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
Seterus, Inc.	WA	98021		N/A
JPMorgan Chase & Co.	IN	47371	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/16/2013	Closed with explanation	Yes	Yes
Fax	09/25/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
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
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	Yes
Phone	09/17/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	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	08/28/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

527847
539427
549467
505041
549493
505051
526644
549280
508367
527901
505102
527938
540814
540819
540825
526678
526666
505179
549358
505201
550186

Mortgage Complaints

Based on Consumer Complaints

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

Wells Fargo & Company	TX	75638		N/A
JPMorgan Chase & Co.	GA	30296		N/A
Bank of America	FL	32225		N/A
Select Portfolio Servicing, Inc	CA	91351		N/A
JPMorgan Chase & Co.	WI	54481		N/A
PNC Bank N.A.	MO	64098		N/A
Wells Fargo & Company	NJ	07628		N/A
Bank of America	MO	63134	Older American	N/A
Bank of America	CA	90066		N/A
Select Portfolio Servicing, Inc	CA	91342		N/A
Bank of America	NC	27332		N/A
Banco Popular de Puerto Rico	PR	00612		N/A
U.S. Bancorp	MA	02324		N/A
Bank of America	CA	91730		N/A
Ocwen	CT	06042		N/A
Nationstar Mortgage	NJ	08610		N/A
Nationstar Mortgage	SC	29803	Servicemember	N/A
Wells Fargo & Company	FL	33626		N/A
JPMorgan Chase & Co.	TX	75709	Servicemember	N/A
Ocwen	ID	83714		N/A
Wells Fargo & Company	WI	53038		N/A
Wells Fargo & Company	FL	32141	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	08/28/2013	Closed with non-monetary relief	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with non-monetary relief	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	Yes
Phone	08/28/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with non-monetary relief	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
Referral	09/25/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Phone	09/16/2013	Closed with explanation	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

505206
543088
541431
541433
541434
542706
541437
505224
541452
541520
541689
549548
549416
541651
541466
549606
541967
541959
541476
527049
505320
528131

Mortgage Complaints

Based on Consumer Complaints

09/25/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/27/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/13/2013	Mortgage	Home equity loan or line of credit
08/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/01/2013	Mortgage	Other mortgage
09/13/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/27/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Home equity loan or line of credit
08/27/2013	Mortgage	Conventional fixed 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 servicing, payments, escrow account
Loan modification,collection,foreclosure
Other
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
Other
Application, originator, mortgage broker
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

Bank of America	FL	33471		N/A
Citibank	CA	92592		N/A
U.S. Bancorp	PA	17402		N/A
Bank of America	MA	02132		N/A
Seterus, Inc.	CT	06460		N/A
JPMorgan Chase & Co.	MN	55124		N/A
Ocwen	TX	78109		N/A
Nationstar Mortgage	FL	33027		N/A
BB&T Financial	FL	34420		N/A
Wells Fargo & Company	FL	32327		N/A
Nationstar Mortgage	WI	53406		N/A
Citibank	OH	43344		N/A
Bank of America	GA	30002		N/A
BMO Harris	IN	46312		N/A
Specialized Loan Servicing LLC	CT	06896		N/A
Wells Fargo & Company	VA	22015		N/A
Citibank	CA	92014		N/A
Bank of America	VA	22407	Servicemember	N/A
Ditech Financial LLC	NC	27529		N/A
Wells Fargo & Company	CA	95032		N/A
Selene Finance	PA	19073		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	09/25/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Referral	08/28/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with monetary relief	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Referral	09/17/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	No
Postal mail	09/16/2013	Closed with explanation	Yes	No
Phone	09/16/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with non-monetary relief	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

543031
528136
505187
505343
505726
542149
526961
528176
549515
549517
541566
549523
528198
528200
505402
549536
528221
550170
505422
505690
501431

Mortgage Complaints

Based on Consumer Complaints

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

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
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
Credit decision / Underwriting
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

Ditech Financial LLC	AK	99507		N/A
Wells Fargo & Company	KY	41051		N/A
Nationstar Mortgage	CA	95624		N/A
Citibank	VA	22027		N/A
Ditech Financial LLC	AZ	85224		N/A
Wells Fargo & Company	PA	19007		N/A
Ditech Financial LLC	CO	80127		N/A
JPMorgan Chase & Co.	FL	34753		N/A
Bank of America	GA	30342		N/A
Select Portfolio Servicing, Inc	LA	71351		N/A
Ocwen	PA	19032		N/A
Ditech Financial LLC	MO	63138		N/A
LoanDepot	CA	90045		N/A
Nationstar Mortgage	GA	30047		N/A
Wells Fargo & Company	NY	11419		N/A
Morgan Stanley	CA	93940	Older American	N/A
Ocwen	PA	19124		N/A
Bank of America	TN	37604		N/A
Bank of America	FL	33617		N/A
Wells Fargo & Company	CA	94903	Older American	N/A
Ocwen	TN	37110		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/17/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	No
Web	08/28/2013	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	09/25/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Web	10/02/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with non-monetary relief	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

526253
505450
549118
505454
549713
505465
513804
513801
541683
514325
526719
526346
526347
549098
526354
526362
549691
514292
526577
526382
549723

Mortgage Complaints

Based on Consumer Complaints

09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Home equity loan or line of credit
09/25/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Other mortgage
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/25/2013	Mortgage	Conventional fixed 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
09/25/2013	Mortgage	Conventional fixed mortgage
09/15/2013	Mortgage	Conventional fixed mortgage
09/15/2013	Mortgage	Other mortgage
09/15/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
10/01/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/01/2013	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
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 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
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	NJ	08360		N/A
FCI Lender Services Inc.	TX	75115	Older American	N/A
Citibank	FL	33073		N/A
Nationstar Mortgage	MO	64157		N/A
Bank of America	NC	27915		N/A
Nationstar Mortgage	NV	89052	Older American	N/A
Ocwen	CO	80219		N/A
HSBC North America Holdings Inc.	NE	68116		N/A
Wells Fargo & Company	GA	31410		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
Bank of America	OK	74132		N/A
Bank of America	CA	92028		N/A
JPMorgan Chase & Co.	CA	92084		N/A
JPMorgan Chase & Co.	LA	71291		N/A
PNC Bank N.A.	CA	92626		N/A
Citibank	OH	45377		N/A
Nationstar Mortgage	GA	30189		N/A
Wells Fargo & Company	CA	92626		N/A
JPMorgan Chase & Co.	CT	06053		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/26/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with non-monetary relief	Yes	No
Referral	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	09/16/2013	Closed with explanation	Yes	Yes
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/26/2013	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
Phone	09/25/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with non-monetary relief	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Fax	10/02/2013	Closed with monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

542633
542550
541750
542525
549078
549769
526504
549773
541778
542695
513944
526486
541803
526501
526508
526516
529604
549824
528250
529605
549096

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Credit decision / Underwriting
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 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 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	34428		N/A
Sun West Mortgage Company, Inc.	AZ	85130		N/A
JPMorgan Chase & Co.	MD	20720		N/A
Ocwen	FL	34758		N/A
HSBC North America Holdings Inc.	NY	11575		N/A
Specialized Loan Servicing LLC	NY	11373		N/A
Ditech Financial LLC	MI	48124		N/A
Ocwen	VA	23222		N/A
Select Portfolio Servicing, Inc	FL	33173		N/A
Nationstar Mortgage	CA	92024	Older American	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
Ditech Financial LLC	OK	73059		N/A
Wells Fargo & Company	IL	60439		N/A
CIT Bank National Association	CA	92653		N/A
Wells Fargo & Company	FL	33076		N/A
Bank of America	WA	98661		N/A
Ocwen	MD	12550	Older American	N/A
JPMorgan Chase & Co.	LA	70068		N/A
Citizens Financial Group, Inc.	NC	28226		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/02/2013	Closed with explanation	Yes	No
Web	09/16/2013	Closed with explanation	Yes	Yes
Web	09/16/2013	Closed with monetary relief	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
Fax	09/17/2013	Closed with non-monetary relief	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
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
Web	10/02/2013	Closed with explanation	Yes	No
Referral	09/05/2013	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
Phone	09/17/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	Yes
Web	10/02/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

549826
529981
528271
542342
549853
549858
528288
528318
542661
549893
543189
543190
541893
550400
514418
550404
550407
550410
528368
512532
551233

Mortgage Complaints

Based on Consumer Complaints

09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/02/2013	Mortgage	Home equity loan or line of credit
10/02/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	FHA mortgage
09/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/16/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/02/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	FHA mortgage
10/02/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Home equity loan or line of credit
10/02/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Reverse 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 modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	ME	04461		N/A
Bank of America	IL	61008		N/A
Nationstar Mortgage	NY	11702		N/A
Ditech Financial LLC	NC	28205		N/A
PNC Bank N.A.	NJ	08844		N/A
Ocwen	PA	18020		N/A
Bank of America	NJ	08312		N/A
Specialized Loan Servicing LLC	VA	20151	Older American	N/A
Quicken Loans	GA	31064		N/A
Bank of America	CA	92083		N/A
Citibank	IL	60623	Older American	N/A
JPMorgan Chase & Co.	NY	11216		N/A
Residential Credit Solutions	NC	28075		N/A
HSBC North America Holdings Inc.	NY	14059		N/A
Ocwen	FL	34239		N/A
Citibank	IL	60430		N/A
Fifth Third Financial Corporation	MI	48144		N/A
Citibank	NY	11219		N/A
Nationstar Mortgage	VA	23322		N/A
Bank of America	UT	84117		N/A
JPMorgan Chase & Co.	CA	95124	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	09/17/2013	Closed with non-monetary relief	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	Yes
Fax	09/17/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	No	No
Postal mail	10/02/2013	Closed with non-monetary relief	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	Yes
Phone	09/05/2013	Closed with non-monetary relief	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Referral	09/26/2013	Closed	Yes	No
Web	09/05/2013	Closed with non-monetary relief	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

528414
529602
528421
529639
550335
550448
551048
543026
528448
541980
550466
514125
550660
528504
542687
514154
550506
514172
542063
551053
528589

Mortgage Complaints

Based on Consumer Complaints

09/25/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed 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 fixed mortgage
09/04/2013	Mortgage	Home equity loan or line of credit
09/04/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	Other mortgage
10/11/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
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
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
Application, originator, mortgage broker
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

American Internet Mortgage, Inc	CA	95678	N/A
JPMorgan Chase & Co.	FL	32127	N/A
JPMorgan Chase & Co.	NH	03038	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
Wells Fargo & Company	MD	21221	N/A
21st Mortgage Corporation	CT	06776	N/A
JPMorgan Chase & Co.	WI	54971	N/A
Select Portfolio Servicing, Inc	NJ	08577	N/A
Fifth Third Financial Corporation	VA	23059	N/A
Morgan Stanley	CA	90010	N/A
Ocwen	NJ	07603	N/A
Ocwen	NY	11234	N/A
Citizens Financial Group, Inc.	MI	48223	N/A
Bank of the West	NE	68847	N/A
Nationstar Mortgage	GA	30044	N/A
U.S. Bancorp	MI	49461	N/A
Quicken Loans	OH	45148	N/A
Citibank	NY	11752	N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	11/06/2013	Closed	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
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
Phone	09/26/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Referral	11/03/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Fax	09/17/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Phone	10/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

542083
530051
513369
550337
541304
550288
542115
542146
514312
514319
514323
514328
530077
530062
511829
528714
528716
514345
528737
558060
558070

Mortgage Complaints

Based on Consumer Complaints

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

U.S. Bancorp	NC	28624		N/A
Bank of America	CA	95112		N/A
Ocwen	CA	92106	Servicemember	N/A
Wells Fargo & Company	FL	33169	Older American	N/A
Dovenmuehle Mortgage Inc.	TX	77027	Older American	N/A
Fifth Third Financial Corporation	AR	72450	Servicemember	N/A
HSBC North America Holdings Inc.	DC	20019		N/A
U.S. Bancorp	WA	98577		N/A
Freedom Mortgage	NJ	08054		N/A
Wells Fargo & Company	CA	96002		N/A
JPMorgan Chase & Co.				N/A
Ocwen	GA	30223		N/A
Bank of America	MO	63033		N/A
Bank of America	CT	06492		N/A
Wells Fargo & Company	CA	92821		N/A
WestStar Mortgage Inc.	FL	32547	Servicemember	N/A
Bank of America	TX	77406	Older American	N/A
Nationstar Mortgage	CA	91403		N/A
Wells Fargo & Company	MN	55122		N/A
JPMorgan Chase & Co.	IL	60643		N/A
Citizens Financial Group, Inc.	NY	12853		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/17/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Phone	10/15/2013	Closed with non-monetary relief	Yes	No
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	Yes
Web	11/08/2013	Closed with explanation	Yes	Yes
Web	09/27/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/05/2013	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 explanation	Yes	Yes
Phone	09/27/2013	Closed	Yes	Yes
Postal mail	08/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

558077
558085
558108
558122
558126
558143
514448
529994
558161
542343
529402
529384
529528
529527
558637
514482
529533
511814
558817
542371
505555

Mortgage Complaints

Based on Consumer Complaints

09/20/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	FHA mortgage
10/11/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	FHA mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Home equity loan or line of credit
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
09/16/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
10/12/2013	Mortgage	FHA mortgage
10/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/10/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	FHA mortgage
10/12/2013	Mortgage	Other mortgage
10/12/2013	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
Settlement process and costs
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs
Settlement process and costs
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Credit decision / Underwriting
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

Wells Fargo & Company	LA	70053		N/A
Nationstar Mortgage	TX	78224		N/A
JPMorgan Chase & Co.	AZ	85028	Older American	N/A
Wells Fargo & Company	WA	98126		N/A
Citizens Financial Group, Inc.	VT	05654		N/A
Nationstar Mortgage	CA	90604		N/A
Nationstar Mortgage	NY	14519	Older American	N/A
Ditech Financial LLC	VA	23669	Servicemember	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
PNC Bank N.A.	CA	94803		N/A
Nationstar Mortgage	WA	98087		N/A
Ocwen	MN	55024		N/A
PNC Bank N.A.	NC	27410		N/A
Wells Fargo & Company	CA	90706		N/A
Ditech Financial LLC	MN	55101	Older American	N/A
Bank of America	GA	30061		N/A
Fifth Third Financial Corporation	IL	60543		N/A
Bank of America	MN	55384		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/23/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	04/25/2014	Closed with explanation	Yes	Yes
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
Phone	09/17/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	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	11/08/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

536390
505556
558219
558197
528931
558230
535870
558235
535882
558244
543030
558245
528940
535913
521383
558273
558276
520945
514549
558281
558290

Mortgage Complaints

Based on Consumer Complaints

08/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/16/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
10/12/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	FHA mortgage
09/10/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Other mortgage
10/12/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/12/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Other mortgage
08/27/2013	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 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
Credit decision / Underwriting
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	WI	54945		N/A
Bank of America	ME	04973		N/A
Bank of America	IL	60102		N/A
Nationstar Mortgage	CA	94605		N/A
Wells Fargo & Company	FL	33160		N/A
Caliber Home Loans, Inc	CA	94706		N/A
First American Financial Corporation	CA	94188		N/A
Bank of America	MD	21220		N/A
Wells Fargo & Company	TN	37040		N/A
Bank of America	OH	44147		N/A
JPMorgan Chase & Co.	WA	98110		N/A
BB&T Financial	OH	44133		N/A
Bank of America	CA	92009		N/A
Ocwen	WA	98206		N/A
Sun West Mortgage Company, Inc.	VA	22003	Servicemember	N/A
Citizens Financial Group, Inc.	IL	60610		N/A
U.S. Bancorp	CA	92253	Older American	N/A
Ditech Financial LLC	AL	36432		N/A
Bank of America	CA	95164		N/A
U.S. Bancorp	OH	44090		N/A
Santander Bank US	CT	06040		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/28/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with non-monetary relief	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	Yes
Postal mail	09/10/2013	Closed with explanation	Yes	Yes
Web	09/10/2013	Closed with non-monetary relief	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with non-monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

505645
528986
514682
521407
529611
558300
535969
529587
520930
521419
521455
535985
541326
529031
512059
557659
514632
558363
542511
505879
505893

Mortgage Complaints

Based on Consumer Complaints

08/27/2013	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 adjustable mortgage (ARM)
08/27/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/14/2013	Mortgage	FHA mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Other mortgage
10/14/2013	Mortgage	Other mortgage
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 adjustable mortgage (ARM)
10/14/2013	Mortgage	FHA mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Other 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 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
Other
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	GA	30213		N/A
Wells Fargo & Company	VA	22309	Servicemember	N/A
LoanDepot	CA	91915		N/A
Bank of America	TX	77357		N/A
Select Portfolio Servicing, Inc	WA	98391		N/A
Morris, Hardwick, Schneider, LLC	FL	33437		N/A
Statebridge Company	CA	92054	Older American	N/A
Specialized Loan Servicing LLC	IL	60606		N/A
Wells Fargo & Company	IL	60690		N/A
Wells Fargo & Company	OH	43081		N/A
Nationstar Mortgage	MD	20607	Older American	N/A
Nationstar Mortgage	CO	80549		N/A
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
Bank of America	NJ	08854		N/A
Bank of America	MI	49240		N/A
Wells Fargo & Company	DE	19711		N/A
JPMorgan Chase & Co.	TX	77488		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/28/2013	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
Web	09/18/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	Yes
Phone	09/26/2013	Closed with explanation	Yes	No
Postal mail	09/10/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	Yes
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	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

501374
558383
505733
542739
529095
505736
529104
557627
558416
542562
520970
558434
521546
536108
501408
529100
512489
505191
558448
505810
520964

Mortgage Complaints

Based on Consumer Complaints

09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/04/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
08/27/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Other mortgage
09/04/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	Conventional fixed mortgage
09/25/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
08/27/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	Conventional fixed mortgage
10/14/2013	Mortgage	Conventional fixed mortgage
09/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/16/2013	Mortgage	Reverse 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 servicing, payments, escrow account
Other
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
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 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

M&T Bank Corporation	NJ	08012		N/A
Ditech Financial LLC	NJ	07010		N/A
Wells Fargo & Company	FL	33157	Older American	N/A
Morgan Stanley	CT	06470		N/A
HSBC North America Holdings Inc.	UT	84043		N/A
Wells Fargo & Company	SC	29407		N/A
SunTrust Banks, Inc.	FL	34232		N/A
Nationstar Mortgage	CA	90029		N/A
Ocwen	FL	33460		N/A
Seterus, Inc.	FL	33146		N/A
JPMorgan Chase & Co.	TX	78642		N/A
Ditech Financial LLC	WA	98012		N/A
Nationstar Mortgage	MD	20774		N/A
Nationstar Mortgage	CA	91001		N/A
Wells Fargo & Company	NJ	07006		N/A
Citibank	PA	18036		N/A
Home Financing Center	FL	33023	Older American	N/A
PNC Bank N.A.	FL	34953		N/A
Ditech Financial LLC	GA	30214		N/A
Bayview Loan Servicing, LLC	CA	94960		N/A
Nationstar Mortgage	MD	20677	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/26/2013	Closed with explanation	No	No
Referral	09/27/2013	Closed with explanation	Yes	Yes
Referral	10/08/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with non-monetary relief	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
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	09/27/2013	Closed with explanation	Yes	Yes
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
Referral	09/27/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Postal mail	09/11/2013	Closed with explanation	Yes	Yes
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
Web	10/17/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

542597
542604
529968
542769
529162
511753
542614
501962
543036
541336
514736
558481
542622
529191
521597
520972
501636
558517
558516
514770
529221

Mortgage Complaints

Based on Consumer Complaints

10/14/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/25/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
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	Other mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/05/2013	Mortgage	FHA mortgage
10/14/2013	Mortgage	FHA mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
09/20/2013	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
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
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	NC	27712	Older American	N/A
Bank of America	NC	27302		N/A
Wells Fargo & Company	PA	19149		N/A
Bank of America	CA	92026		N/A
JPMorgan Chase & Co.	TX	77578	Servicemember	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
JPMorgan Chase & Co.	CA	90305		N/A
Bank of America	NC	27906		N/A
Nationstar Mortgage	CA	92584		N/A
Capital One	IN	46342		N/A
SunTrust Banks, Inc.	MD	20850		N/A
JPMorgan Chase & Co.	WA	98087		N/A
Bank of America	TX	75006		N/A
Ocwen	NY	11510		N/A
Prudent Law Group	FL	33762		N/A
Nationwide Advantage Mortgage Company	NY	11209		N/A
Wells Fargo & Company	CA	91405		N/A
JPMorgan Chase & Co.	MD	21043		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/15/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	Yes
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
Referral	09/18/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with non-monetary relief	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	No
Web	11/04/2013	Untimely response	No	
Referral	03/31/2014	Closed with monetary relief	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	Yes
Web	09/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

558524
529550
529223
543227
536212
558649
558529
514796
514797
529556
543243
529557
536234
521336
515466
558556
529563
529255
529564
529248
536250

Mortgage Complaints

Based on Consumer Complaints

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

Ditech Financial LLC	FL	33178		N/A
Wells Fargo & Company	FL	33569	Servicemember	N/A
Nationstar Mortgage	CA	91342		N/A
Caliber Home Loans, Inc	OH	44515		N/A
PNC Bank N.A.	MI	48360		N/A
Ocwen	TX	76087		N/A
Bank of America	MA	02081		N/A
Flagstar Bank	VI	00802		N/A
Nationstar Mortgage	AZ	85142		N/A
Ditech Financial LLC	FL	34769		N/A
Ocwen	OH	43076		N/A
Wells Fargo & Company	TX	77477	Servicemember	N/A
Citibank	CA	95135		N/A
Ditech Financial LLC	CT	81504		N/A
Bank of America	CA	93728		N/A
HSBC North America Holdings Inc.	TN	37042		N/A
Nationstar Mortgage	LA	70127		N/A
SunTrust Banks, Inc.	PA	19343		N/A
Ditech Financial LLC	MD	20706	Older American, Servicemember	N/A
JPMorgan Chase & Co.	OH	44843		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/17/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	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	09/17/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	Yes
Web	09/27/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	Yes
Fax	08/28/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

529268
515425
558570
543264
515496
529284
543279
501815
543283
521768
543284
515673
559643
505992
501632
505995
515594
515564
558913
543215

Mortgage Complaints

Based on Consumer Complaints

08/27/2013	Mortgage	FHA mortgage
10/15/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/05/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	FHA mortgage
09/26/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	VA mortgage
09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
08/28/2013	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 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 servicing, payments, escrow account
Other
Loan modification,collection,foreclosure
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

Wells Fargo & Company	MT	59701		N/A
Ditech Financial LLC	NH	03878		N/A
M&T Bank Corporation	OH	44272		N/A
Select Portfolio Servicing, Inc	TX	77459		N/A
JPMorgan Chase & Co.	FL	33181		N/A
Ocwen	CA	92131		N/A
PNC Bank N.A.	PA	16434		N/A
Bank of America	NJ	07407		N/A
Ditech Financial LLC	TX	77019		N/A
Bank of America	DE	19805		N/A
Bank of America	MS	39213	Older American	N/A
Citibank	NJ	07728		N/A
Wells Fargo & Company	CA	90278		N/A
Wells Fargo & Company	IL	60643		N/A
Wells Fargo & Company	FL	33161		N/A
Ditech Financial LLC	CA	90713		N/A
Quicken Loans	PA	17340		N/A
M&T Bank Corporation	GA	30054		N/A
Ocwen	FL	33404		N/A
JPMorgan Chase & Co.	VA	24527		N/A
Nationstar Mortgage	CT	06902		N/A
Ocwen	GA	30274		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/28/2013	Closed with explanation	Yes	Yes
Referral	02/06/2014	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with non-monetary relief	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with explanation	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	Yes
Referral	08/28/2013	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
Referral	09/27/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/26/2013	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	10/15/2013	Closed	Yes	Yes
Referral	09/18/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

506003
559057
515668
529335
544492
505401
559025
529379
559026
530027
515586
506068
529592
559044
544495
529411
543369
529928
528728
559602
529423
501878

Mortgage Complaints

Based on Consumer Complaints

09/16/2013	Mortgage	Other mortgage
09/16/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional fixed 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
09/05/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
09/16/2013	Mortgage	VA mortgage
09/26/2013	Mortgage	Second mortgage
08/28/2013	Mortgage	FHA mortgage
09/17/2013	Mortgage	Home equity loan or line of credit
09/05/2013	Mortgage	FHA mortgage
09/26/2013	Mortgage	FHA mortgage
09/10/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	FHA 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
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
Application, originator, mortgage broker
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 servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Citibank	NY	11520	N/A
Nationstar Mortgage	MN	55044	N/A
Nationstar Mortgage	VA	24014	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
Select Portfolio Servicing, Inc	CO	80211	N/A
Bank of America	MD	21113	N/A
Select Portfolio Servicing, Inc	NV	89101	N/A
JPMorgan Chase & Co.	TX	78253	N/A
Wells Fargo & Company	MD	20705	N/A
Wells Fargo & Company	GA	30542	N/A
Nationstar Mortgage	CA	94547	N/A
Bank of America	NY	10472	N/A
JPMorgan Chase & Co.	NJ	07730	N/A
Nationstar Mortgage	GA	30127	N/A
Bank of America	OH	45240	N/A
JPMorgan Chase & Co.	LA	70301	N/A
Citibank	NJ	07522	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	Yes
Web	08/29/2013	Closed with explanation	Yes	Yes
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
Postal mail	09/05/2013	Closed with explanation	Yes	Yes
Web	08/29/2013	Closed with explanation	Yes	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	Yes
Referral	09/11/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

529421
529422
506087
506370
506429
522106
501664
506091
515014
508076
501816
536448
544977
529469
543412
501771
530116
515669
544543
522323
559110

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan 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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	VA	22968		N/A
Ocwen	KS	66209		N/A
Bank of America	NY	12785		N/A
Nationwide Advantage Mortgage Company	FL	32808		N/A
HSBC North America Holdings Inc.	NC	28214		N/A
Ocwen	GA	30107		N/A
Wells Fargo & Company	IL	60610		N/A
Ditech Financial LLC	RI	02806		N/A
Wells Fargo & Company	NY	11769		N/A
TD Bank US Holding Company	FL	33898		N/A
JPMorgan Chase & Co.	NJ	07656		N/A
Regions Financial Corporation	AL	36695		N/A
Bank of America	AZ	85201		N/A
Arvest Bank	MD	20852		N/A
Bank of America	CA	95112		N/A
Wells Fargo & Company	NY	11786		N/A
JPMorgan Chase & Co.	NY	11746		N/A
PNC Bank N.A.	CA	90056		N/A
Citizens Financial Group, Inc.	AZ	85373	Older American	N/A
BBVA Compass	TX	77237		N/A
Citibank	MI	48382	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	09/11/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	No
Referral	09/11/2013	Closed with explanation	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	Yes
Web	09/11/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with monetary relief	Yes	No
Phone	09/23/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	Yes
Postal mail	10/15/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/28/2013	Closed with explanation	Yes	Yes
Referral	09/26/2013	Closed with explanation	Yes	Yes
Fax	10/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

520973
531374
537372
530150
544503
521893
530167
550611
530171
521311
550628
536548
536550
537709
559076
531383
521988
550345
506205
544857
558851

Mortgage Complaints

Based on Consumer Complaints

09/26/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	FHA mortgage
09/17/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	FHA mortgage
09/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	FHA mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/15/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
10/15/2013	Mortgage	Other mortgage
08/28/2013	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 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
Application, originator, mortgage broker
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	IL	60425		N/A
JPMorgan Chase & Co.	PA	19022		N/A
Select Portfolio Servicing, Inc	MI	48187		N/A
PNC Bank N.A.	OH	45431		N/A
Citibank	NY	14564		N/A
Nationstar Mortgage	AZ	85308		N/A
HSBC North America Holdings Inc.	NY	10977		N/A
U.S. Bancorp	CO	80205		N/A
Capital One	PA	19060		N/A
New York Community Bank	NY	11030		N/A
Bank of America	GA	30066		N/A
Select Portfolio Servicing, Inc	GA	31312		N/A
Citibank	NJ	08825		N/A
Wells Fargo & Company	AZ	85741	Older American	N/A
Bank of America	NY	11230		N/A
Ditech Financial LLC	NE	68127		N/A
Nationstar Mortgage	TX	77381		N/A
Nationstar Mortgage	FL	33145		N/A
JPMorgan Chase & Co.	AL	36035		N/A
JPMorgan Chase & Co.	PA	19148		N/A
Ocwen	NJ	07439		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/26/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	08/29/2013	Closed with explanation	No	
Web	09/20/2013	Closed with non-monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	Yes
Referral	10/16/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	Yes
Referral	10/16/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed	Yes	Yes
Web	09/23/2013	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	10/17/2013	Closed with explanation	Yes	Yes
Web	08/28/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

544513
550685
530237
506240
530253
515813
502230
536648
537754
559273
550742
559657
536675
537326
537669
536679
530097
550271
536682
558881
506325

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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
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 servicing, payments, escrow account
Application, originator, mortgage broker
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	NY	10309	N/A
U.S. Bancorp	AZ	85732	N/A
Ocwen	GA	30525	N/A
Nationstar Mortgage	GA	31763	N/A
Bank of America	OH	43223	N/A
Ocwen	TX	77373	N/A
Specialized Loan Servicing LLC	NY	11419	N/A
Bank of America	CT	06118	N/A
SunTrust Banks, Inc.	GA	30306	N/A
Dovenmuehle Mortgage Inc.	SC	29730	N/A
Wells Fargo & Company	WA	98065	N/A
CIT Bank National Association	CA	92656	N/A
Bank of America	GA	30213	N/A
JPMorgan Chase & Co.	DE	19803	N/A
JPMorgan Chase & Co.	WV	25404	N/A
Bank of America	VA	20165	N/A
Nationstar Mortgage	NJ	08034	N/A
Ditech Financial LLC	IL	60018	N/A
Select Portfolio Servicing, Inc	CA	90005	N/A
Wells Fargo & Company	TX	78132	N/A
Nationstar Mortgage	NM	88339	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/03/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	Yes
Fax	10/08/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	09/11/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	Yes
Referral	09/11/2013	Closed with explanation	Yes	No
Referral	09/27/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Fax	10/21/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with explanation	Yes	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Postal mail	09/26/2013	Closed with explanation	Yes	Yes
Referral	10/16/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Postal mail	09/11/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	Yes
Referral	09/06/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

550620
515001
535662
536702
522405
530321
522340
544875
550884
543159
550868
559294
506348
544939
559407
515946
530305
506371
522649
531403
515957

Mortgage Complaints

Based on Consumer Complaints

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

JPMorgan Chase & Co.	LA	70471	Servicemember	N/A
Bank of America	NJ	08330		N/A
Carrington Mortgage Holdings, LLC.	OH	44688		N/A
Citizens Financial Group, Inc.	MA	01876		N/A
M&T Bank Corporation	MD	20774		N/A
Bayview Loan Servicing, LLC	CA	95206		N/A
JPMorgan Chase & Co.	FL	32771		N/A
Ocwen	MD	21221		N/A
Coastal States Mortgage	WY	82435	Older American	N/A
Fidelity National Financial, Inc	MD	20791		N/A
Bank of America	NY	10940		N/A
U.S. Bancorp	FL	33810		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
Wells Fargo & Company	NY	11225		N/A
Citibank	TX	79424		N/A
JPMorgan Chase & Co.	MD	20874		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/18/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Postal mail	09/06/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Untimely response	No	
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	08/29/2013	Closed with explanation	Yes	No
Phone	08/29/2013	Closed with monetary relief	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	10/18/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

531400
515962
515403
544534
514915
559348
506425
536815
559354
551220
506434
506436
550865
506450
543144
515973
516011
515621
530450
551037

Mortgage Complaints

Based on Consumer Complaints

08/28/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
10/15/2013	Mortgage	FHA mortgage
08/28/2013	Mortgage	Other mortgage
09/05/2013	Mortgage	Conventional fixed mortgage
09/20/2013	Mortgage	Other mortgage
10/02/2013	Mortgage	Home equity loan or line of credit
09/20/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	FHA mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
10/02/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
09/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Other mortgage
09/17/2013	Mortgage	Conventional fixed mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
09/17/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
08/28/2013	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 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
Loan modification,collection,foreclosure
Credit decision / Underwriting
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

Select Portfolio Servicing, Inc	CA	90501		N/A
Bank of America	FL	32446		N/A
Capital One	CA	94550		N/A
Aspire Financial, Inc.	TX	75115	Older American	N/A
Wells Fargo & Company				N/A
Bank of America	CA	93551		N/A
Ditech Financial LLC	CA	90803		N/A
Ocwen	FL	33545		N/A
PHH Mortgage	FL	33165		N/A
PNC Bank N.A.	IL	61535		N/A
Citibank	LA	70810		N/A
Nationstar Mortgage	CA	92277	Servicemember	N/A
Wells Fargo & Company	LA	70805		N/A
Ocwen	NY	10974		N/A
Nationstar Mortgage	NY	10305		N/A
Wells Fargo & Company	CA	92008	Older American	N/A
Ocwen	PA	19142		N/A
Wells Fargo & Company	SC	29576	Older American	N/A
Selene Finance	AZ	85202		N/A
CIT Bank National Association	TX	75006		N/A
Wells Fargo & Company	NH	03865		N/A
JPMorgan Chase & Co.	AZ	85711		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	08/29/2013	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	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	10/17/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	Yes
Referral	08/29/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Postal mail	09/18/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

506470
536848
536851
559389
507949
516719
536871
550899
536881
543754
506508
550919
550920
502027
506526
536914
506529
530526
543792
530529
503919
506541

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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
Application, originator, mortgage broker
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
Settlement process and costs
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	33312		N/A
JPMorgan Chase & Co.	NJ	14519		N/A
Wells Fargo & Company	PA	17057		N/A
Ocwen	CT	06812		N/A
JPMorgan Chase & Co.	CA	92504		N/A
Wells Fargo & Company	PA	18708		N/A
JPMorgan Chase & Co.	MA	02360		N/A
Pentagon FCU	GA	31047		N/A
KeyBank NA	CO	80421		N/A
Nationstar Mortgage	WV	25302		N/A
BB&T Financial	TN	37620		N/A
Wells Fargo & Company	ID	83713	Servicemember	N/A
Resurgent Capital Services L.P.	CO	80239		N/A
M&T Bank Corporation	CO	80034		N/A
Ocwen	MA	01001		N/A
Bank of America	MI	64055		N/A
Wells Fargo & Company	GA	30359		N/A
Bank of America	TN	37604	Servicemember	N/A
BB&T Financial	NC	27052		N/A
Bank of America	IL	60639		N/A
Bank of America	CO	80538		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	08/30/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	Yes
Referral	08/29/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with non-monetary relief	Yes	No
Fax	10/17/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	10/03/2013	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	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Postal mail	09/12/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

508584
550977
559453
559454
536937
508122
536950
536955
558950
536961
552159
551431
530596
551445
536981
559804
552331
520985
559813
551457
551460

Mortgage Complaints

Based on Consumer Complaints

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

EverBank	CT	06608		N/A
Nationstar Mortgage	OH	43035		N/A
Wells Fargo & Company	SC	29505		N/A
Ditech Financial LLC	AZ	85345		N/A
Wells Fargo & Company	TX	75418		N/A
Wells Fargo & Company	NH	03038		N/A
U.S. Bancorp	GA	30043		N/A
Carrington Mortgage Holdings, LLC.	CA	92586		N/A
Specialized Loan Servicing LLC	CA	95828		N/A
Ditech Financial LLC	CA	95121		N/A
Universal American Mortgage Company, LLC	FL	32716		N/A
Citibank	NJ	08104		N/A
Citibank	KS	66503		N/A
Citibank	NC	28079		N/A
Citibank	AR	72370		N/A
Bank of America	IN	46032		N/A
Nationstar Mortgage	FL	33169		N/A
Wells Fargo & Company	PA	19132		N/A
U.S. Bancorp	MO	63937		N/A
Seterus, Inc.	GA	30331	Servicemember	N/A
JPMorgan Chase & Co.	CA	95831	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/03/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	Yes
Referral	10/16/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
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
Web	10/16/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	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	09/23/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Postal mail	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with non-monetary relief	Yes	No
Referral	09/11/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

551461
551463
559820
551468
506627
551472
551687
559622
552309
537034
552313
551482
551589
537054
559542
501169
551513
537092
522400
522398
522410

Mortgage Complaints

Based on Consumer Complaints

10/15/2013	Mortgage	FHA mortgage
09/22/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	FHA mortgage
09/26/2013	Mortgage	FHA mortgage
09/26/2013	Mortgage	Home equity loan or line of credit
10/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/22/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Conventional fixed mortgage
09/22/2013	Mortgage	Conventional fixed mortgage
09/22/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/16/2013	Mortgage	Reverse mortgage
10/16/2013	Mortgage	Other mortgage
09/10/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Conventional adjustable mortgage (ARM)

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	DE	19720		N/A
Nationstar Mortgage	FL	23819		N/A
Bank of America	FL	33411		N/A
Bank of America	FL	33023		N/A
Citizens Financial Group, Inc.	MA	02151	Older American	N/A
JPMorgan Chase & Co.	GA	30040		N/A
Bank of America	PA	18020	Older American	N/A
Ditech Financial LLC	FL	32250		N/A
BBVA Compass	TX	77025		N/A
Wells Fargo & Company	CA	93003	Older American	N/A
Bank of America	MN	55346		N/A
Bank of America	CA	91750		N/A
Ditech Financial LLC	CA	96067		N/A
Nationstar Mortgage	NY	11230		N/A
Bank of America	AZ	85210		N/A
CIT Bank National Association	PA	19020		N/A
Carrington Mortgage Holdings, LLC.	IN	46158		N/A
Nationstar Mortgage	VA	20147		N/A
M&T Bank Corporation	AE	09627		N/A
Wells Fargo & Company	VA	23666		N/A
Nationstar Mortgage	GA	30474		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/16/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Phone	09/27/2013	Closed with explanation	Yes	No
Web	10/03/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes
Web	09/11/2013	Closed with non-monetary relief	Yes	Yes
Referral	08/29/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	No	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed	Yes	Yes
Referral	10/17/2013	Closed with explanation	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

559581
537121
522426
543997
544005
551571
537152
560037
537167
537170
522463
506793
560067
559878
522491
560268
561066
522509
560478
560408
551635

Mortgage Complaints

Based on Consumer Complaints

09/26/2013	Mortgage	Other 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
09/23/2013	Mortgage	VA mortgage
09/26/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/03/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Conventional fixed 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 adjustable mortgage (ARM)
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

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

Bank of America	NY	10309		N/A
Ocwen	CA	92609		N/A
Wells Fargo & Company	TX	77905		N/A
Wells Fargo & Company	AL	36507		N/A
Vanderbilt Mortgage & Finance	DE	19803		N/A
U.S. Bancorp	NJ	08518	Servicemember	N/A
Quicken Loans	VA	22003		N/A
Bayview Loan Servicing, LLC	MD	21037		N/A
Ditech Financial LLC	TX	78641		N/A
U.S. Bancorp	FL	34116		N/A
Ocwen	HI	96766		N/A
Wells Fargo & Company	IL	60617	Older American	N/A
CIT Bank National Association	NV	89113		N/A
Wells Fargo & Company	PA	18951		N/A
Ocwen	MO	63116	Older American	N/A
Ocwen	FL	32244		N/A
Wells Fargo & Company	CA	94086		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

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

544886
560119
551647
539362
552361
537826
544093
551385
553484
551689
551349
544117
537862
560170
560175
559925
538058
501665
544156
522618
522621

Mortgage Complaints

Based on Consumer Complaints

10/03/2013	Mortgage	Conventional fixed mortgage
10/16/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Conventional fixed mortgage
09/10/2013	Mortgage	FHA mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Home equity loan or line of credit
10/03/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Home equity loan or line of credit
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	FHA mortgage
09/23/2013	Mortgage	FHA mortgage
10/16/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Other mortgage
09/11/2013	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 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
Other
Other

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	WA	98837		N/A
PNC Bank N.A.	PA	18353		N/A
Ocwen	MO	63026		N/A
Wells Fargo & Company	NE	68134		N/A
PNC Bank N.A.	FL	32926		N/A
Bank of America	NC	28621		N/A
Bank of America	CA	93706		N/A
Bank of America	IL	60176		N/A
Wells Fargo & Company	CA	91307		N/A
1st Franklin Financial Corporation	AL	35215		N/A
Ocwen	IL	61265		N/A
M&T Bank Corporation	MI	48382		N/A
Ocwen	FL	33162		N/A
Ocwen	MN	55428		N/A
Cornerstone Mortgage, Inc.	MO	64079	Servicemember	N/A
JPMorgan Chase & Co.	FL	33068		N/A
SunTrust Banks, Inc.	AZ	85748	Servicemember	N/A
Citibank	TX	77539		N/A
Carrington Mortgage Holdings, LLC.	MA	21144	Older American	N/A
Bank of America	PA	19120		N/A
Round Point Mortgage	HI	96813		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/04/2013	Closed with explanation	Yes	Yes
Phone	10/16/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with non-monetary relief	Yes	Yes
Web	10/04/2013	Closed with explanation	Yes	No
Web	09/23/2013	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
Web	10/16/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Postal mail	10/04/2013	Closed with explanation	Yes	No
Phone	10/04/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	Yes
Postal mail	09/11/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

551737
559975
551754
522638
537908
537913
504904
523107
551800
537948
523220
537766
523222
523227
559920
537985
560261
551839
551847
551875
523266

Mortgage Complaints

Based on Consumer Complaints

09/26/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	FHA mortgage
09/23/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	FHA mortgage
10/03/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	FHA 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	Conventional fixed mortgage
10/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/03/2013	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)
10/03/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Other mortgage
09/26/2013	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
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
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
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

Citibank	NC	27707		N/A
Wells Fargo & Company	CO	80012	Servicemember	N/A
Sun West Mortgage Company, Inc.	GA	30205		N/A
Wells Fargo & Company	NC	28269		N/A
Ocwen	MD	20745	Older American	N/A
Selene Finance	TX	75040		N/A
SunTrust Banks, Inc.	NC	27406		N/A
U.S. Bancorp	WI	53032		N/A
Franklin American Mortgage Company	CA	93960	Older American	N/A
Seterus, Inc.	CA	90211		N/A
Ocwen	MI	48334		N/A
Ditech Financial LLC	IL	60099	Older American	N/A
Caliber Home Loans, Inc	CA	90275		N/A
Ditech Financial LLC	FL	33186		N/A
Wells Fargo & Company	FL	34614		N/A
Ocwen	CA	92103	Older American	N/A
Ocwen	VA	22408		N/A
Select Portfolio Servicing, Inc	GA	30513		N/A
Citibank	CA	91311		N/A
Bank of America	CA	90008		N/A
Bank of America	NY	14454		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/27/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with explanation	Yes	Yes
Web	08/29/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with non-monetary relief	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/04/2013	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
Web	10/04/2013	Closed with explanation	Yes	Yes
Referral	08/29/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

544269
538036
551883
538110
501791
507928
552012
551373
551932
508364
551368
544352
560373
560384
551963
551970
551976
523394
551371
508019
544412

Mortgage Complaints

Based on Consumer Complaints

10/16/2013	Mortgage	Other mortgage
09/26/2013	Mortgage	Home equity loan or line of credit
10/16/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	Other mortgage
08/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
08/28/2013	Mortgage	Other mortgage
10/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/11/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Conventional fixed mortgage
08/28/2013	Mortgage	Other 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
10/16/2013	Mortgage	Conventional fixed mortgage
08/29/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
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 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
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

Bank of America	IL	60540		N/A
Bank of America	GA	30329		N/A
HSBC North America Holdings Inc.	FL	33548		N/A
PNC Bank N.A.	NH	03886		N/A
PNC Bank N.A.	CA	96002		N/A
SunTrust Banks, Inc.	GA	30024		N/A
Bank of America	MA	02771	Older American	N/A
Wells Fargo & Company	CA	94941	Servicemember	N/A
Ocwen	FL	33026		N/A
Specialized Loan Servicing LLC	PA	17046	Older American	N/A
Bank of America	CA	93711		N/A
JPMorgan Chase & Co.	CA	91325		N/A
Ocwen	MD	20721		N/A
JPMorgan Chase & Co.	VA	22664		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
Ocwen	MI	49224		N/A
BBVA Compass	TX	78733		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/24/2013	Closed with explanation	Yes	Yes
Phone	09/27/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Phone	09/12/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Phone	08/29/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Referral	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
Phone	10/16/2013	Closed with explanation	Yes	No
Postal mail	08/29/2013	Closed with monetary relief	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

560557
544937
560519
508034
508035
501390
523416
508039
508042
560426
523444
552014
508066
508070
560445
560448
552142
522676
508821
560463
508481

Mortgage Complaints

Based on Consumer Complaints

08/29/2013	Mortgage	Conventional fixed mortgage
09/11/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
10/03/2013	Mortgage	Other mortgage
09/11/2013	Mortgage	FHA mortgage
09/27/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
10/03/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/27/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Home equity loan or line of credit
10/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
09/27/2013	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 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 servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

ClearSpring Loan Services, Inc.	MO	63304		N/A
JPMorgan Chase & Co.	IA	51526		N/A
JPMorgan Chase & Co.	OR	97739		N/A
Bayview Loan Servicing, LLC	TX	77355		N/A
Citibank	TX	76244		N/A
Bayview Loan Servicing, LLC	FL	33173		N/A
WestStar Mortgage Inc.	VA	20191		N/A
Bank of America	FL	32738		N/A
HSBC North America Holdings Inc.	NY	12522		N/A
Bank of America	NY	11580		N/A
JPMorgan Chase & Co.	PA	15666		N/A
Nationstar Mortgage	CA	93066		N/A
Nationstar Mortgage	CA	94601		N/A
Ocwen	PA	17113		N/A
Imortgage.com, Inc.	CA	92883		N/A
SunTrust Banks, Inc.	IL	60302		N/A
HSBC North America Holdings Inc.	PA	19063	Older American	N/A
Bank of America	OR	97702		N/A
SunTrust Banks, Inc.	MD	21229		N/A
Bank of America	VA	22485		N/A
Wells Fargo & Company	GA	30180		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

508832
523623
552064
545133
546702
552096
523542
545173
552101
552102
551315
545180
545182
545184
552548
552551
552555
552563
545508
545643
545707

Mortgage Complaints

Based on Consumer Complaints

09/11/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	FHA mortgage
09/27/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	VA mortgage
09/27/2013	Mortgage	FHA mortgage
10/04/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	FHA mortgage
09/27/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/27/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	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 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
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
Application, originator, mortgage broker

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC	IL	60607		N/A
Bank of America	NV	89117		N/A
JPMorgan Chase & Co.	GA	30517		N/A
Wells Fargo & Company	LA	70403		N/A
Wells Fargo & Company	FL	32256		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Wells Fargo & Company	AZ	85312		N/A
Wells Fargo & Company	SC	29577		N/A
SunTrust Banks, Inc.	VA	23228		N/A
Ocwen	WA	98003		N/A
Bank of America	DC	20001		N/A
Ditech Financial LLC	NC	28299		N/A
M&T Bank Corporation	MD	20716		N/A
State Farm Bank	CA	92590		N/A
Selene Finance	CT	06752		N/A
Bank of America	MO	65284		N/A
Ocwen	IL	60630		N/A
Wells Fargo & Company	CA	94547		N/A
Seterus, Inc.	GA	30274		N/A
Bank of America	MI	48382	Servicemember	N/A
Bank of America	IL	60545		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	09/12/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Phone	09/27/2013	Closed with explanation	Yes	Yes
Web	09/27/2013	Closed with explanation	Yes	No
Fax	10/04/2013	Closed with explanation	Yes	No
Postal mail	10/04/2013	Closed with monetary relief	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with non-monetary relief	Yes	No
Referral	10/07/2013	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	10/04/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Phone	10/07/2013	Closed with explanation	Yes	No
Fax	10/07/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

523626
546067
546098
545276
546806
552402
553511
546784
552692
552879
552864
545408
552740
553246
545440
552767
552769
552775
552822
552403
552973

Mortgage Complaints

Based on Consumer Complaints

09/27/2013	Mortgage	FHA mortgage
10/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/04/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Conventional fixed mortgage
10/04/2013	Mortgage	Other mortgage
10/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/27/2013	Mortgage	Conventional fixed mortgage
09/23/2013	Mortgage	VA mortgage
09/27/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Other mortgage
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	Conventional fixed mortgage
09/27/2013	Mortgage	FHA mortgage
09/23/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Other mortgage

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 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
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 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	CT	06811		N/A
Nationstar Mortgage	TX	78746		N/A
Wells Fargo & Company	NY	10075		N/A
JPMorgan Chase & Co.	MN	55343		N/A
Citibank	ND	58474		N/A
Nationstar Mortgage	NY	11366		N/A
Nationstar Mortgage	FL	33305		N/A
Ocwen	CO	81403		N/A
USAA Savings	NV	89129	Servicemember	N/A
Provident Funding	AR	72704		N/A
Bank of America	TX	78657		N/A
Nationstar Mortgage	NY	11230		N/A
Specialized Loan Servicing LLC	WA	98027		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	WI	53157		N/A
Ditech Financial LLC	NY	11706		N/A
M&T Bank Corporation	TX	77489		N/A
Bank of America	NY	27705		N/A
Ocwen	VA	20176		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/01/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed with monetary relief	Yes	No
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
Web	09/23/2013	Closed with explanation	Yes	Yes
Phone	09/30/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with monetary relief	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Referral	09/30/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	Yes
Referral	09/24/2013	Closed	Yes	Yes
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
Phone	09/30/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed	Yes	No

Mortgage Complaints

Based on Consumer Complaints

545522
552855
552871
552903
552875
552419
539034
545579
538153
545612
546173
537771
538238
538089
538412
546731
538359
545774
545781
538452
544996

Mortgage Complaints

Based on Consumer Complaints

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

Quicken Loans	MA	02769		N/A
21st Mortgage Corporation	MS	38921		N/A
Bank of America	CA	94531		N/A
JPMorgan Chase & Co.	CA	94015		N/A
Citibank	MI	48382	Servicemember	N/A
Wells Fargo & Company	TX	78660		N/A
Bank of America	IL	60016		N/A
Bank of America	GA	30345		N/A
Ditech Financial LLC	CA	93721		N/A
Bank of America	MD	21030		N/A
Bank of America	OH	45005		N/A
Bayview Loan Servicing, LLC	AZ	85306		N/A
Citibank	TX	75081	Older American	N/A
Citibank	CA	91505		N/A
Ocwen	TX	75115		N/A
Provident Funding	CA	94536		N/A
Nationstar Mortgage	MA	02136		N/A
EverBank	WI	54494		N/A
Zions Bancorporation	TX	77586		N/A
Ditech Financial LLC	MI	49022		N/A
Citibank	MI	48912	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

538422
538428
546232
546830
537767
546833
538955
545011
539296
546014
538983
539316
539018
552967
552958
546068
538968
552990
546089
553026
552416

Mortgage Complaints

Based on Consumer Complaints

09/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/05/2013	Mortgage	Conventional fixed mortgage
10/05/2013	Mortgage	Conventional fixed mortgage
01/08/2015	Mortgage	Other mortgage
10/05/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
10/05/2013	Mortgage	Conventional fixed 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)
09/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/28/2013	Mortgage	Other mortgage
09/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/05/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
10/05/2013	Mortgage	FHA mortgage
10/23/2013	Mortgage	Other mortgage
10/05/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
09/27/2013	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

Application, originator, mortgage broker
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Other
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
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Loan servicing, payments, escrow account
Other
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	IA	50265		N/A
Bank of America	ME	04005		N/A
Nationstar Mortgage	WA	98115		N/A
Ocwen	NY	11226		N/A
LoanDepot	NV	89431		N/A
Select Portfolio Servicing, Inc	NJ	07305		N/A
Wells Fargo & Company	IN	46538		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
Nationstar Mortgage	TX	75034		N/A
Afni, Inc.	CA	91362		N/A
Citibank	CA	93253		N/A
Wells Fargo & Company	NY	12553		N/A
Ocwen	LA	70125		N/A
Nationstar Mortgage	NJ	07753		N/A
Bank of America	VA	22030		N/A
Ditech Financial LLC	NC	28445		N/A
Seterus, Inc.	GA	30355		N/A
Regions Financial Corporation	FL	32503		N/A

Mortgage Complaints
Based on Consumer Complaints

Web	09/24/2013	Closed with non-monetary relief	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/07/2013	Closed with explanation	Yes	Yes
Postal mail	01/13/2015	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
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	09/24/2013	Closed with explanation	Yes	Yes
Web	09/30/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
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
Postal mail	10/23/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

538688
553068
553071
1185925
553072
569108
553097
538745
545054
567798
538994
538754
546351
547065
553142
568279
553148
568287
553158
567719
546279

Mortgage Complaints

Based on Consumer Complaints

09/27/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
10/06/2013	Mortgage	FHA mortgage
10/23/2013	Mortgage	Other mortgage
10/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
09/28/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/07/2013	Mortgage	Other mortgage
09/28/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	FHA mortgage
09/23/2013	Mortgage	FHA mortgage
10/07/2013	Mortgage	Other mortgage
09/23/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
09/28/2013	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 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
Credit decision / Underwriting
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

CIT Bank National Association	FL	32174	Older American	N/A
Ditech Financial LLC	NJ	08527		N/A
Nationstar Mortgage	MA	02128		N/A
Seterus, Inc.	MN	55109		N/A
Ocwen	MD	20850		N/A
Select Portfolio Servicing, Inc	NY	11230		N/A
Bank of America	CA	90245		N/A
Wells Fargo & Company	PA	15133		N/A
Wells Fargo & Company	FL	33173		N/A
HSBC North America Holdings Inc.	PA	16301		N/A
Bank of America	MO	63125		N/A
Nationstar Mortgage	CA	92064		N/A
Seterus, Inc.	CA	92026		N/A
Wells Fargo & Company	CO	81303		N/A
Bank of America	NJ	07863		N/A
Bank of America	MS	39475	Servicemember	N/A
Bank of America	VA	94804		N/A
Nationstar Mortgage	CA	92596	Servicemember	N/A
Nationstar Mortgage	MI	48341		N/A
Ditech Financial LLC	WA	98004		N/A
U.S. Bancorp	MN	55413		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

546290
568363
553312
567690
553215
567629
538850
568526
567679
546369
553722
553731
553819
546411
553735
538898
553786
538901
553888
568459
546463

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Nationstar Mortgage	GA	30044		N/A
Nationstar Mortgage	OR	97060	Older American	N/A
Wells Fargo & Company	FL	33174	Older American	N/A
Sun West Mortgage Company, Inc.	CA	90305		N/A
Nationstar Mortgage	CA	94501		N/A
Reverse Mortgage Solutions	NY	11756	Older American	N/A
Nationstar Mortgage	GA	30024		N/A
Nationstar Mortgage	TX	78248		N/A
Specialized Loan Servicing LLC	NY	11580		N/A
Citibank	AZ	85741		N/A
Select Portfolio Servicing, Inc	GA	30039		N/A
Bank of America	MD	20721		N/A
JPMorgan Chase & Co.	NY	12203		N/A
Ditech Financial LLC	CA	91320		N/A
Ocwen	CA	91201		N/A
HSBC North America Holdings Inc.	TX	77089		N/A
Bank of America	AR	72761		N/A
JPMorgan Chase & Co.	NJ	08081		N/A
Bank of America	IL	60101		N/A
Specialized Loan Servicing LLC	TN	37207		N/A
PNC Bank N.A.	NC	27545		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

554559
539471
575031
539486
540847
539492
546505
546711
539454
575655
541238
553844
569089
540886
539535
539944
546573
560465
539608
541239
546584

Mortgage Complaints

Based on Consumer Complaints

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

Bayview Loan Servicing, LLC	PA	18360	Older American	N/A
JPMorgan Chase & Co.	AZ	86336		N/A
Ocwen	VA	22151		N/A
JPMorgan Chase & Co.	FL	34639		N/A
SunTrust Banks, Inc.	MD	20744	Older American	N/A
JPMorgan Chase & Co.	FL	33140		N/A
Wells Fargo & Company	NY	10305		N/A
Bank of America			Older American	N/A
Bank of America	AZ	85730	Servicemember	N/A
Ocwen	NV	89134		N/A
Banco Popular North America	NY	10701		N/A
Bank of America	MI	48382		N/A
Bank of America	NY	10552		N/A
JPMorgan Chase & Co.	NJ	07043	Older American	N/A
OneMain Financial Holdings, LLC	MI	48455		N/A
Wells Fargo & Company	ID	83440		N/A
Bank of America	NY	11743	Older American	N/A
Bank of America	TX	78758		N/A
First National Bank of Omaha	KS	66062		N/A
JPMorgan Chase & Co.	CA	93428		N/A
Nationstar Mortgage	TX	76227		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/23/2013	Closed with explanation	Yes	Yes
Referral	09/24/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Postal mail	10/07/2013	Closed with explanation	Yes	No
Postal mail	10/17/2013	Closed with non-monetary relief	Yes	No
Referral	10/30/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Fax	09/30/2013	Closed with non-monetary relief	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with monetary relief	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Postal mail	10/08/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

568620
540237
560918
541197
574947
560864
553963
560532
575937
560543
568863
544985
560549
575839
554006
539682
546668
554399
547148
546685
546688

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	FL	32536	Servicemember	N/A
Nationstar Mortgage	MD	20748		N/A
LeaderOne Financial Corporation	PA	19355	Older American, Servicemember	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
Bank of America	MO	63367		N/A
PNC Bank N.A.	NC	27722	Older American	N/A
PNC Bank N.A.	WI	53913		N/A
Ditech Financial LLC	CA	95125		N/A
Ocwen	AZ	85268	Older American, Servicemember	N/A
Bank of America	NH	03253		N/A
Citibank	WA	98296		N/A
Ditech Financial LLC	AZ	85306	Older American	N/A
Seterus, Inc.	MI	48382		N/A
Wells Fargo & Company	CA	92503		N/A
Bank of America	TN	37048		N/A
HSBC North America Holdings Inc.	MA	02576		N/A
Ditech Financial LLC	CA	92688		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	10/24/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Fax	11/14/2013	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	10/08/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/08/2013	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 non-monetary relief	Yes	Yes
Web	10/08/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Fax	10/17/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Postal mail	09/25/2013	Closed with non-monetary relief	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

567639
567668
554604
568756
560599
554025
554061
568786
554079
554089
547514
549034
554092
547720
559873
554096
539791
575969
560659

Mortgage Complaints

Based on Consumer Complaints

10/16/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	FHA mortgage
10/07/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	FHA mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/07/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/07/2013	Mortgage	Conventional fixed mortgage
10/17/2013	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
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 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 servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Citibank	MI	48382	Servicemember	N/A
SunTrust Banks, Inc.	CA	95125		N/A
Nationstar Mortgage	OH	44041		N/A
Wells Fargo & Company	CA	95603		N/A
Wells Fargo & Company	CA	95071		N/A
U.S. Bancorp	TX	75070		N/A
Fay Servicing, LLC	CA	91306		N/A
Bank of America	CA	94513		N/A
Nationstar Mortgage	FL	34746	Older American	N/A
JPMorgan Chase & Co.	TN	38141		N/A
Ocwen	CA	91381		N/A
M&T Bank Corporation	CA	92226		N/A
Select Portfolio Servicing, Inc	GA	30058		N/A
U.S. Bancorp	NY	11949	Servicemember	N/A
Santander Bank US	MA	01119	Servicemember	N/A
Wells Fargo & Company	OH	44313		N/A
SunTrust Banks, Inc.	GA	30135		N/A
Bank of America	NV	89129		N/A
Wells Fargo & Company	NJ	08831		N/A
JPMorgan Chase & Co.	AZ	85658	Older American	N/A
Bank of America	MD	21239		N/A
HSBC North America Holdings Inc.	NY	14423		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	10/17/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/30/2013	Closed with explanation	Yes	No
Referral	10/30/2013	Closed with explanation	Yes	No
Postal mail	10/30/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	Yes
Referral	11/01/2013	Closed with explanation	Yes	No
Phone	10/08/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with monetary relief	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	Yes
Phone	10/07/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

559874
554428
548088
576342
576249
574946
562452
576290
554580
541167
562218
561117
554419
539879
554338
568888
561135
562223
554594
561175
554180
561180

Mortgage Complaints

Based on Consumer Complaints

10/07/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
09/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/17/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Other mortgage
10/07/2013	Mortgage	FHA mortgage
09/24/2013	Mortgage	FHA mortgage
10/29/2013	Mortgage	FHA mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/23/2013	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
Application, originator, mortgage broker
Loan servicing, payments, escrow account
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 servicing, payments, escrow account
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Citibank	MI	48382		N/A
Nationstar Mortgage	FL	32712		N/A
Wells Fargo & Company	MI	48382		N/A
JPMorgan Chase & Co.	LA	70811		N/A
Bank of America	MN	55327		N/A
Quicken Loans	NC	27523		N/A
Bank of America	OR	97471		N/A
Bank of America	MA	01085		N/A
Nationstar Mortgage	CO	80134		N/A
PHH Mortgage	NJ	08034		N/A
Ocwen	CA	92508		N/A
PNC Bank N.A.	CO	80130		N/A
Ocwen	MI	49045	Servicemember	N/A
Nationstar Mortgage	TX	76120		N/A
Ditech Financial LLC	MN	55025	Servicemember	N/A
Wells Fargo & Company	TX	78644	Older American	N/A
JPMorgan Chase & Co.	GA	30512		N/A
Bank of America	FL	33897		N/A
Ditech Financial LLC	IL	60561		N/A
Ocwen	MD	20720	Older American	N/A
BMO Harris	AR	72576		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	10/08/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Fax	10/01/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Postal mail	10/24/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Postal mail	10/17/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	Yes
Referral	10/24/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

553557
540856
547193
539415
568954
539965
540298
562473
568998
569005
561231
561232
548647
547609
569039
554342
540055
576208
569053
576194
569061

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	NV	89135		N/A
Wells Fargo & Company	PA	19543		N/A
Santander Bank US	RI	02816		N/A
Wells Fargo & Company	PA	18334		N/A
M&T Bank Corporation	AZ	85037		N/A
Ocwen	PA	18301		N/A
Ditech Financial LLC	MI	49428		N/A
Bank of America	FL	33619		N/A
U.S. Bancorp	IN	46034		N/A
Wells Fargo & Company	CA	92626		N/A
Select Portfolio Servicing, Inc	FL	32903		N/A
Wells Fargo & Company	PA	19050		N/A
Citibank	NV	89015		N/A
Ditech Financial LLC	FL	34744		N/A
JPMorgan Chase & Co.	AZ	85020	Servicemember	N/A
Ocwen	NY	10305		N/A
Bank of America	SC	29720		N/A
Select Portfolio Servicing, Inc	OH	43614		N/A
Selene Finance	IL	60455		N/A
Specialized Loan Servicing LLC	FL	33409		N/A
Ocwen	MI	49738		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

539411
540096
561308
540242
547683
547684
540342
540320
554990
555482
554773
554775
540134
547719
569630
540158
569638
554825
569801
569483
547739

Mortgage Complaints

Based on Consumer Complaints

10/08/2013	Mortgage	Conventional fixed mortgage
09/30/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	FHA mortgage
10/08/2013	Mortgage	Other mortgage
09/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
09/30/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	FHA mortgage
10/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
10/08/2013	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
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 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

Ocwen	NC	28173		N/A
Ocwen	OH	44511		N/A
Bank of America	GA	30045		N/A
JPMorgan Chase & Co.	WA	98273		N/A
Bank of America	VA	20148		N/A
PNC Bank N.A.	CA	95125		N/A
Caliber Home Loans, Inc	CO	80134		N/A
Wells Fargo & Company	NY	11203		N/A
Wells Fargo & Company	CA	95403		N/A
PNC Bank N.A.	FL	34981	Older American	N/A
Nationstar Mortgage	FL	33428	Servicemember	N/A
Third Federal Savings & Loan	OH	44125		N/A
Carrington Mortgage Holdings, LLC.	MI	48225		N/A
Ocwen	TX	79902		N/A
Select Portfolio Servicing, Inc	ID	83303		N/A
Bank of America	NC	28216		N/A
Bank of America	PA	17313		N/A
Ditech Financial LLC	CA	95829		N/A
Ocwen	NY	14450		N/A
Bank of America	CA	96145		N/A
Ditech Financial LLC	SC	29455		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/08/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Postal mail	10/08/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	Yes
Referral	10/25/2013	Closed with explanation	Yes	Yes
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Referral	10/08/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Postal mail	10/30/2013	Closed with explanation	No	
Web	10/08/2013	Closed with non-monetary relief	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

554803
547743
569647
540201
555666
570817
571102
555684
561418
554860
540216
561426
569844
547254
576335
554849
569805
561451
569865
561462
554882

Mortgage Complaints

Based on Consumer Complaints

10/29/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
09/30/2013	Mortgage	Conventional fixed 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
10/24/2013	Mortgage	Home equity loan or line of credit
10/17/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Home equity loan or line of credit
10/17/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	FHA mortgage
10/08/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/08/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	FHA mortgage
10/08/2013	Mortgage	FHA 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 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
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 America	MA	21076	Older American	N/A
Bank of America	CA	91789		N/A
Ocwen	NC	27520		N/A
Select Portfolio Servicing, Inc	FL	33146		N/A
Wells Fargo & Company	CA	90059		N/A
Bank of America	NH	03470		N/A
Stearns Ventures, LLC	WA	98077		N/A
PNC Bank N.A.	NY	10567		N/A
Ocwen	NJ	07734		N/A
Select Portfolio Servicing, Inc	MD	21921		N/A
JPMorgan Chase & Co.	CT	06820		N/A
Citibank	NY	11953	Older American	N/A
BB&T Financial	SC	29403		N/A
Wells Fargo & Company	CA	93065		N/A
Ocwen	WA	98072		N/A
Select Portfolio Servicing, Inc	LA	70118		N/A
Bank of America	TN	38103		N/A
U.S. Bancorp	CA	92154		N/A
Ocwen	TN	37075		N/A
Ocwen	TX	77045		N/A
Wells Fargo & Company	FL	33755		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	10/30/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed	Yes	No
Web	10/01/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
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
Web	10/24/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with explanation	Yes	No
Phone	10/08/2013	Closed with explanation	Yes	No
Phone	10/22/2013	Closed with explanation	Yes	No
Fax	10/08/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Referral	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
Referral	10/24/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

576374
569676
547853
560966
547857
554923
547861
569433
561480
560996
561484
554922
561500
554974
554977
555045
554981
569775
555027
555035
570791

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	CA	92869	Older American	N/A
Ditech Financial LLC	SC	29578		N/A
PNC Bank N.A.	MO	65803		N/A
Wells Fargo & Company	MO	64035		N/A
Wells Fargo & Company	FL	33309		N/A
Bayview Loan Servicing, LLC	OK	73170		N/A
Wells Fargo & Company	IL	60502		N/A
Wells Fargo & Company	CA	92590		N/A
Bank of America	NV	89131		N/A
Bank of America	HI	96771		N/A
Bank of America	CA	96057	Older American	N/A
Nationstar Mortgage	VA	23692		N/A
Bank of America	IL	60633		N/A
Bank of America	NY	11572		N/A
Nationstar Mortgage	CA	91436		N/A
First Tennessee Bank	AZ	86315	Older American, Servicemember	N/A
Wells Fargo & Company	CA	92571		N/A
JPMorgan Chase & Co.	CA	92262		N/A
Bank of America	NC	28803		N/A
Ditech Financial LLC	NJ	07666		N/A

Web	10/08/2013	Closed with monetary relief	Yes	No
Postal mail	10/08/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with non-monetary relief	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with non-monetary relief	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Phone	11/12/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Postal mail	10/10/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

555036
555056
561734
561765
569835
569732
555530
575010
575082
576632
590495
590510
590511
589039
590523
575045
555350
576673
555689
570021

Mortgage Complaints

Based on Consumer Complaints

10/24/2013	Mortgage	Home equity loan or line of credit
10/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	FHA mortgage
10/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Home equity loan or line of credit
11/07/2013	Mortgage	Other mortgage
10/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/08/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Other mortgage
10/17/2013	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
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
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
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

Ditech Financial LLC	FL	33325		N/A
HSBC North America Holdings Inc.	FL	33155		N/A
Nationstar Mortgage	ME	04076		N/A
Ditech Financial LLC	TX	78501		N/A
Citibank	WI	53214	Servicemember	N/A
Wells Fargo & Company	WI	54767		N/A
Bank of America	AL	35476		N/A
Ocwen	SC	29707		N/A
Nationstar Mortgage	CA	92704		N/A
Seterus, Inc.	GA	30101	Older American	N/A
Bank of America	IL	60098		N/A
Selene Finance	FL	33409		N/A
Residential Credit Solutions	CA	90069		N/A
Bank of America	AR	72142		N/A
Citibank	CA	92071		N/A
Arvest Bank	NY	11554		N/A
Wells Fargo & Company	GA	30019		N/A
Ocwen	NY	11411		N/A
BB&T Financial	SC	29631		N/A
JPMorgan Chase & Co.	IL	60202		N/A
Bank of America	CA	92065		N/A
Ocwen	IN	47374		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/24/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Postal mail	11/08/2013	Closed with explanation	Yes	No
Postal mail	11/08/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	No	No
Web	10/29/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Postal mail	10/15/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	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	Yes
Web	10/18/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

570007
554720
561075
555404
561803
561813
590600
589066
577377
561000
561829
569446
577147
577382
570049
561059
555708
590642
555324
593101
591034
561883

Mortgage Complaints

Based on Consumer Complaints

11/08/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Other 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
10/30/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/24/2013	Mortgage	Other mortgage
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
11/02/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)

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 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 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	FL	33409		N/A
Ocwen	WA	98059		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
BB&T Financial	MD	20639	Servicemember	N/A
Ocwen	CA	95833		N/A
Ocwen	GA	30906		N/A
Ocwen	PA	19152		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
Nationstar Mortgage	IL	60014	Older American	N/A
Bank of America	NC	28107		N/A
Select Portfolio Servicing, Inc	CA	90230		N/A
Wells Fargo & Company	NY	11370		N/A
Bank of America	CA	92557		N/A
Ocwen	FL	32801		N/A
Bank of America	CA	90241		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
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
Referral	10/30/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	Yes
Fax	10/25/2013	Closed	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	11/15/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	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

Mortgage Complaints

Based on Consumer Complaints

591732
591351
577523
578891
570094
570098
577659
577597
561908
569439
591410
591414
591419
591435
582572
580867
570294
569390
591762
569423
561989

Mortgage Complaints

Based on Consumer Complaints

11/08/2013	Mortgage	Home equity loan or line of credit
10/24/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Other mortgage
10/17/2013	Mortgage	Home equity loan or line of credit
11/03/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	FHA mortgage
10/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/24/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional fixed mortgage
11/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/24/2013	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
11/03/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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 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 modification,collection,foreclosure
Credit decision / Underwriting
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

SunTrust Banks, Inc.	VA	23043		N/A
Nationstar Mortgage	PA	18058		N/A
M&T Bank Corporation	FL	32096		N/A
Ocwen	MI	48072		N/A
Synovus Bank	GA	31047	Older American	N/A
Wells Fargo & Company	CO	80550		N/A
Encore Capital Group	FL	33310		N/A
Citibank	OH	45356		N/A
Wells Fargo & Company	NJ	08876		N/A
Bank of America	ID	83616		N/A
Ocwen	FL	33030		N/A
Nationstar Mortgage	TN	37217		N/A
Citibank	CA	93535		N/A
HSBC North America Holdings Inc.	NY	13219	Older American	N/A
Nationstar Mortgage	CA	95242		N/A
U.S. Bancorp	OH	45324	Older American	N/A
Bank of America	CA	96003	Older American	N/A
Nationstar Mortgage	GA	31503		N/A
Bank of America	NY	11558		N/A
Nationstar Mortgage	FL	33027		N/A
Caliber Home Loans, Inc	VA	22406	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/12/2013	Closed with non-monetary relief	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	Yes
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
Referral	11/12/2013	Closed with explanation	Yes	Yes
Web	10/18/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	No
Web	11/03/2013	Closed with explanation	Yes	No
Web	10/25/2013	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
Web	11/03/2013	Closed with explanation	Yes	No
Phone	11/12/2013	Closed with non-monetary relief	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

592035
570809
590774
561997
582883
570073
582647
562042
582653
562048
570250
577582
582659
571126
582668
582674
581367
582699
591571
591577
583405

Mortgage Complaints

Based on Consumer Complaints

11/04/2013	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
10/17/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	FHA mortgage
11/04/2013	Mortgage	Other mortgage
10/24/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
11/08/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Conventional fixed mortgage
10/17/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	FHA mortgage
11/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/04/2013	Mortgage	Home equity loan or line of credit
10/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/04/2013	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
Application, originator, mortgage broker
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 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 modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	NJ	07712		N/A
Ocwen	VA	22124		N/A
Ocwen	NY	11967		N/A
JPMorgan Chase & Co.	NV	89123		N/A
Select Portfolio Servicing, Inc	NE	68822		N/A
Bank of America	VA	23059		N/A
Bank of America	GA	30252		N/A
JPMorgan Chase & Co.	NY	11566		N/A
Ocwen	FL	33410		N/A
Fifth Third Financial Corporation	FL	33477		N/A
Real Time Resolutions				N/A
U.S. Bancorp	CA	91505		N/A
Ocwen	PA	19102		N/A
CIT Bank National Association	CA	94949	Older American	N/A
Bank of America	MA	02571		N/A
Nationstar Mortgage	CA	95336		N/A
Bank of America	TX	76120		N/A
Nationstar Mortgage	PA	19462		N/A
JPMorgan Chase & Co.				N/A
Select Portfolio Servicing, Inc	FL	32129		N/A
PHH Mortgage	OH	43204		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/13/2013	Closed with explanation	Yes	Yes
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	Yes
Postal mail	11/14/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	Yes
Web	10/30/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with monetary relief	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

583406
561017
562142
562453
562152
570355
577684
583304
570362
562166
591636
583390
590759
562177
583489
562195
577765
591723
584488
562773
584452

Mortgage Complaints

Based on Consumer Complaints

11/08/2013	Mortgage	Other mortgage
10/18/2013	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	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)
10/30/2013	Mortgage	Second mortgage
10/30/2013	Mortgage	Other mortgage
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	Other mortgage
10/18/2013	Mortgage	FHA mortgage
11/08/2013	Mortgage	FHA mortgage
10/18/2013	Mortgage	Home equity loan or line of credit
10/18/2013	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 servicing, payments, escrow account
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
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
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.			Servicemember	N/A
First World Mortgage Corporation	CT	07074		N/A
JPMorgan Chase & Co.	NY	11229		N/A
Nationstar Mortgage	OK	74133		N/A
Wells Fargo & Company	NJ	07023		N/A
Nationstar Mortgage	CA	94547		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
Ocwen	PA	16511		N/A
Nationstar Mortgage	GA	30161		N/A
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
KeyBank NA	AZ	85286		N/A
PrimeLending, A PlainsCapital Company	AL	36109		N/A
Ditech Financial LLC	CA	95337		N/A
Bank of America	OR	97007		N/A
Wells Fargo & Company	FL	32257	Older American,	N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	11/12/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with non-monetary relief	No	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
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
Phone	10/31/2013	Closed with explanation	Yes	Yes
Referral	10/30/2013	Closed with explanation	Yes	No
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
Referral	11/12/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
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

Mortgage Complaints

Based on Consumer Complaints

590728
562802
577812
577820
564185
563008
562808
583644
583532
583224
577866
577868
577917
583704
583713
562566
592071
562966
591948
562980
562984

Mortgage Complaints

Based on Consumer Complaints

11/08/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/08/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	FHA mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other mortgage
11/08/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Other 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
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

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 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
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

			Servicemember	
Nationstar Mortgage	WI	54924		N/A
Ocwen	CA	95127		N/A
Webster Bank	CT	06492		N/A
Bank of America	GA	30047	Older American	N/A
Flagstar Bank	NY	12570		N/A
Wells Fargo & Company	WA	98055		N/A
Nationstar Mortgage	CA	93066		N/A
Bank of America	MS	63137		N/A
Wells Fargo & Company	NY	14211		N/A
Nationstar Mortgage	TX	75702	Older American	N/A
Bank of America	CA	95311	Older American	N/A
Ditech Financial LLC	NY	11727		N/A
Ocwen	CA	92653		N/A
Ocwen	FL	32908	Older American	N/A
Nationstar Mortgage	FL	32137		N/A
Ocwen	MI	48422	Servicemember	N/A
Ditech Financial LLC	AL	35055		N/A
Ocwen	NJ	08054		N/A
Nationstar Mortgage	CA	92590		N/A
PNC Bank N.A.	CA	90039		N/A
Bank of America	IN	47130		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/08/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Phone	10/21/2013	Closed with non-monetary relief	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	Yes
Referral	11/08/2013	Closed with explanation	Yes	No
Phone	11/06/2013	Closed with non-monetary relief	Yes	No
Postal mail	12/10/2013	Closed with explanation	Yes	No
Postal mail	11/06/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Fax	11/05/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

592015
591298
583848
563072
563538
583243
584562
583919
583925
583259
592169
583222
584406
584576
592205
583212
592238
590931
590870
592471
585388

Mortgage Complaints

Based on Consumer Complaints

11/09/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	FHA mortgage
10/08/2013	Mortgage	Other mortgage
11/09/2013	Mortgage	Conventional fixed mortgage
11/09/2013	Mortgage	Conventional fixed 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)
11/09/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	Other mortgage
11/04/2013	Mortgage	Second mortgage
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	Conventional adjustable mortgage (ARM)
10/09/2013	Mortgage	VA mortgage
11/04/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	FHA mortgage
11/09/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	FHA mortgage
10/09/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Citibank	CA	93924		N/A
Wells Fargo & Company	CA	94565		N/A
JPMorgan Chase & Co.	NY	11765		N/A
Wells Fargo & Company	CA	92590		N/A
Franklin American Mortgage Company	MS	39525		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	IL	60586		N/A
Ocwen	OK	74010		N/A
Citibank	OH	45840		N/A
JPMorgan Chase & Co.	CA	90026		N/A
Ditech Financial LLC	NC	28081	Older American	N/A
Bank of America	GA	30093		N/A
Select Portfolio Servicing, Inc	FL	32219		N/A
Wells Fargo & Company	VA	22407		N/A
Bank of America	LA	70037		N/A
JPMorgan Chase & Co.	GA	30058		N/A
Bank of America	HI	96825	Older American	N/A
Flagstar Bank	MI	49419		N/A
Nationstar Mortgage	CA	91342		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

590991
584291
555353
590873
592571
555378
592582
590811
592583
584473
584487
555457
584500
592658
555872
555879
584541
555892
592687
555791
555997

Mortgage Complaints

Based on Consumer Complaints

11/09/2013	Mortgage	Conventional fixed 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 fixed mortgage
11/04/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Conventional fixed mortgage
10/09/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Other mortgage
11/10/2013	Mortgage	Conventional fixed mortgage
11/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/09/2013	Mortgage	Other mortgage
11/10/2013	Mortgage	Conventional fixed mortgage
11/10/2013	Mortgage	Conventional fixed mortgage
11/04/2013	Mortgage	FHA mortgage
10/09/2013	Mortgage	FHA mortgage
10/09/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Conventional fixed mortgage
11/11/2013	Mortgage	FHA mortgage
11/11/2013	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 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 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 servicing, payments, escrow account
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

Ditech Financial LLC	NC	27513		N/A
Wells Fargo & Company	CO	80107		N/A
Fifth Third Financial Corporation	OH	44074		N/A
M&T Bank Corporation	NY	11967		N/A
Ocwen	NC	28304		N/A
Nationstar Mortgage	CA	95829		N/A
Wells Fargo & Company	GA	30022		N/A
Nationstar Mortgage	MN	55433		N/A
Bank of America	MD	21222	Older American	N/A
Bank of America	FL	33025		N/A
Rushmore Loan Management Services LLC	DC	20012		N/A
JPMorgan Chase & Co.	MD	20715		N/A
Bank of America	TX	75063		N/A
Bank of America	CA	91401		N/A
Ocwen	NC	28262	Servicemember	N/A
Selene Finance	FL	33967		N/A
Bank of America	TX	77433		N/A
Bank of America	NJ	08037		N/A
Ocwen	GA	30290		N/A
Banco Popular de Puerto Rico	FL	32746		N/A
Ditech Financial LLC	ND	58501		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/22/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
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	No
Web	11/04/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Postal mail	10/11/2013	Closed with explanation	Yes	No
Web	11/10/2013	Closed with explanation	Yes	Yes
Web	11/10/2013	Closed with explanation	Yes	Yes
Referral	10/10/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	Yes
Web	11/10/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	Yes
Referral	10/10/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	11/10/2013	Closed with monetary relief	Yes	No
Web	11/10/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

592700
556427
556175
592716
592726
584599
555954
555965
555822
592785
592787
556622
592804
592812
585264
556468
556231
556032
556043
592859
592863

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Other
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
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

Citibank	MD	20637		N/A
Ditech Financial LLC	CA	92604		N/A
Wells Fargo & Company	PA	17360		N/A
Ocwen	FL	32534		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
JPMorgan Chase & Co.	NY	11713		N/A
Seterus, Inc.	NJ	08527		N/A
Quicken Loans	NJ	08201	Servicemember	N/A
Ocwen	TX	76227	Older American	N/A
TD Bank US Holding Company	NJ	08053		N/A
Ditech Financial LLC	DC	20005		N/A
Ditech Financial LLC	CA	93307		N/A
Wells Fargo & Company	CA	96150		N/A
Ditech Financial LLC	GA	30019		N/A
Bank of America	MD	21215		N/A
PNC Bank N.A.	WA	98155		N/A
PNC Bank N.A.	CA	94506		N/A
Bank of America	NJ	08084		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	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
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
Referral	11/05/2013	Closed with explanation	Yes	Yes
Phone	10/18/2013	Closed with explanation	Yes	Yes
Referral	11/06/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Referral	12/10/2013	Closed with explanation	Yes	Yes
Web	11/15/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with non-monetary relief	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

556069
585509
585134
556077
555747
592881
592885
556089
585465
556098
584712
584852
556143
555770
556235
584819
556247
585440
585449
585467
556265

Mortgage Complaints

Based on Consumer Complaints

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

Ditech Financial LLC	DC	20011		N/A
First Tennessee Bank	TX	78358		N/A
Wells Fargo & Company	CA	92024	Older American	N/A
Arbor Residential Mortgage LLC	MD	21043		N/A
Wells Fargo & Company	CA	92584		N/A
Wells Fargo & Company	TX	75077		N/A
Wells Fargo & Company	FL	32819		N/A
Nationstar Mortgage	OR	97526		N/A
Bank of America	AZ	85016	Older American	N/A
Ocwen	CO	80116		N/A
Wells Fargo & Company	NJ	08618		N/A
Nationstar Mortgage	ME	20774	Servicemember	N/A
Flagstar Bank	CA	92865		N/A
Nationstar Mortgage	OH	43204		N/A
JPMorgan Chase & Co.	FL	33314		N/A
SunTrust Banks, Inc.	MN	55792		N/A
Nationstar Mortgage	UT	84047		N/A
Nationstar Mortgage	HI	96768		N/A
Wells Fargo & Company	TN	37921		N/A
Bank of America	OK	73170		N/A
Bayview Loan Servicing, LLC	IL	60459		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	10/10/2013	Closed with explanation	Yes	Yes
Referral	10/10/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with non-monetary relief	Yes	Yes
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
Web	11/06/2013	Closed with explanation	Yes	Yes
Referral	10/25/2013	Closed with non-monetary relief	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
Referral	10/10/2013	Closed with explanation	No	

Mortgage Complaints

Based on Consumer Complaints

556298
556304
585237
585521
585519
585536
585178
556346
585539
585544
570379
585557
587091
556365
585571
570546
556434
556383
570413
556387
556391

Mortgage Complaints

Based on Consumer Complaints

10/09/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Other mortgage
10/09/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/09/2013	Mortgage	FHA mortgage
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
10/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/10/2013	Mortgage	Other mortgage
10/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/24/2013	Mortgage	Second mortgage
10/24/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/24/2013	Mortgage	FHA mortgage
10/24/2013	Mortgage	FHA mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
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
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 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 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
PHH Mortgage	MI	48076		N/A
Wells Fargo & Company	RI	02864	Older American	N/A
Ocwen	LA	70774		N/A
JPMorgan Chase & Co.	TX	76248		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
Rushmore Loan Management Services LLC	VA	20176		N/A
Bank of America	FL	32417		N/A
Bank of America	FL	32566		N/A
Citibank	FL	32955	Servicemember	N/A
Ditech Financial LLC	GA	30096		N/A
Nationstar Mortgage	VA	20176		N/A
Seterus, Inc.	IL	60022		N/A
Caliber Home Loans, Inc	NY	13409		N/A
Ditech Financial LLC	NJ	08270	Older American, Servicemember	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
Referral	11/14/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed	Yes	Yes
Web	10/10/2013	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
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	No
Postal mail	10/25/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

555798
556398
556404
585607
577077
556418
585623
569400
570452
556747
570450
556788
578117
570527
570530
556814
570534
570539
556836
578190

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Credit decision / Underwriting
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
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
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	OH	43230		N/A
Ditech Financial LLC	DE	19952		N/A
Wells Fargo & Company	UT	84096		N/A
JPMorgan Chase & Co.	MD	21617		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
Selene Finance	NY	11233		N/A
Nationstar Mortgage	VA	22554		N/A
Wells Fargo & Company	CA	94523		N/A
Navy FCU	OK	74044	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	34230		N/A
Ocwen	NJ	08807		N/A
Servis One, Inc.	FL	33166		N/A
PHH Mortgage	PA	17901		N/A
Wells Fargo & Company	FL	32835		N/A
Wells Fargo & Company	NJ	08901		N/A
Ocwen	IL	60020		N/A
Bank of America	MD	20769		N/A
Citibank	FL	33165		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	10/25/2013	Closed with explanation	Yes	Yes
Postal mail	11/05/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	Yes
Web	11/11/2013	Closed with explanation	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	10/30/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with explanation	Yes	Yes
Web	11/21/2013	Closed	Yes	No
Web	11/11/2013	Closed with explanation	Yes	Yes
Referral	10/31/2013	Closed with explanation	Yes	Yes
Referral	10/31/2013	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	11/11/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	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

Mortgage Complaints

Based on Consumer Complaints

570609
578231
592942
590886
557526
590740
591276
556936
578167
593002
578296
593005
593010
578469
577143
570716
570736
593055
593057
577210
577281

Mortgage Complaints

Based on Consumer Complaints

11/11/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/24/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Other mortgage
10/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/12/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	Conventional fixed mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	FHA mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
10/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/25/2013	Mortgage	Conventional fixed mortgage
11/12/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Application, originator, mortgage broker
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
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 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	NJ	07030		N/A
Ocwen	CA	31032		N/A
Ocwen	NJ	07102		N/A
Ocwen	CO	80421		N/A
Bank of America	NC	28901		N/A
Wells Fargo & Company	OK	74037		N/A
Regional Trustee Services Corporation				N/A
Select Portfolio Servicing, Inc	CA	92128		N/A
Wells Fargo & Company	NV	89523		N/A
Ocwen	CA	91901		N/A
Specialized Loan Servicing LLC	CA	91750		N/A
JPMorgan Chase & Co.	AZ	85258	Older American	N/A
Wells Fargo & Company	CA	92806		N/A
Nationstar Mortgage	PA	19082		N/A
Wells Fargo & Company	CA	91709		N/A
JPMorgan Chase & Co.	OK	74501		N/A
Ditech Financial LLC	FL	32210		N/A
Wells Fargo & Company	GA	30080		N/A
Quicken Loans	FL	32839		N/A
Ditech Financial LLC	NC	28791		N/A
Seterus, Inc.	NV	89502	Older American	N/A
Bank of America	PA	19074		N/A

Web	11/12/2013	Closed with monetary relief	Yes	Yes
Referral	11/08/2013	Closed	Yes	Yes
Web	10/11/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	Yes
Web	10/11/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Postal mail	11/05/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed	Yes	Yes
Web	10/30/2013	Closed	Yes	No
Phone	11/19/2013	Closed with explanation	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	11/01/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	Yes
Postal mail	11/20/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Postal mail	10/25/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

593077
585147
556698
570771
557044
557048
586831
557076
593191
572930
578420
600488
587110
597146
571408
577259
571414
594060
585845
600536
600544
571221

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Credit decision / Underwriting
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 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 servicing, payments, escrow account
Other
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

Bank of America	CT	06811		N/A
Whitney Bank	FL	32168		N/A
Wells Fargo & Company	NY	11210		N/A
Nationstar Mortgage	LA	70526		N/A
Ocwen	NJ	08080		N/A
Citibank	MI	49829		N/A
Nationstar Mortgage	MS	39158		N/A
USAA Savings	VA	22301	Servicemember	N/A
Ditech Financial LLC	TN	38119		N/A
Wells Fargo & Company	NC	28115		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
Citibank	FL	33020		N/A
JPMorgan Chase & Co.	OH	44035	Older American	N/A
Ditech Financial LLC	FL	33405		N/A
Bank of America				N/A
Ditech Financial LLC	SC	29717		N/A
SunTrust Banks, Inc.	VA	23838		N/A
Citibank	VA	24017		N/A
Ocwen	IL	60478		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/15/2013	Closed with explanation	Yes	No
Referral	11/01/2013	Closed with explanation	Yes	Yes
Referral	10/31/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	Yes
Postal mail	10/28/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with non-monetary relief	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
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
Web	10/11/2013	Closed with explanation	Yes	Yes
Phone	10/25/2013	Closed with explanation	Yes	Yes
Referral	11/01/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

557110
577273
577274
600559
571448
578488
557140
601241
578502
593825
557012
585883
587378
557152
571469
578518
577322
600695
557174
571494
578558

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

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JPMorgan Chase & Co.	PA	17019		N/A
Bank of America	CA	90706		N/A
Citibank	GA	30297		N/A
JPMorgan Chase & Co.	CA	91361		N/A
Bank of America	UT	84108		N/A
JPMorgan Chase & Co.	NC	28311	Servicemember	N/A
Bank of America	NY	11209		N/A
Bank of America	CO	80206		N/A
Ditech Financial LLC	NC	28508		N/A
Bank of America	AK	99615	Servicemember	N/A
Bank of America			Older American, Servicemember	N/A
Bank of America	NY	10603		N/A
Caliber Home Loans, Inc	NY	10901		N/A
Wells Fargo & Company	CA	91401		N/A
JPMorgan Chase & Co.	CA	93063		N/A
Select Portfolio Servicing, Inc	TX	75154		N/A
Wells Fargo & Company	MO	63127		N/A
Nationstar Mortgage	CA	95608		N/A
Citibank	NC	27235		N/A
PNC Bank N.A.	NJ	07901		N/A

Web	11/12/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Postal mail	11/13/2013	Closed with explanation	Yes	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	11/18/2013	Closed with explanation	Yes	Yes
Web	10/11/2013	Closed with non-monetary relief	Yes	No
Referral	10/11/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Referral	10/11/2013	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	11/16/2013	Closed with explanation	Yes	No
Web	11/16/2013	Closed with explanation	Yes	No

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593881
578570
595086
577309
557203
601364
593304
601374
601378
579209
571553
557244
557259
556681
608130
557352
557271
581168
601446
601450

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11/05/2013	Mortgage	Conventional fixed mortgage
10/10/2013	Mortgage	Conventional fixed mortgage
11/16/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Other mortgage
11/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/31/2013	Mortgage	Other mortgage
11/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/17/2013	Mortgage	Conventional fixed mortgage
11/17/2013	Mortgage	FHA mortgage
11/05/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	FHA mortgage
11/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	FHA mortgage
10/11/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Home equity loan or line of credit
10/25/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

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

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Standard Mortgage Corporation	LA	70808		N/A
Wells Fargo & Company	MO	63031		N/A
Bank of America	VA	23666	Servicemember	N/A
Bank of America	CA	95330		N/A
Wells Fargo & Company	CA	95070		N/A
Ocwen	FM	33063		N/A
Freedom Mortgage	FL	33024		N/A
Bank of America	CO	80234		N/A
Bank of America	ME	04240		N/A
Wells Fargo & Company	FL	32827		N/A
Select Portfolio Servicing, Inc	DC	20002		N/A
NVR Inc	FL	32703		N/A
Highlands Residential Mortgage	CA	92026		N/A
M&T Bank Corporation	AZ	85029		N/A
Ditech Financial LLC	PA	15658		N/A
Flagstar Bank	DE	19802		N/A
Nationstar Mortgage	CA	90807		N/A
Flagstar Bank	IL	60402		N/A
Bank of America	TN	37663		N/A
Santander Bank US	NJ	08827		N/A
Nationstar Mortgage	OR	97426	Older American	N/A
Bank of America	FL	33617		N/A

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Web	11/13/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/16/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with non-monetary relief	Yes	No
Web	11/16/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	Yes
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	10/31/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	Yes
Web	11/17/2013	Closed with explanation	Yes	No
Web	11/17/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No

Mortgage Complaints

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586021
557286
601458
578985
601487
579057
601496
557663
608203
579031
579299
601533
601106
586420
579111
608241
587093
608251
558010
594175
571715
606695

Mortgage Complaints

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11/21/2013	Mortgage	Home equity loan or line of credit
11/17/2013	Mortgage	FHA mortgage
10/25/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	FHA mortgage
11/12/2013	Mortgage	Conventional fixed mortgage
11/12/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/31/2013	Mortgage	VA mortgage
11/12/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/11/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
11/12/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	FHA mortgage
10/25/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

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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
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
Loan modification,collection,foreclosure

Mortgage Complaints

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Ditech Financial LLC	OH	44646		N/A
Nationstar Mortgage	PA	18613		N/A
EverBank	TX	76262		N/A
Wells Fargo & Company	UT	84067		N/A
Nationstar Mortgage	CO	80910		N/A
JPMorgan Chase & Co.	CO	80487		N/A
Bank of America	NJ	07109		N/A
Select Portfolio Servicing, Inc	CA	92111		N/A
Citibank	NC	27609	Servicemember	N/A
Nationstar Mortgage	MI	48382	Servicemember	N/A
M&T Bank Corporation	CT	06480	Older American	N/A
Caliber Home Loans, Inc	FL	32615		N/A
PNC Bank N.A.	MI	48324		N/A
Wells Fargo & Company	VA	23435		N/A
Bank of America	FL	33025		N/A
Select Portfolio Servicing, Inc	IN	46268		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Bank of America	TX	76039		N/A
Citibank	CT	06820		N/A
JPMorgan Chase & Co.	IL	60162		N/A
Ocwen	PA	17110		N/A

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Web	11/21/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	No
Web	11/17/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/17/2013	Closed with explanation	Yes	No
Phone	11/01/2013	Closed with explanation	Yes	No
Fax	11/13/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	10/11/2013	Closed with non-monetary relief	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	No	
Fax	11/13/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with non-monetary relief	Yes	No

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608278
601588
572208
600753
594170
594174
602781
601615
579400
593195
601627
601630
557807
610298
601730
600723
593196
594223
600812
608318
571776

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

Mortgage Complaints

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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 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
Settlement process and costs
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

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First Niagara Bank	PA	19604		N/A
Bank of America	HI	96778		N/A
HSBC North America Holdings Inc.	NY	12518		N/A
Citibank	GA	30017		N/A
Wells Fargo & Company	ID	83877		N/A
EverBank	GA	30296		N/A
Ditech Financial LLC	AZ	85730		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
Resurgent Capital Services L.P.	NY	11701		N/A
Ocwen	NJ	07712		N/A
JPMorgan Chase & Co.	NJ	07712		N/A
Nationstar Mortgage	MO	65049		N/A
Regions Financial Corporation	AL	36206		N/A
Bank of America	FL	32765		N/A
The Mortgage Specialists, Inc.	NH	03218		N/A
Bayview Loan Servicing, LLC	FL	33409		N/A
Bank of America	MI	48125		N/A
Caliber Home Loans, Inc	MD	20874		N/A

Mortgage Complaints

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Web	10/11/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	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	10/21/2013	Closed with monetary relief	Yes	No
Web	11/21/2013	Closed	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Postal mail	10/11/2013	Closed	Yes	Yes
Referral	12/16/2013	Closed with explanation	Yes	Yes
Referral	02/07/2014	Closed with non-monetary relief	No	No
Referral	12/16/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with non-monetary relief	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No

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557836
601745
579462
579463
610231
593396
593286
609809
586236
608354
563125
563131
609832
609833
557906
557913
608439
586280
610264
601716
608405

Mortgage Complaints

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

Mortgage Complaints

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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 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 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

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Bank of America	AZ	85224	N/A
Bank of America	LA	70810	N/A
Ocwen	CA	92505	N/A
Wells Fargo & Company	PA	19148	N/A
Nationstar Mortgage	FL	32504	N/A
Citibank	CA	92614	N/A
Ocwen	VA	22630	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
Wells Fargo & Company	FL	33327	N/A
Citibank	MO	63366	N/A
PHH Mortgage	IL	60608	N/A
Ocwen	MN	55125	N/A
Nationstar Mortgage	FL	32808	N/A
Wells Fargo & Company	AZ	85933	N/A
Bank of America	CA	92260	N/A
Wells Fargo & Company	CA	95833	N/A
Bank of America	FL	33936	N/A
Wells Fargo & Company	MI	48382	N/A

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Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with monetary relief	Yes	No
Fax	11/22/2013	Closed with explanation	Yes	No
Web	11/26/2013	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	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Referral	10/28/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	No
Fax	10/15/2013	Closed with explanation	Yes	No

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608462
563188
579075
601728
608420
593311
562601
557963
608582
563401
557657
557968
594378
571211
557972
557974
563219
572021
571222
601811
557553

Mortgage Complaints

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

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

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Nationstar Mortgage	GA	30024		N/A
M&T Bank Corporation	PA	19464		N/A
Wells Fargo & Company	CA	91911		N/A
Reverse Mortgage Solutions	CA	93720		N/A
JPMorgan Chase & Co.	CA	95006		N/A
JPMorgan Chase & Co.	IL	60202		N/A
Wells Fargo & Company	NC	27549		N/A
Citizens Financial Group, Inc.	PA	16841		N/A
Navy FCU	CA	93535		N/A
Caliber Home Loans, Inc	CA	92532		N/A
Seterus, Inc.	PA	19063		N/A
SunTrust Banks, Inc.	GA	30620		N/A
Ocwen	NJ	08723		N/A
Bank of America	AL	35226		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
Bank of America	MI	48382		N/A
Bank of America	OR	97478		N/A
U.S. Bancorp	KS	66046		N/A
Ocwen	FL	32805		N/A

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Web	11/22/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed	Yes	Yes
Phone	11/06/2013	Closed with explanation	Yes	Yes
Postal mail	11/20/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Phone	10/21/2013	Closed with explanation	Yes	No
Phone	11/01/2013	Closed with explanation	Yes	Yes
Web	10/25/2013	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	10/31/2013	Closed with explanation	Yes	Yes
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
Fax	11/13/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	Yes
Referral	11/03/2013	Closed	Yes	No

Mortgage Complaints

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610214
579614
564124
600887
586349
601158
594423
563263
579631
571954
594436
571962
601847
579606
587056
587830
586362
593197
585327
579674
557966

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

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
HSBC North America Holdings Inc.	SC	29330	N/A
PHH Mortgage	PA	19154	N/A
PNC Bank N.A.	WA	98122	N/A
Citibank	MI	48317	N/A
JPMorgan Chase & Co.	SC	29708	N/A
SunTrust Banks, Inc.	VA	22033	N/A
Wells Fargo & Company	FL	33413	N/A
Cornerstone Home Lending Inc.	TX	78260	N/A
Bank of America	NY	11040	N/A
Bank of America	WA	98387	N/A
Ocwen	FL	33145	N/A
Bank of America	SC	29407	N/A
Banco Popular North America	FL	33064	N/A
Citibank	IL	60617	N/A
Primary Residential Mortgage	RI	02889	N/A
TD Bank US Holding Company	FL	32904	N/A
JPMorgan Chase & Co.	WA	98221	N/A

Mortgage Complaints

Based on Consumer Complaints

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
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
Postal mail	11/06/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	Yes
Phone	11/06/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with monetary relief	Yes	Yes
Web	11/04/2013	Closed with non-monetary relief	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

558828
558805
608734
586633
579669
572052
579033
585210
608636
586457
586463
601969
571159
587264
587167
572113
588900
564355
593253
578973
586389

Mortgage Complaints

Based on Consumer Complaints

11/05/2013	Mortgage	Conventional fixed mortgage
10/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Home equity loan or line of credit
11/18/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Home equity loan or line of credit
10/18/2013	Mortgage	Home equity loan or line of credit
10/18/2013	Mortgage	Home equity loan or line of credit
11/12/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
10/25/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Home equity loan or line of credit
10/18/2013	Mortgage	Conventional fixed mortgage
11/18/2013	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 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 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 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.	VA	23860	Servicemember	N/A
Citibank	CT	06095		N/A
SunTrust Banks, Inc.	FL	32789		N/A
JPMorgan Chase & Co.	PA	19460	Servicemember	N/A
Nationstar Mortgage	MI	48382		N/A
Bank of America	MN	55374		N/A
Bank of America	CA	90027		N/A
PNC Bank N.A.	MD	21917		N/A
Citizens Financial Group, Inc.	PA	19508		N/A
Capital One	PA	19096		N/A
Washington Federal	WA	98340		N/A
Wells Fargo & Company	MI	48239		N/A
M&T Bank Corporation	LA	70072		N/A
JPMorgan Chase & Co.	FL	34787		N/A
Caliber Home Loans, Inc	NY	11545		N/A
Ditech Financial LLC	NY	11230		N/A
Select Portfolio Servicing, Inc	NM	87507		N/A
Bank of America	OH	44133		N/A
SunTrust Banks, Inc.	MD	20855		N/A
EverBank	IL	60617		N/A
Wells Fargo & Company	MD	21239		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/19/2013	Closed with explanation	Yes	Yes
Postal mail	10/21/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	11/04/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	Yes
Phone	10/21/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

586540
563500
602057
579875
600634
602069
601123
563615
563723
563628
594818
608769
563597
593244
564152
600648
572942
587024
602095
564356
602101

Mortgage Complaints

Based on Consumer Complaints

11/12/2013	Mortgage	Other mortgage
11/12/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
11/05/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
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
10/25/2013	Mortgage	Home equity loan or line of credit
11/12/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
11/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
10/18/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
10/25/2013	Mortgage	Conventional fixed mortgage
10/18/2013	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 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 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 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	33009		N/A
Union Bank	CA	90047	Older American	N/A
Wells Fargo & Company	FL	33409		N/A
U.S. Bancorp	TX	78212		N/A
Nationstar Mortgage	CA	90069		N/A
JPMorgan Chase & Co.	TX	77396		N/A
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
U.S. Bancorp	OH	45103		N/A
Bank of America	CA	90069		N/A
Ditech Financial LLC	FL	34769		N/A
Bank of America	MN	55346		N/A
Ocwen	CA	91403		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Embrace Home Loans Inc	KY	40509		N/A
Caliber Home Loans, Inc	FL	33146		N/A
Navy FCU	VA	23061		N/A
Bank of America	NJ	07470		N/A
M&T Bank Corporation	FL	32084		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/13/2013	Closed with explanation	Yes	No
Fax	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	11/05/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	10/28/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Fax	11/25/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Fax	11/19/2013	Closed with explanation	Yes	No
Postal mail	11/25/2013	Closed	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

594956
593313
600729
609825
587077
602112
600751
563579
571280
572259
572261
593297
572279
610238
602773
600637
609842
563629
608860
572306
563643

Mortgage Complaints

Based on Consumer Complaints

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

DHI Mortgage	FL	32801		N/A
M&T Bank Corporation	NY	12926		N/A
Wells Fargo & Company	CA	94509	Older American	N/A
Synovus Bank	AL	36203		N/A
Borenstein & Associates, LLC	CO	80211		N/A
Citibank	CA	91977	Older American	N/A
Encore Capital Group				N/A
EverBank	NY	11727		N/A
Ocwen	MS	39466		N/A
Bank of America	NJ	08015	Older American	N/A
Wells Fargo & Company	CA	93636		N/A
Ocwen	IL	60466		N/A
Ocwen	CO	80444		N/A
U.S. Bancorp	CO	80214		N/A
Ditech Financial LLC	FL	32712		N/A
Bank of America	WI	53403		N/A
Bank of America	CA	92673		N/A
Nationstar Mortgage	NC	28054		N/A
Bank of America	NH	03602		N/A
Resurgent Capital Services L.P.	FL	33409		N/A
Ocwen	MD	20841		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/05/2013	Closed with explanation	Yes	Yes
Phone	11/04/2013	Closed with explanation	Yes	Yes
Phone	10/21/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Postal mail	11/25/2013	Closed with explanation	No	
Phone	11/20/2013	Closed with explanation	Yes	No
Postal mail	11/25/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Fax	11/14/2013	Closed with explanation	Yes	No
Phone	11/13/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	10/25/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

585173
579921
563657
600843
609756
602217
609757
586681
593339
594797
580069
579115
593688
610210
572404
608959
563728
602183
563735
562589
585265

Mortgage Complaints

Based on Consumer Complaints

10/18/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
11/12/2013	Mortgage	FHA mortgage
11/05/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/05/2013	Mortgage	Conventional fixed mortgage
11/12/2013	Mortgage	Other mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
10/26/2013	Mortgage	Conventional fixed mortgage
11/12/2013	Mortgage	FHA 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
10/26/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
10/27/2013	Mortgage	Reverse mortgage
10/26/2013	Mortgage	Other mortgage
11/06/2013	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 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 servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Application, originator, mortgage broker
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	TX	76135		N/A
Citibank	TX	75035		N/A
JPMorgan Chase & Co.	NY	11797		N/A
Ocwen	DC	20002		N/A
Wells Fargo & Company	AZ	85226		N/A
Ocwen	CA	91367		N/A
JPMorgan Chase & Co.	IL	60542		N/A
Bank of America	MI	48302		N/A
EverBank	FL	32605		N/A
U.S. Bancorp	CA	92285		N/A
Five Lakes Agency	CA	90266		N/A
Wells Fargo & Company	TX	76018		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
Wells Fargo & Company	MA	01604		N/A
United Shore Financial Services, LLC	CO	80402		N/A
Reverse Mortgage Solutions	TX	77386		N/A
Wells Fargo & Company	NY	11777		N/A
Ditech Financial LLC	PA	19014		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/22/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	Yes
Fax	11/25/2013	Closed with non-monetary relief	Yes	No
Web	10/31/2013	Closed	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Fax	11/14/2013	Closed with explanation	Yes	No
Phone	11/25/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with non-monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	Yes
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
Web	10/26/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

563746
609720
594866
586763
609005
579824
585214
594911
609043
587386
573016
594926
594929
563819
563821
587175
571302
587435
572683
572510
587472

Mortgage Complaints

Based on Consumer Complaints

11/22/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	FHA mortgage
11/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/19/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
11/23/2013	Mortgage	FHA mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/26/2013	Mortgage	Home equity loan or line of credit
10/26/2013	Mortgage	VA mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	Reverse mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/22/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/18/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	FHA mortgage
11/18/2013	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
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 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
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	75134	Older American	N/A
Wells Fargo & Company	TX	79936		N/A
JPMorgan Chase & Co.	CO	80108		N/A
Wells Fargo & Company	CA	93907		N/A
U.S. Bancorp	AR	72802		N/A
JPMorgan Chase & Co.	MI	49428		N/A
Nationstar Mortgage	CO	80129		N/A
PNC Bank N.A.	OH	43611		N/A
Bank of America	NE	68030		N/A
JPMorgan Chase & Co.	IL	60515		N/A
Citizens Financial Group, Inc.	PA	19138	Older American	N/A
Wells Fargo & Company	IN	46268		N/A
BankUnited	CA	92596		N/A
Nationstar Mortgage	WA	99004	Older American	N/A
Nationstar Mortgage	FL	33308		N/A
JPMorgan Chase & Co.	OH	43203		N/A
JPMorgan Chase & Co.	CA	91107		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
JPMorgan Chase & Co.	TN	37075		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/26/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with non-monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with explanation	Yes	No
Web	11/23/2013	Closed with explanation	Yes	No
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	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	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
Postal mail	11/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

609860
587484
600741
587488
572552
563889
609145
602432
609538
602447
572572
571242
587513
563921
595606
609182
563931
600815
609183
563932
602465

Mortgage Complaints

Based on Consumer Complaints

11/06/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/26/2013	Mortgage	Other mortgage
10/19/2013	Mortgage	Conventional fixed mortgage
10/19/2013	Mortgage	Other mortgage
10/27/2013	Mortgage	Conventional fixed mortgage
10/27/2013	Mortgage	Home equity loan or line of credit
11/13/2013	Mortgage	FHA mortgage
10/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/06/2013	Mortgage	Other mortgage
10/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Reverse mortgage
11/18/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
10/27/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	Other mortgage
10/20/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
10/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/27/2013	Mortgage	Conventional adjustable mortgage (ARM)

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
Credit decision / Underwriting
Application, originator, mortgage broker
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
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	NY	12526		N/A
Citibank	NY	11764		N/A
Wells Fargo & Company	NY	11967		N/A
Nationstar Mortgage	CA	90804		N/A
Bank of America	WA	98390		N/A
JPMorgan Chase & Co.	WA	98339		N/A
Ditech Financial LLC	MI	48237		N/A
BMO Harris	CO	80241		N/A
Bank of America	NY	10977		N/A
Specialized Loan Servicing LLC	CA	91011		N/A
SunTrust Banks, Inc.	FL	34994		N/A
Nationstar Mortgage	MS	38654		N/A
CIT Bank National Association	MA	02038		N/A
Citibank	AK	72714		N/A
Wells Fargo & Company	CA	93401		N/A
Citibank	PA	17110		N/A
JPMorgan Chase & Co.	NY	11566	Older American	N/A
Ocwen	GA	30906		N/A
Select Portfolio Servicing, Inc	MI	48359		N/A
Nationstar Mortgage	CA	94565		N/A
Bank of America	NJ	08723		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/07/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	10/26/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
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	10/27/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Postal mail	11/19/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

588295
563947
595637
572711
562505
563968
572611
572613
595157
563976
588023
563977
595589
602533
595687
572656
564013
564023
600732
572680
572681

Mortgage Complaints

Based on Consumer Complaints

11/13/2013	Mortgage	Reverse mortgage
10/27/2013	Mortgage	VA mortgage
10/20/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	FHA mortgage
10/20/2013	Mortgage	FHA mortgage
10/27/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	Conventional fixed mortgage
11/22/2013	Mortgage	Conventional fixed mortgage
10/20/2013	Mortgage	VA mortgage
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
10/20/2013	Mortgage	Home equity loan or line of credit
11/22/2013	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
10/21/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
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 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 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

CIT Bank National Association	MA	01085		N/A
BB&T Financial	FL	34113		N/A
Wells Fargo & Company	MO	64093	Servicemember	N/A
M&T Bank Corporation	OH	44122		N/A
W.J. Bradley Mortgage	NV	89110	Older American	N/A
Bank of America	NY	11415		N/A
Seterus, Inc.	MO	64154		N/A
Ocwen	OH	44011		N/A
EverBank	CA	95304		N/A
Citibank	AL	36608	Servicemember	N/A
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
Citibank	OR	97527		N/A
Ocwen	MI	48224		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
Citibank	SC	29379		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/15/2013	Closed with explanation	No	No
Web	10/27/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
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
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/22/2013	Closed	Yes	Yes
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
Web	10/21/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

595719
572682
564046
595721
564055
572691
564086
564092
609333
564101
595176
595756
595758
595760
564156
609370
564115
564118
596126
564576
564580

Mortgage Complaints

Based on Consumer Complaints

11/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Other mortgage
11/23/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
11/23/2013	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
10/21/2013	Mortgage	Conventional fixed mortgage
11/23/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Other mortgage
11/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/18/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
11/18/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/06/2013	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
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
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

Rushmore Loan Management Services LLC	MD	20772		N/A
JPMorgan Chase & Co.	TX	26208		N/A
Neighborhood Assistance Corporation of America ("NACA")	CA	95860		N/A
PHH Mortgage	AR	71646		N/A
BB&T Financial	VA	20110		N/A
Ocwen	TN	37115	Servicemember	N/A
SunTrust Banks, Inc.	MD	20872		N/A
Ditech Financial LLC	PA	18324		N/A
TD Bank US Holding Company	ME	04401		N/A
Select Portfolio Servicing, Inc	IN	47165		N/A
Wells Fargo & Company	CA	93101		N/A
Quicken Loans	WA	99207		N/A
Bank of America	FL	33154		N/A
Wells Fargo & Company	AZ	85053		N/A
BB&T Financial	NC	28227		N/A
Citibank	WV	26554		N/A
PNC Bank N.A.	OH	44303		N/A
M&T Bank Corporation	CT	06812		N/A
Ocwen	RI	02865		N/A
Citibank	MI	48186	Older American, Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/22/2013	Closed with explanation	Yes	Yes
Referral	11/15/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with non-monetary relief	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	Yes
Referral	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Postal mail	11/08/2013	Closed with non-monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

609420
595960
610145
596133
609431
565401
564914
564595
587321
564604
609824
600692
565008
610093
601137
564631
564633
602735
564634
587819

Mortgage Complaints

Based on Consumer Complaints

11/23/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	FHA mortgage
11/23/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Other 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
11/23/2013	Mortgage	FHA mortgage
11/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/23/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	FHA mortgage
10/21/2013	Mortgage	Other mortgage
11/23/2013	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
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
Application, originator, mortgage broker
Other
Loan modification,collection,foreclosure
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
Credit decision / Underwriting
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

Bank of America	CA	92782		N/A
Ocwen	AR	72120		N/A
Dovenmuehle Mortgage Inc.	NJ	07740		N/A
Citibank	FL	33803		N/A
Caliber Home Loans, Inc	DC	20009		N/A
Nationstar Mortgage	WI	53157		N/A
Caliber Home Loans, Inc	TX	75104	Servicemember	N/A
Bank of America	VA	22657		N/A
Wells Fargo & Company	TX	76120		N/A
Bank of America	NY	10075		N/A
Bank of America	GA	30122		N/A
Vanderbilt Mortgage & Finance	FL	32465		N/A
Ditech Financial LLC	DC	20015		N/A
Ocwen	CA	90019		N/A
Wells Fargo & Company	MD	21060	Servicemember	N/A
Citizens Financial Group, Inc.	MD	20901		N/A
SunTrust Banks, Inc.	FL	33054		N/A
Specialized Loan Servicing LLC	CA	91762	Servicemember	N/A
Ditech Financial LLC	MT	59405	Older American	N/A
Wells Fargo & Company	MN	55303		N/A
Bank of America	FL	33040		N/A
Round Point Mortgage	GA	30308		N/A

Mortgage Complaints

Based on Consumer Complaints

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	11/13/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Phone	11/20/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/23/2013	Closed with explanation	Yes	Yes
Referral	10/22/2013	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	10/24/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	11/23/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	Yes
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	Yes

Mortgage Complaints

Based on Consumer Complaints

609738
603287
565384
587853
564669
564676
603300
602874
564694
610252
564491
609580
603345
564707
565774
603361
610232
610095
609598
603376
565515
609602

Mortgage Complaints

Based on Consumer Complaints

11/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/21/2013	Mortgage	FHA mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
11/24/2013	Mortgage	FHA mortgage
11/24/2013	Mortgage	Conventional fixed mortgage
11/24/2013	Mortgage	Conventional fixed mortgage
11/24/2013	Mortgage	FHA mortgage
11/24/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/21/2013	Mortgage	FHA mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Other mortgage
10/21/2013	Mortgage	VA mortgage
10/21/2013	Mortgage	FHA mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	FHA mortgage
10/21/2013	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 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
Settlement process and costs
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
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	GA	30189		N/A
Ocwen	CA	90680		N/A
HSBC North America Holdings Inc.	MD	20720	Older American	N/A
JPMorgan Chase & Co.	FL	32504		N/A
U.S. Bancorp	CA	92530		N/A
Ocwen	PA	19311		N/A
Nationstar Mortgage	CA	95127	Older American	N/A
Citibank	PA	19055		N/A
PNC Bank N.A.	NJ	07601		N/A
Bank of America	MD	20737		N/A
Ocwen	TX	77073		N/A
Ditech Financial LLC	FL	34208		N/A
Ocwen	TX	75071		N/A
Ocwen	NC	27610	Servicemember	N/A
Bank of Hawaii	HI	96706	Older American	N/A
SunTrust Banks, Inc.	NC	27249		N/A
U.S. Bancorp	VA	20155	Servicemember	N/A
Ocwen	SC	29532	Older American	N/A
Nationstar Mortgage	TX	79606	Servicemember	N/A
Plaza Home Mortgage	MI	48162		N/A
Select Portfolio Servicing, Inc	CA	90247		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/23/2013	Closed with explanation	Yes	No
Web	11/23/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	11/24/2013	Closed with explanation	Yes	No
Web	11/24/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with non-monetary relief	Yes	No
Web	11/24/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with monetary relief	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Phone	10/24/2013	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

Mortgage Complaints

Based on Consumer Complaints

609608
609614
564753
564758
609645
609657
609695
609702
609877
610331
564863
564876
611667
564930
565522
565529
565038
565085
565809
565628
565139

Mortgage Complaints

Based on Consumer Complaints

10/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/22/2013	Mortgage	FHA 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	Other mortgage
10/22/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/21/2013	Mortgage	Conventional fixed mortgage
10/21/2013	Mortgage	Conventional fixed mortgage
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	Conventional fixed mortgage
10/22/2013	Mortgage	FHA mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/31/2013	Mortgage	Other mortgage
10/22/2013	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
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
Application, originator, mortgage broker
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

Planet Home Lending, LLC	AL	36117	Older American, Servicemember	N/A
Wells Fargo & Company	NJ	07731	Older American	N/A
Bank of America	CT	06405		N/A
Nationstar Mortgage	MI	48187		N/A
Nationstar Mortgage	CA	92805		N/A
JPMorgan Chase & Co.	GA	30457		N/A
Nationstar Mortgage	CA	91316		N/A
Ocwen	OH	44310		N/A
Bank of America	CA	94612		N/A
Wells Fargo & Company	HI	96732	Servicemember	N/A
Wells Fargo & Company	NV	89027	Servicemember	N/A
Ditech Financial LLC	OH	44234		N/A
Nationstar Mortgage	FL	33020	Older American, Servicemember	N/A
Citibank	CA	90067		N/A
BB&T Financial	FL	33868	Older American	N/A
Wells Fargo & Company	NC	27103		N/A
Nationstar Mortgage	TN	37174		N/A
Nationstar Mortgage	TX	79407	Older American	N/A
Bank of America	FL	33168		N/A

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

Mortgage Complaints

Based on Consumer Complaints

565145

565855

565862

565767

565869

566498

567270

565898

565378

565306

565317

565346

566265

566042

566257

566145

566161

580386

566282

Mortgage Complaints

Based on Consumer Complaints

10/22/2013	Mortgage	Other mortgage
10/31/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Home equity loan or line of credit
10/22/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/28/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Reverse mortgage
10/31/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/28/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
11/19/2013	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
Settlement process and costs
Application, originator, mortgage broker
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
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

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
Ditech Financial LLC	AZ	85712	Older American	N/A
Nationstar Mortgage	MD	20853		N/A
Wells Fargo & Company	CA	95204		N/A
Citibank	MA	02481		N/A
Specialized Loan Servicing LLC	VA	23323		N/A
Nationstar Mortgage	NY	13365		N/A
New York Community Bank	NY	11590		N/A
Citibank	FL	33064		N/A
Citibank	IL	60005		N/A
Ocwen	FL	33810		N/A
UBS Bank	FL	33401		N/A
Select Portfolio Servicing, Inc	CA	95691		N/A
Wells Fargo & Company	MO	63121	Older American	N/A
Wells Fargo & Company	IN	46375		N/A
Wells Fargo & Company	FL	34990		N/A
Nationstar Mortgage	TX	78617	Older American	N/A
HSBC North America Holdings Inc.	NJ	08830		N/A
Bank of America	OH	45356		N/A
Ocwen	FL	32720		N/A
Ocwen	GA	30281		N/A
Specialized Loan Servicing LLC	CA	90065		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/22/2013	Closed with explanation	Yes	No
Phone	11/05/2013	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 with explanation	Yes	No
Web	10/28/2013	Closed	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	10/22/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with non-monetary relief	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Postal mail	10/28/2013	Closed with explanation	Yes	No
Phone	10/23/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	No
Phone	10/23/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with non-monetary relief	Yes	No
Postal mail	11/06/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

566553
580328
573254
565673
573266
573066
573275
566586
573412
566601
573137
573042
566645
573378
566622
566670
566683
580449
573440
574594
603528
603504

Mortgage Complaints

Based on Consumer Complaints

10/22/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Home equity loan or line of credit
10/28/2013	Mortgage	FHA mortgage
11/19/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/01/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
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
11/13/2013	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
11/13/2013	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 modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
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
Credit decision / Underwriting
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Other

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

TD Bank US Holding Company	MA	01119	N/A
Bank of America	CA	92627	N/A
JPMorgan Chase & Co.	CA	91352	N/A
Ocwen	MA	02116	N/A
JPMorgan Chase & Co.	MO	63114	N/A
JPMorgan Chase & Co.	OR	97102	N/A
Ocwen	CT	06515	N/A
Wells Fargo & Company	AZ	85262	N/A
Bank of America	WA	98445	N/A
JPMorgan Chase & Co.	MS	38804	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
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
Bank of America	NV	89123	N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

567612
603494
603642
603453
573319
603542
573497
580855
596134
581228
567132
595819
596079
595825
596176
581253
602846
603518
573570
573841
595229

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

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 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
Other
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

Comerica	MI	48080		N/A
Fifth Third Financial Corporation	NY	11530		N/A
JPMorgan Chase & Co.	MD	21093		N/A
Astoria Bank	NY	11373		N/A
Bank of America	NJ	08742		N/A
Ocwen	CA	92251		N/A
Bank of America	PA	18321		N/A
Bank of America	FL	34667		N/A
Freedom Mortgage	CA	92058		N/A
Synovus Bank	NJ	08820	Older American	N/A
Ocwen	SC	29477	Older American	N/A
U.S. Bancorp	NV	89104		N/A
Quicken Loans	CA	90212		N/A
Wells Fargo & Company	NH	03251		N/A
Capital One	FL	32092		N/A
Ditech Financial LLC	NC	28445		N/A
Ocwen	CA	92660		N/A
Bank of America	IA	50401		N/A
EverBank	CA	90250		N/A
Ocwen	FL	33407		N/A
Select Portfolio Servicing, Inc	WA	98133		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/23/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with monetary relief	Yes	Yes
Web	10/28/2013	Closed with explanation	Yes	No
Referral	11/01/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Phone	10/23/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	10/23/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	Yes
Postal mail	11/20/2013	Closed with explanation	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with non-monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/14/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

567215
566798
573058
582888
595875
566831
595915
595919
566879
573693
602835
574855
595945
580891
573722
581023
595970
581027
581029
580893
595994

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	NH	03055		N/A
Nationstar Mortgage	MI	48202		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Bank of America	GA	39845		N/A
Ditech Financial LLC	CA	92530		N/A
Wells Fargo & Company	CA	94306	Older American	N/A
SunTrust Banks, Inc.	NY	10458		N/A
Wells Fargo & Company	CA	91324		N/A
JPMorgan Chase & Co.	ID	83647		N/A
Ocwen	PA	18015		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
Bank of America	FL	33184		N/A
Ditech Financial LLC	CA	95136		N/A
PHH Mortgage	VA	23320		N/A
Nationstar Mortgage	FL	33020		N/A
Bank of America	FL	32716		N/A
Citibank	GA	30041		N/A
Nationstar Mortgage	MN	55128		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	10/29/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
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
Referral	11/05/2013	Closed with explanation	Yes	Yes
Phone	10/23/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Referral	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	11/05/2013	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
Web	11/19/2013	Closed with explanation	Yes	No
Referral	11/14/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

573748
566940
595099
595999
597073
580797
566954
580788
596013
574019
580904
566966
566970
573194
574076
580910
567556
603845
582893
574600
573826

Mortgage Complaints

Based on Consumer Complaints

11/13/2013	Mortgage	Conventional fixed mortgage
10/22/2013	Mortgage	FHA mortgage
11/13/2013	Mortgage	FHA mortgage
11/19/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	FHA mortgage
10/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/22/2013	Mortgage	Other mortgage
10/22/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	FHA mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	FHA mortgage
11/19/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Home equity loan or line of credit
11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/25/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/01/2013	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
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Settlement process and costs
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
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	MO	63130		N/A
Carrington Mortgage Holdings, LLC.	FL	33907		N/A
Bank of America	NH	03045		N/A
Wells Fargo & Company	NY	10014		N/A
Wells Fargo & Company	CA	90047	Older American	N/A
Nationstar Mortgage	CA	95615		N/A
Selene Finance	MD	20724		N/A
Bank of America	MA	02324		N/A
Wells Fargo & Company	NY	11426		N/A
M&T Bank Corporation	CA	90813		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
Residential Credit Solutions	NC	28227		N/A
Whitney Bank				N/A
Wells Fargo & Company	TX	77069		N/A
KeyBank NA	MN	56215		N/A
Ocwen	NY	10469	Older American	N/A
Citibank	FL	32536	Servicemember	N/A
Planet Home Lending, LLC	NY	14519		N/A
Ocwen	MI	48125		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/13/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Postal mail	12/04/2013	Closed with explanation	Yes	Yes
Fax	11/25/2013	Closed with explanation	Yes	Yes
Web	11/04/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Referral	10/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
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	11/19/2013	Closed with explanation	No	Yes
Referral	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	Yes
Web	11/27/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

596056
567025
596072
602800
611771
581461
603898
567065
567074
567533
610501
581504
610508
603189
580858
573918
603952
610521
610524
610543
581533

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
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 modification,collection,foreclosure
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
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	GA	30032		N/A
Nationstar Mortgage	OR	97007		N/A
Citibank	MI	49203		N/A
Select Portfolio Servicing, Inc	FL	33030		N/A
JPMorgan Chase & Co.	NH	03825		N/A
Wells Fargo & Company	CA	92590		N/A
JPMorgan Chase & Co.	IL	60651		N/A
Servis One, Inc.	GA	30355		N/A
Nationstar Mortgage	IL	60419		N/A
JPMorgan Chase & Co.	FL	33030		N/A
Bank of America	TX	77546		N/A
Bank of America	CA	93535		N/A
Bank of America	GA	30040		N/A
Deutsche Bank	MI	48227	Older American	N/A
Nationstar Mortgage	CA	93446	Older American	N/A
Selene Finance	PA	19032		N/A
BB&T Financial	GA	30132		N/A
Seterus, Inc.	FL	32218		N/A
Specialized Loan Servicing LLC	KY	40258		N/A
HSBC North America Holdings Inc.	PA	15084		N/A
Nationstar Mortgage	PA	19128		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/25/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with explanation	Yes	Yes
Postal mail	11/05/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	Yes
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed	Yes	Yes
Phone	11/21/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

610591
581570
611790
603680
610321
565708
604061
580950
581575
603681
604080
573184
602873
580777
611668
583181
612191
596305
567814
604116
610688

Mortgage Complaints

Based on Consumer Complaints

10/23/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Home equity loan or line of credit
10/23/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Home equity loan or line of credit
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Conventional fixed mortgage
10/23/2013	Mortgage	Reverse mortgage
11/13/2013	Mortgage	Home equity loan or line of credit
10/23/2013	Mortgage	Other 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
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
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

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
Bank of America	CA	91364		N/A
JPMorgan Chase & Co.	PA	16127	Older American	N/A
Ditech Financial LLC	FL	32317		N/A
Nationstar Mortgage	CA	95694		N/A
Bank of America	WI	54529		N/A
Wells Fargo & Company	GA	30080		N/A
Citibank	AR	72802		N/A
Wells Fargo & Company	TX	78611		N/A
Wells Fargo & Company	IL	32952		N/A
Ocwen	FL	33176		N/A
Ditech Financial LLC	CA	90047		N/A
Select Portfolio Servicing, Inc	FL	33014	Older American	N/A
PennyMac Loan Services, LLC	AL	35022		N/A
JPMorgan Chase & Co.	CA	91505	Older American	N/A
Citibank	MA	01581		N/A
Liberty Home Equity Solutions, Inc	NJ	07724	Older American	N/A
JPMorgan Chase & Co.	CA	95843		N/A
BB&T Financial	MD	21205		N/A

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

567836
567846
595260
574170
610731
567873
567879
604182
574202
604463
596427
567984
568019
602789
573065
604224
580899
596410
569364
596422
567948

Mortgage Complaints

Based on Consumer Complaints

11/25/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Other mortgage
10/23/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	FHA mortgage
11/25/2013	Mortgage	Conventional fixed 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
11/25/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

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
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
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 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.	NJ	08015		N/A
NVR Inc	MD	20759		N/A
Wells Fargo & Company	SC	29550		N/A
Resurgent Capital Services L.P.	MD	20882		N/A
Wells Fargo & Company	NE	68803		N/A
U.S. Bancorp	MI	48888		N/A
Wells Fargo & Company	SD	57785		N/A
PNC Bank N.A.	NV	89143		N/A
JPMorgan Chase & Co.	CA	95376		N/A
Bank of America	CA	93539	Older American	N/A
Wells Fargo & Company				N/A
Fay Servicing, LLC	NY	10553		N/A
Wells Fargo & Company	WI	54313		N/A
Ocwen	TX	77099		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
Nationstar Mortgage	CA	92648		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	11/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Fax	11/13/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with monetary relief	Yes	No
Postal mail	11/07/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	Yes
Referral	11/06/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Web	11/25/2013	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
Web	11/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

610818
573180
604636
567979
580854
588021
581194
588010
610893
588466
588455
582902
596530
611738
596977
568047
568055
587365
588317
604694
610944

Mortgage Complaints

Based on Consumer Complaints

10/23/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
10/28/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/25/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/02/2013	Mortgage	FHA mortgage
11/06/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	FHA mortgage
12/02/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	FHA mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Other mortgage
11/06/2013	Mortgage	Other mortgage
11/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/01/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Application, originator, mortgage broker
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
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
Loan servicing, payments, escrow account
Other
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	NJ	08234		N/A
PNC Bank N.A.	MD	20814	Servicemember	N/A
BankUnited	FL	33135		N/A
Bank of America	CA	90008		N/A
Citibank	CA	93036		N/A
Wells Fargo & Company	TX	77377		N/A
Ditech Financial LLC	MO	63109		N/A
HSBC North America Holdings Inc.	CA	91803		N/A
HSBC North America Holdings Inc.	OH	45247		N/A
Bank of America	CA	94587	Older American	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
Residential Credit Solutions	GA	30340		N/A
Ocwen	PA	19102		N/A
Nationwide Biweekly Administration, Inc	MN	55343		N/A
JPMorgan Chase & Co.	CA	94539		N/A
JPMorgan Chase & Co.	IL	60644	Older American	N/A
BB&T Financial	MD	20725		N/A
Ocwen	PA	19154		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/24/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with non-monetary relief	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	No
Web	11/25/2013	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
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

568065
587136
573162
595184
589579
596571
588348
588351
611061
611773
618173
588369
596607
617707
596611
617713
604456
588922
604482
582933
611048

Mortgage Complaints

Based on Consumer Complaints

11/25/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	FHA mortgage
12/02/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/13/2013	Mortgage	Other mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Other mortgage
10/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/28/2013	Mortgage	Reverse mortgage
11/25/2013	Mortgage	FHA mortgage
11/25/2013	Mortgage	FHA mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
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
10/29/2013	Mortgage	Conventional fixed mortgage
11/19/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Citizens Financial Group, Inc.	MI	48009		N/A
PNC Bank N.A.	OH	43207		N/A
PNC Bank N.A.	CA	92677		N/A
BankUnited	NJ	07755		N/A
New York Community Bank	CA	93101		N/A
Nationstar Mortgage	CA	95116		N/A
JPMorgan Chase & Co.	CA	93402		N/A
Ocwen	TX	78640		N/A
Bank of America	IL	62707		N/A
FCI Lender Services Inc.	MI	48081	Older American	N/A
Bank of America	CO	80130		N/A
Reverse Mortgage Solutions	MD	20689		N/A
Bank of America	TX	76036		N/A
Bank of America	NJ	08081	Older American	N/A
Ocwen	ND	58104		N/A
JPMorgan Chase & Co.	OK	74501		N/A
Wells Fargo & Company	PA	19083		N/A
Ocwen	FL	34117		N/A
HSBC North America Holdings Inc.	NY	14211		N/A
U.S. Bancorp	NV	89084	Older American	N/A
Nationstar Mortgage	NY	12306		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/25/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with non-monetary relief	Yes	No
Fax	12/03/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	Yes
Web	10/28/2013	Closed with explanation	Yes	Yes
Fax	11/05/2013	Closed	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with non-monetary relief	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Fax	11/07/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	No	
Web	10/29/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

611068
596668
616977
582943
574528
581090
596927
617789
588471
611108
574553
574135
611125
611127
575147
582965
587318
581964
611164
575113
604665

Mortgage Complaints

Based on Consumer Complaints

10/29/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/29/2013	Mortgage	FHA mortgage
11/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/19/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
10/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/29/2013	Mortgage	VA mortgage
10/29/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Home equity loan or line of credit
11/01/2013	Mortgage	Other 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	Conventional adjustable mortgage (ARM)
11/06/2013	Mortgage	FHA mortgage
10/29/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	FHA 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 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 servicing, payments, escrow account
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
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	55305		N/A
Seterus, Inc.	MD	20850	Older American	N/A
Bank of America	FL	32703		N/A
Wells Fargo & Company	GA	30228		N/A
PNC Bank N.A.	WI	53132		N/A
Bank of America	WY	83014	Older American	N/A
Bank of America	MA	01082		N/A
Citibank	MO	63839		N/A
Nationstar Mortgage	CA	94121		N/A
USAA Savings	UT	84025	Servicemember	N/A
First American Financial Corporation				N/A
First Niagara Bank	PA	16045		N/A
M&T Bank Corporation	MD	20678		N/A
Bank of America	NJ	07621		N/A
Citibank	PA	15146	Older American	N/A
Wells Fargo & Company	PA	19050		N/A
Bank of America	IN	47390		N/A
Ditech Financial LLC	NJ	07014		N/A
Carrington Mortgage Holdings, LLC.	TX	78757		N/A
Ditech Financial LLC	NJ	08831		N/A
Bank of America	IL	65803		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	10/29/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Web	11/06/2013	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
Referral	11/26/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with monetary relief	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	No
Fax	10/29/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	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
Web	11/13/2013	Closed with explanation	Yes	Yes
Web	11/15/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Web	11/19/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

575191
611733
575198
588544
604676
611182
611184
611191
575219
575239
574923
575112
612188
583000
611046
596839
574929
595602
588915
575300
605333

Mortgage Complaints

Based on Consumer Complaints

11/20/2013	Mortgage	FHA mortgage
11/20/2013	Mortgage	VA mortgage
11/25/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	FHA mortgage
12/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/02/2013	Mortgage	FHA mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	VA mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	FHA mortgage
11/20/2013	Mortgage	Other mortgage
12/02/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/06/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Other
Application, originator, mortgage broker
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
Other
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
Settlement process and costs
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	WA	98631		N/A
Wells Fargo & Company	SC	29801		N/A
Citibank	CA	90813		N/A
Bank of America	IL	60619		N/A
Nationstar Mortgage	VA	22025		N/A
BB&T Financial	NC	28027		N/A
Bank of America	FL	32221		N/A
Wells Fargo & Company	VA	22405		N/A
Round Point Mortgage	MD	20816		N/A
Bank of America	GA	30349		N/A
JPMorgan Chase & Co.	LA	70067		N/A
Bank of America	FL	33158		N/A
Bank of America	MO	63112		N/A
JPMorgan Chase & Co.	CA	91362		N/A
Ocwen	WA	98501		N/A
Ocwen	OH	43224		N/A
Bank of America	FL	33023		N/A
HSBC North America Holdings Inc.	KS	67205		N/A
Nationstar Mortgage	CA	90035		N/A
Specialized Loan Servicing LLC	CA	95003	Older American	N/A
Citibank	NJ	07059		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/19/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Postal mail	11/26/2013	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	11/25/2013	Closed with explanation	Yes	Yes
Web	11/19/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/19/2013	Closed with explanation	Yes	No
Postal mail	11/26/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with non-monetary relief	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	Yes
Referral	11/21/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	Yes
Referral	11/22/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

605335
605343
611299
605178
618229
618499
612170
605385
605393
605402
611338
611435
574926
611718
582103
604826
576741
605434
617830
604781
588733

Mortgage Complaints

Based on Consumer Complaints

11/25/2013	Mortgage	Other mortgage
10/29/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/01/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional fixed mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
10/29/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/01/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Other mortgage
11/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/25/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Arvest Bank	LA	70119		N/A
Ocwen	NY	10598	Servicemember	N/A
Ocwen	MN	85425		N/A
Wells Fargo & Company	WI	53224	Older American	N/A
EverBank	FL	32792	Servicemember	N/A
Bank of America	CA	95032		N/A
Nationstar Mortgage	GA	30620		N/A
Wells Fargo & Company	KY	41001	Older American	N/A
U.S. Bancorp	CT	06111		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
HSBC North America Holdings Inc.	CA	92590		N/A
Select Portfolio Servicing, Inc	DC	20005		N/A
Bank of America	NY	10025		N/A
Select Portfolio Servicing, Inc	CA	92115	Older American	N/A
Select Portfolio Servicing, Inc	WA	98012		N/A
Caliber Home Loans, Inc	MD	21239		N/A
JPMorgan Chase & Co.	CA	92626		N/A
Ocwen	FL	33177		N/A
JPMorgan Chase & Co.	OK	74061		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	11/26/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Postal mail	12/02/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	Yes
Web	11/06/2013	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	11/13/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Postal mail	12/03/2013	Closed with explanation	Yes	No
Web	11/01/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Postal mail	12/02/2013	Closed with explanation	Yes	Yes
Phone	12/03/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

611373
575421
606307
612210
604884
604868
612184
604823
587270
587206
582150
595303
597229
574948
611432
618159
582177
604798
597303
611717
618672

Mortgage Complaints

Based on Consumer Complaints

11/25/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	VA mortgage
11/14/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/06/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/25/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	FHA mortgage
11/07/2013	Mortgage	FHA mortgage
11/25/2013	Mortgage	VA mortgage
11/20/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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 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
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

CashCall, Inc.	OR	97701		N/A
Wells Fargo & Company	PA	15216	Servicemember	N/A
Wells Fargo & Company	NJ	07731		N/A
Nationstar Mortgage	PA	15108		N/A
Wells Fargo & Company	CA	90241		N/A
Nationstar Mortgage	IL	60555		N/A
Wells Fargo & Company	NV	89146		N/A
Bank of America	OK	73080		N/A
HSBC North America Holdings Inc.	NC	27406		N/A
Wells Fargo & Company	CA	91710		N/A
Ocwen	CA	95112		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	TX	77304		N/A
Nationstar Mortgage	IL	60123		N/A
Flagstar Bank	OR	97424		N/A
Ditech Financial LLC	KY	40241		N/A
Ditech Financial LLC	WA	98686		N/A
CIT Bank National Association	CA	92683		N/A
Arvest Bank	CA	94526	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/27/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with non-monetary relief	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/08/2013	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	No
Web	11/26/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	No	

Mortgage Complaints

Based on Consumer Complaints

612169
611477
598117
618698
605539
604820
588707
589414
610574
598153
589058
589434
618740
589438
618747
588994
611534
604788
598178
620338
604841

Mortgage Complaints

Based on Consumer Complaints

11/01/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/03/2013	Mortgage	Home equity loan or line of credit
11/25/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Home equity loan or line of credit
11/01/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	FHA mortgage
11/14/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Reverse mortgage
11/07/2013	Mortgage	Other mortgage
11/01/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Home equity loan or line of credit
12/03/2013	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 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
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	WI	53913		N/A
Bank of America	NC	28376	Servicemember	N/A
Bank of America	KY	40241		N/A
Select Portfolio Servicing, Inc	CA	92880		N/A
Wells Fargo & Company	CA	94559		N/A
Santander Bank US	MA	01009		N/A
Regions Financial Corporation	FL	34145		N/A
Sound Mortgage	HI	96782	Older American	N/A
U.S. Bancorp	FL	32210		N/A
Ditech Financial LLC	SC	29680		N/A
Ocwen				N/A
Wells Fargo & Company	NH	03574		N/A
Wells Fargo & Company	NJ	07068		N/A
Wells Fargo & Company	CA	94568		N/A
Citibank	LA	70072	Older American	N/A
Wells Fargo & Company	CA	95670		N/A
Nationstar Mortgage	CA	95451	Older American	N/A
Bank of America	NC	28212		N/A
Wells Fargo & Company	IL	60804		N/A
TD Bank US Holding Company	NY	10543	Older American	N/A
Bank of America	FL	33909		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/01/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	Yes
Postal mail	11/21/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	Yes
Phone	11/05/2013	Untimely response	No	
Web	12/03/2013	Closed with explanation	Yes	No
Phone	12/03/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/15/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with non-monetary relief	Yes	No
Fax	11/08/2013	Closed with explanation	Yes	No
Phone	11/22/2013	Closed with explanation	Yes	Yes
Referral	11/08/2013	Closed with explanation	Yes	Yes
Referral	11/14/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with non-monetary relief	Yes	Yes
Web	11/01/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

582315
618766
604789
619961
618872
611555
618923
582354
618811
618815
597330
598299
590427
589105
604886
590362
589132
590688
582422
598249
618866

Mortgage Complaints

Based on Consumer Complaints

11/25/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Conventional fixed mortgage
11/25/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Home equity loan or line of credit
11/02/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Home equity loan or line of credit
11/14/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Home equity loan or line of credit
12/03/2013	Mortgage	Conventional fixed mortgage
11/02/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	93619		N/A
Nationstar Mortgage	NV	89519		N/A
Altisource Portfolio Solutions, S.Ã r.l.	PA	19460	Servicemember	N/A
Wells Fargo & Company	CA	95386		N/A
Bank of America	NJ	07109		N/A
JPMorgan Chase & Co.	PA	19086		N/A
Stearns Ventures, LLC	HI	96745		N/A
Wells Fargo & Company	ID	83686		N/A
Specialized Loan Servicing LLC	IL	60108		N/A
Bayview Loan Servicing, LLC	FL	34117		N/A
Ditech Financial LLC	OH	45320		N/A
Bank of America	NH	03303		N/A
Nationstar Mortgage	NY	13601		N/A
JPMorgan Chase & Co.	IL	60174		N/A
Wells Fargo & Company	NY	10309		N/A
Round Point Mortgage	AL	36064		N/A
HSBC North America Holdings Inc.	NY	14619		N/A
Ocwen	IL	60423		N/A
Bank of America	IL	60190		N/A
Bank of America	IL	60423	Servicemember	N/A
Nationstar Mortgage	MO	64134		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/25/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with non-monetary relief	Yes	No
Fax	06/18/2014	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	Yes
Phone	12/03/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	Yes
Referral	11/26/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/08/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	Yes
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	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Fax	11/14/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	11/02/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

611621
597104
612133
618849
590716
618910
612285
612286
589003
582502
589739
598332
618944
619910
598353
597181
619028
582563
612369
612372
619512

Mortgage Complaints

Based on Consumer Complaints

11/14/2013	Mortgage	Home equity loan or line of credit
11/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/03/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Home equity loan or line of credit
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)

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 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 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
Other
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.	CA	92203		N/A
JPMorgan Chase & Co.	NY	11201		N/A
Bank of America	FL	33147		N/A
Bank of America	TN	37641		N/A
Wells Fargo & Company	NJ	08060		N/A
JPMorgan Chase & Co.	GA	30168		N/A
Bank of America	TX	78244		N/A
BBVA Compass	CA	95821		N/A
Valley National Bank	NJ	08854		N/A
Ocwen	PA	15317		N/A
U.S. Bancorp	SD	57064		N/A
KeyBank NA	OH	44305		N/A
Citibank	SC	29229		N/A
Residential Credit Solutions	CA	91355		N/A
Ocwen	NY	11420	Older American	N/A
BMO Harris	IN	46322		N/A
HSBC North America Holdings Inc.	NY	14416		N/A
Ocwen				N/A
Specialized Loan Servicing LLC	CO	80229		N/A
JPMorgan Chase & Co.	IL	60626		N/A
Select Portfolio Servicing, Inc	CA	92867		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/14/2013	Closed with explanation	Yes	No
Phone	11/08/2013	Closed with explanation	Yes	No
Postal mail	11/14/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	Yes
Referral	12/02/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/14/2013	Closed	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Fax	12/03/2013	Closed with explanation	No	No
Fax	11/07/2013	Closed with explanation	Yes	Yes
Referral	11/08/2013	Closed with non-monetary relief	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Postal mail	11/27/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

598505
589052
599862
612413
598539
612518
612637
597129
612606
598564
619139
598587
612465
619182
590700
590213
590219
612505
590115
620259
619924

Mortgage Complaints

Based on Consumer Complaints

11/26/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Other mortgage
11/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Home equity loan or line of credit
11/26/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Home equity loan or line of credit
11/26/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	FHA mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/03/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/07/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Other mortgage
12/03/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Ocwen	NC	27249		N/A
Ocwen	OH	44035		N/A
Ditech Financial LLC	MI	48009		N/A
Bank of America	MD	20603		N/A
Select Portfolio Servicing, Inc	MD	21702		N/A
Boeing Employees' Credit Union	WA	98106		N/A
Wells Fargo & Company	NM	87112		N/A
HSBC North America Holdings Inc.	NY	10530		N/A
JPMorgan Chase & Co.	MI	48236		N/A
Wells Fargo & Company	OH	45152		N/A
Bank of America	NC	28601	Servicemember	N/A
JPMorgan Chase & Co.	MD	21663		N/A
JPMorgan Chase & Co.	FL	34668	Servicemember	N/A
Seterus, Inc.	OR	97006		N/A
Ocwen	CO	81137		N/A
Round Point Mortgage	CA	92392		N/A
Ditech Financial LLC	VA	24541		N/A
JPMorgan Chase & Co.	FL	33162		N/A
Citibank	NJ	07205		N/A
Citibank	GA	30071		N/A
Ditech Financial LLC	CA	95121		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	11/29/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with explanation	Yes	No
Postal mail	12/03/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Phone	12/04/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Phone	11/26/2013	Closed with explanation	Yes	No
Phone	11/08/2013	Closed with explanation	Yes	No
Postal mail	12/04/2013	Closed	Yes	No
Postal mail	12/04/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

612529
619233
589429
590199
613544
619286
612609
613631
620339
619928
612676
590318
619381
619383
619983
612712
590402
620346
619539
620315
619642

Mortgage Complaints

Based on Consumer Complaints

12/03/2013	Mortgage	Conventional fixed mortgage
12/03/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Second mortgage
11/20/2013	Mortgage	FHA mortgage
11/20/2013	Mortgage	FHA mortgage
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	FHA 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
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
11/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Settlement process and costs
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
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
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

Seterus, Inc.	IL	60137	Older American	N/A
Bank of America	OR	97502		N/A
LCS Financial Corporation	FL	32218		N/A
Arbor Residential Mortgage LLC	MD	20735		N/A
JPMorgan Chase & Co.	IL	60428		N/A
Ocwen	PA	17327		N/A
Bank of America	CA	92877		N/A
Capital One	NJ	07070		N/A
EverBank	MI	48382		N/A
EverBank	TX	75052		N/A
Wells Fargo & Company	PA	17545		N/A
Ocwen	NJ	08088		N/A
Citibank	VA	22315		N/A
PHH Mortgage	MO	64060		N/A
Select Portfolio Servicing, Inc	CA	92584		N/A
Nationstar Mortgage	FL	33024		N/A
Bank of America	CA	91754		N/A
Wells Fargo & Company	FL	33409		N/A
Select Portfolio Servicing, Inc	GA	30039		N/A
Specialized Loan Servicing LLC	NV	89441		N/A
Bank of America	TX	75052		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	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	11/27/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	Yes
Referral	11/21/2013	Closed with explanation	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	Yes
Fax	11/21/2013	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 monetary relief	Yes	No
Postal mail	11/20/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed	Yes	No
Web	12/04/2013	Closed with explanation	Yes	Yes
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	No
Referral	12/04/2013	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

619750
619822
620433
605789
605798
605169
605912
605266
604775
620474
604901
620514
606144
620552
621676
620572
620583
622234
620589
606226
622159

Mortgage Complaints

Based on Consumer Complaints

12/10/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	FHA mortgage
12/04/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	VA mortgage
12/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	FHA mortgage
12/10/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Home equity loan or line of credit
11/20/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	FHA mortgage
12/10/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

Other
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
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Other
Settlement process and costs
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Wells Fargo & Company	WA	98292		N/A
Metropolitan Home Mortgage, Inc.	MI	49085		N/A
Wells Fargo & Company	OR	97217		N/A
Citibank	CT	06901	Older American	N/A
Nationstar Mortgage	IL	62094	Servicemember	N/A
Ocwen	CA	92832		N/A
Wells Fargo & Company	GA	30327		N/A
Nationstar Mortgage	NJ	08831	Older American	N/A
Ocwen	CA	95633		N/A
Ocwen	GA	30044		N/A
Ocwen	TN	37918		N/A
JPMorgan Chase & Co.	SC	29607		N/A
Bank of America	MO	63049		N/A
HSBC North America Holdings Inc.	GA	30340		N/A
Ocwen	NJ	08085		N/A
Round Point Mortgage	CA	94598		N/A
Wells Fargo & Company	VA	23188	Older American	N/A
Resurgent Capital Services L.P.	GA	30605		N/A
JPMorgan Chase & Co.	KY	40383		N/A
Flagstar Bank	NV	89447		N/A
Citibank	WI	53404		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	12/10/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with non-monetary relief	Yes	No
Fax	12/05/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	Yes
Web	12/04/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Postal mail	11/27/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	Yes
Postal mail	12/11/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with non-monetary relief	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Postal mail	12/17/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed with monetary relief	Yes	Yes
Postal mail	12/04/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	12/10/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

627921
621664
606295
621718
606375
620689
613138
606412
612755
621679
629256
614073
620739
628096
628098
612786
606481
613650
606486
612811
628118

Mortgage Complaints

Based on Consumer Complaints

11/26/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Other mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Conventional fixed mortgage
11/20/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Other mortgage
11/21/2013	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 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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	AZ	85033		N/A
JPMorgan Chase & Co.	NY	11235		N/A
Select Portfolio Servicing, Inc	MI	48382		N/A
Nationstar Mortgage	MD	21122		N/A
Wells Fargo & Company				N/A
PNC Bank N.A.	CA	91745		N/A
Ditech Financial LLC	MI	48382	Servicemember	N/A
Altisource Portfolio Solutions, S.Ã r.l.	CA	92103		N/A
JPMorgan Chase & Co.	CA	92101		N/A
Seterus, Inc.	NJ	08550		N/A
Select Portfolio Servicing, Inc	FL	33023		N/A
Bank of America	MD	20770		N/A
JPMorgan Chase & Co.	PA	15235		N/A
Bank of America	FL	33015		N/A
Specialized Loan Servicing LLC	CA	94545		N/A
Wells Fargo & Company	IL	60615	Older American	N/A
Ditech Financial LLC	NJ	07753		N/A
SN SERVICING CORPORATION	KY	41230		N/A
Nationstar Mortgage	NY	12550		N/A
Wells Fargo & Company	VT	05401		N/A
Sun West Mortgage Company, Inc.	FL	33173		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/27/2013	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
Referral	12/05/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Fax	12/09/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with non-monetary relief	Yes	Yes
Web	12/05/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	11/26/2013	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
Referral	11/22/2013	Closed with non-monetary relief	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

613291
600498
627602
598635
621112
606548
620380
628169
621949
612946
628209
612949
606623
628228
628233
606621
598920
628933
606657
607177
606706

Mortgage Complaints

Based on Consumer Complaints

11/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Home equity loan or line of credit
11/21/2013	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
12/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	FHA mortgage
11/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
11/21/2013	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 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 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
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

Primary Residential Mortgage	MD	20748		N/A
Ditech Financial LLC	AZ	85757		N/A
Residential Credit Solutions	HI	96792		N/A
TD Bank US Holding Company	NY	11215		N/A
Citibank	OR	97539		N/A
Citibank	CA	95472		N/A
Wells Fargo & Company	OR	97128		N/A
Ditech Financial LLC	KS	66604		N/A
Nationstar Mortgage	MD	21043		N/A
Quicken Loans	VA	24630		N/A
Ditech Financial LLC	FL	33612		N/A
Zions Bancorporation	OR	97219		N/A
Nationstar Mortgage	MS	39401		N/A
Ocwen	TX	78626	Older American	N/A
JPMorgan Chase & Co.	NJ	08502		N/A
Caliber Home Loans, Inc	CO	80113		N/A
Bank of America	CA	93277		N/A
CIT Bank National Association	CA	92336		N/A
Flagstar Bank	MD	20721		N/A
Ocwen	PA	19611		N/A
JPMorgan Chase & Co.	CA	95825		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/22/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Postal mail	12/12/2013	Closed with non-monetary relief	Yes	No
Web	11/14/2013	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	11/20/2013	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	Yes
Web	11/20/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with non-monetary relief	Yes	No
Phone	12/13/2013	Closed	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	Yes
Referral	11/21/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

607058
607186
628277
627641
598835
607254
607215
607282
607284
621746
607292
607296
613088
597233
628405
613105
610255
628419
607367
607106
607369

Mortgage Complaints

Based on Consumer Complaints

11/21/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	VA mortgage
11/26/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
11/26/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/21/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	FHA mortgage
12/04/2013	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
11/21/2013	Mortgage	VA mortgage
11/14/2013	Mortgage	FHA mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Home equity loan or line of credit
11/21/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

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

Wells Fargo & Company	CA	95825		N/A
Gateway Mortgage Group, LLC	AR	72120	Servicemember	N/A
Wells Fargo & Company				N/A
Nationstar Mortgage	CA	94806	Older American	N/A
Bank of America	NY	11743		N/A
Ditech Financial LLC	PA	18902		N/A
Bank of America	CA	90076		N/A
Ocwen	TX	75092		N/A
Ocwen	AZ	85650		N/A
Citibank	GA	30311		N/A
Wells Fargo & Company	CT	06365		N/A
Bank of America	MI	48125		N/A
Seterus, Inc.	VA	22310		N/A
Ditech Financial LLC	CO	80134		N/A
Ocwen	MD	20854		N/A
USAA Savings	VA	22193		N/A
Wells Fargo & Company	FL	34761		N/A
Goldman Sachs Bank USA	NV	89156	Servicemember	N/A
Whitney Bank	FL	32446		N/A
Nationstar Mortgage	FL	34231	Older American	N/A
Residential Credit Solutions	TX	76116		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/22/2013	Closed with explanation	Yes	Yes
Phone	12/04/2013	Closed with explanation	Yes	No
Postal mail	11/27/2013	Closed with explanation	Yes	No
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	11/26/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes
Referral	11/21/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/04/2013	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
Web	11/27/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Referral	12/13/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Phone	01/03/2014	Closed with explanation	No	

Mortgage Complaints

Based on Consumer Complaints

607370
621052
613597
599028
606787
607338
613642
607049
621083
607491
613186
621723
629263
641010
641015
607101
597970
597224
629401
607528
641028

Mortgage Complaints

Based on Consumer Complaints

12/20/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	Home equity loan or line of credit
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Other mortgage
12/04/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Other mortgage
11/26/2013	Mortgage	FHA mortgage
12/10/2013	Mortgage	Conventional fixed mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	FHA 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
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 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 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	GA	30088		N/A
Wells Fargo & Company	GA	30016		N/A
JPMorgan Chase & Co.	CA	92508		N/A
Caliber Home Loans, Inc	WA	99016		N/A
Wells Fargo & Company	VA	24557		N/A
Wells Fargo & Company	CA	92126		N/A
Bank of America	CA	92592		N/A
Ditech Financial LLC	CA	95003		N/A
Ocwen	MI	48382		N/A
Select Portfolio Servicing, Inc	KY	40253		N/A
Caliber Home Loans, Inc	CA	92131		N/A
Bank of America	CO	80915	Servicemember	N/A
Select Portfolio Servicing, Inc	AZ	85253		N/A
Ocwen	CA	91770		N/A
Wells Fargo & Company	GA	30326		N/A
Select Portfolio Servicing, Inc	CA	91403		N/A
Pentagon FCU	MD	20852	Older American	N/A
Bayview Loan Servicing, LLC	NV	89044		N/A
Ocwen	CA	92656		N/A
Franklin Credit Management	TX	78261		N/A
Wells Fargo & Company	IL	60193		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Web	11/15/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Referral	12/26/2013	Closed with explanation	Yes	No
Phone	11/19/2013	Closed with explanation	Yes	No
Fax	12/05/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Web	12/04/2013	Closed with explanation	Yes	Yes
Phone	11/18/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Phone	11/21/2013	Closed	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Phone	01/03/2014	Closed	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

642275
628810
606793
599126
640948
599142
642216
599175
620382
597462
622341
599226
621228
599234
613639
629269
599180
641126
599287
621263
607047

Mortgage Complaints

Based on Consumer Complaints

12/20/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Other mortgage
11/14/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	Conventional fixed mortgage
12/04/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	FHA mortgage
12/20/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	FHA mortgage
12/20/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	FHA mortgage
12/20/2013	Mortgage	FHA mortgage
11/26/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Other mortgage
11/26/2013	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 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 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
Settlement process and costs
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	TX	77373	N/A
Wells Fargo & Company	CA	92626	N/A
JPMorgan Chase & Co.	NJ	07764	N/A
Ocwen	CA	92626	N/A
M&T Bank Corporation	OR	97140	N/A
Bank of America	UT	84098	N/A
Caliber Home Loans, Inc	CA	77498	N/A
Wells Fargo & Company	OR	97302	N/A
JPMorgan Chase & Co.	NH	03057	N/A
Guaranteed Rate	IL	60047	N/A
Wells Fargo & Company	CA	93420	N/A
Ditech Financial LLC	TX	78245	N/A
Bank of America	MD	21215	N/A
Bank of America	FL	33021	N/A
Ditech Financial LLC	IL	60440	N/A
T.D. Service Financial Corporation	CA	91361	N/A
Bank of America	NY	12589	N/A
Wells Fargo & Company	GA	30326	N/A
Wells Fargo & Company	CA	95126	N/A
Citibank	NY	14105	N/A
Citizens Financial Group, Inc.	MD	20850	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/03/2014	Closed with explanation	Yes	No
Web	11/18/2013	Closed with non-monetary relief	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with non-monetary relief	Yes	Yes
Web	11/21/2013	Closed with explanation	Yes	Yes
Web	12/05/2013	Closed with non-monetary relief	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	Yes
Postal mail	12/11/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	Yes
Web	11/26/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

642234
597301
628704
597302
621392
599335
606684
621748
621366
635292
642236
641139
628747
635905
642239
628769
599389
641698
613452
597176
613475

Mortgage Complaints

Based on Consumer Complaints

12/16/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/26/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/27/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/16/2013	Mortgage	FHA mortgage
11/27/2013	Mortgage	Other mortgage
11/27/2013	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
11/15/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	VA mortgage
12/04/2013	Mortgage	Reverse 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 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 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

Nationstar Mortgage	NY	11004		N/A
Select Portfolio Servicing, Inc	AZ	85253		N/A
Capital One	CA	95492	Older American	N/A
Quicken Loans	NH	03038		N/A
Ocwen	IL	60013		N/A
Nationstar Mortgage	CO	80234		N/A
SunTrust Banks, Inc.	CA	94582		N/A
JPMorgan Chase & Co.	CA	92007		N/A
PNC Bank N.A.	HI	96768	Older American	N/A
Bank of America	CA	91411		N/A
Morgan Stanley	FL	33615		N/A
Citibank	CA	94533		N/A
Wells Fargo & Company	HI	96812		N/A
Nationstar Mortgage	CA	90640		N/A
CIT Bank National Association	CA	91331	Older American	N/A
Ocwen	IL	60411		N/A
Select Portfolio Servicing, Inc	FL	33409		N/A
Bayview Loan Servicing, LLC	FL	32952		N/A
Resurgent Capital Services L.P.	IL	60628		N/A
Bank of America	TN	37042		N/A
CIT Bank National Association	AZ	85283	Older American,	N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	12/19/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with explanation	Yes	Yes
Referral	11/27/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	11/29/2013	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	01/06/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

635367
628829
599463
614198
614130
615725
599491
614207
599498
614210
641253
635424
614215
615689
597406
599583
599590
599517
597471
631037
621499

Mortgage Complaints

Based on Consumer Complaints

11/21/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	FHA mortgage
12/16/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Other mortgage
11/21/2013	Mortgage	Home equity loan or line of credit
12/16/2013	Mortgage	Other mortgage
12/21/2013	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
12/21/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	FHA mortgage
12/04/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/21/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	VA 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 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 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

			Servicemember	
Ocwen				N/A
Bogman, Inc	MD	20772		N/A
Round Point Mortgage	NJ	08010		N/A
Ocwen	GA	30030		N/A
PennyMac Loan Services, LLC	GA	30013		N/A
Nationstar Mortgage	NC	28115		N/A
Wells Fargo & Company	AZ	85395	Older American, Servicemember	N/A
Bank of America	FL	33534		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
Nationstar Mortgage	CA	90046		N/A
Specialized Loan Servicing LLC	NY	11230		N/A
Bank of America	FL	32757		N/A
Nationstar Mortgage	CA	92703		N/A
Nationstar Mortgage	TX	75249	Servicemember	N/A
Ocwen	HI	96815		N/A
Discover	AR	72758		N/A
Wells Fargo & Company	VA	23503	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/25/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	01/06/2014	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	12/26/2013	Closed with explanation	Yes	No
Referral	12/26/2013	Closed	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Fax	12/06/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

607866
635485
635486
641305
640041
607873
636557
641315
640107
614285
630583
607894
641323
641324
599567
621540
641343
614306
607933
629494

Mortgage Complaints

Based on Consumer Complaints

11/27/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/04/2013	Mortgage	FHA mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
12/16/2013	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
12/30/2013	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
12/11/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/21/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
11/27/2013	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 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
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

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
Specialized Loan Servicing LLC	CA	90638		N/A
Bank of America	MD	20746		N/A
Bank of America	KS	66073		N/A
Wells Fargo & Company	IN	46526		N/A
Bank of America	DC	20032		N/A
Bank of America	GA	30518		N/A
Ocwen	NY	11234		N/A
BB&T Financial	GA	30038	Older American, Servicemember	N/A
PNC Bank N.A.	PW	16105		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
Ditech Financial LLC	OH	43320		N/A
JPMorgan Chase & Co.	CA	90049		N/A
HSBC North America Holdings Inc.	MI	48152	Servicemember	N/A
Ocwen	FL	32311		N/A
Ocwen	TX	75019		N/A
Ocwen	CA	94030		N/A
Select Portfolio Servicing, Inc	IN	46236		N/A
U.S. Bancorp	WA	98270		N/A

Web	11/26/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed	Yes	No
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	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	12/30/2013	Closed with explanation	Yes	Yes
Web	11/18/2013	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
Referral	12/18/2013	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	Yes
Web	12/21/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	Yes
Referral	11/29/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

614159
630612
621713
599626
635573
614349
629533
597403
649426
599668
608014
608016
622350
629895
649445
641436
649165
640007
630551
623429
615492

Mortgage Complaints

Based on Consumer Complaints

11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/21/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	FHA mortgage
12/16/2013	Mortgage	VA mortgage
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
12/11/2013	Mortgage	Other mortgage
11/15/2013	Mortgage	FHA mortgage
12/16/2013	Mortgage	Other mortgage
12/21/2013	Mortgage	Conventional fixed mortgage
12/16/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Credit decision / Underwriting
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
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 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	NJ	08054		N/A
Nationstar Mortgage	PA	19501		N/A
Ocwen	CA	92583	Older American	N/A
Citibank	MI	48070		N/A
Ditech Financial LLC	IL	60438		N/A
PHH Mortgage	ME	04073	Older American, Servicemember	N/A
U.S. Bancorp	MI	49546		N/A
M&T Bank Corporation	TX	78052		N/A
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
Wells Fargo & Company	NJ	08753		N/A
Flagstar Bank	MD	20708		N/A
Citibank	FL	32750		N/A
PennyMac Loan Services, LLC	NJ	08512		N/A
Nationstar Mortgage	DC	20008	Older American	N/A
PNC Bank N.A.	NC	27410		N/A
Select Portfolio Servicing, Inc	CA	92626		N/A
Ditech Financial LLC	LA	70816		N/A
JPMorgan Chase & Co.	TX	77545		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	11/27/2013	Closed with explanation	Yes	No
Referral	12/19/2013	Closed with explanation	Yes	No
Web	12/21/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	Yes
Referral	12/12/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	12/23/2013	Closed with explanation	Yes	No
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
Postal mail	12/13/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Referral	12/26/2013	Closed with explanation	No	No
Web	12/21/2013	Closed with explanation	Yes	Yes
Referral	12/20/2013	Closed with non-monetary relief	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

614395
614397
641469
630186
630239
630140
630870
634696
639989
614436
599773
650557
629598
629346
599789
635704
641703
635705
623467
614455
614869

Mortgage Complaints

Based on Consumer Complaints

12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	FHA mortgage
12/11/2013	Mortgage	FHA mortgage
12/21/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/22/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Other mortgage
12/22/2013	Mortgage	Home equity loan or line of credit
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/05/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	FHA mortgage
12/11/2013	Mortgage	Other mortgage
12/22/2013	Mortgage	FHA mortgage
11/27/2013	Mortgage	FHA mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/30/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

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

Ocwen	CA	95956		N/A
Bank of America	GA	30273		N/A
Bank of America	MD	21234		N/A
Nationstar Mortgage	AZ	85024		N/A
Wells Fargo & Company	CA	94521		N/A
Bank of America	OH	43311		N/A
Nationstar Mortgage	MD	21017		N/A
Wells Fargo & Company	FL	33414		N/A
Caliber Home Loans, Inc	NV	89117		N/A
Bank of America				N/A
Citibank	MI	48021		N/A
Ocwen	CA	90027		N/A
U.S. Bancorp	FL	32828		N/A
Loan Care	MD	20841		N/A
Bank of America	CA	94550		N/A
Quicken Loans	FL	32541	Older American, Servicemember	N/A
Select Portfolio Servicing, Inc	MA	02186		N/A
Bank of America	WA	98321		N/A
Bank of America	NC	28117		N/A
Wells Fargo & Company	MI	48382		N/A
JPMorgan Chase & Co.	GA	30047		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/04/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Web	12/21/2013	Closed with explanation	Yes	No
Web	12/21/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	Yes
Web	12/21/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	Yes
Web	12/04/2013	Closed with explanation	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	Yes
Web	12/05/2013	Closed with explanation	Yes	No
Phone	11/18/2013	Closed with explanation	Yes	No
Postal mail	11/29/2013	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed with explanation	Yes	Yes
Fax	01/08/2014	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

622420
623463
630389
641546
641555
630322
641558
622452
622453
622455
629644
630268
641583
615774
622473
599888
615763
649617
630102
648770
635811

Mortgage Complaints

Based on Consumer Complaints

12/22/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/27/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/22/2013	Mortgage	Home equity loan or line of credit
12/30/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Other mortgage
12/22/2013	Mortgage	Conventional fixed mortgage
12/22/2013	Mortgage	Home equity loan or line of credit
12/30/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	FHA mortgage
11/15/2013	Mortgage	Other mortgage
11/15/2013	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 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 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

Ocwen	NJ	07871		N/A
Wells Fargo & Company	FL	33541	Older American, Servicemember	N/A
Bank of America	NJ	08520		N/A
Bank of America	NY	13152		N/A
Nationstar Mortgage	NV	89178		N/A
Wells Fargo & Company	DC	20008		N/A
Navy FCU	CA	92108		N/A
Ditech Financial LLC	AZ	85340	Servicemember	N/A
Ditech Financial LLC	PA	18055		N/A
Wells Fargo & Company	IL	60805		N/A
Ocwen	RI	02835		N/A
JPMorgan Chase & Co.	WA	98443		N/A
U.S. Bancorp	MD	21133		N/A
Franklin Credit Management	NY	11212		N/A
U.S. Bancorp	NE	68132		N/A
Bank of America	MD	20901		N/A
CIT Bank National Association	MD	20747		N/A
Wells Fargo & Company	FL	33185	Older American	N/A
VHDA	VA	23229		N/A
Seterus, Inc.	OH	44234		N/A
Wells Fargo & Company	NY	11801		N/A

Web	12/22/2013	Closed with explanation	Yes	Yes
Phone	11/29/2013	Closed with explanation	Yes	No
Phone	11/29/2013	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/10/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
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	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	Yes	Yes
Referral	12/20/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

641611

614541

615745
641634
649651
649652
650670
640210
641641
649655
629345
636382
636385
636390
636392
636393
636395
636670
614405
600150
599875

Mortgage Complaints

Based on Consumer Complaints

12/23/2013	Mortgage	Home equity loan or line of credit
11/27/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	VA mortgage
12/23/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Home equity loan or line of credit
12/30/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/27/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Other 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 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 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 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	NJ	08094		N/A
Ocwen	CA	95628		N/A
Bank of America	CA	92101		N/A
JPMorgan Chase & Co.	GA	30215		N/A
New York Community Bank	IL	60429		N/A
Bank of America	MI	48417		N/A
Ocwen	FL	34668		N/A
U.S. Bancorp	NJ	07753	Older American	N/A
EverBank	CA	92108		N/A
Nationstar Mortgage	TX	75056		N/A
Wells Fargo & Company	WA	99320	Servicemember	N/A
Nationstar Mortgage	OH	44121		N/A
Ocwen	MD	21227		N/A
Fifth Third Financial Corporation	VA	22032		N/A
Citibank	CT	06484		N/A
Ocwen	GA	30317		N/A
Wells Fargo & Company	NJ	07871		N/A
Flagstar Bank	CA	92101		N/A
Ocwen	MD	21227		N/A
Ditech Financial LLC	CT	06610		N/A
21st Mortgage Corporation	GA	30420		N/A
Residential Credit Solutions	SC	29072		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/23/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	Yes
Web	12/10/2013	Closed with monetary relief	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Fax	12/05/2013	Closed with non-monetary relief	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	No
Referral	03/25/2014	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Web	12/16/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	Yes
Web	12/23/2013	Closed with monetary relief	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	Yes
Referral	11/29/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Referral	11/27/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

644127
615411
642760
622580
649727
622593
630904
643114
636482
638091
636486
643247
649748
642789
598053
649770
629855
642716
614672
614673
614674
615415

Mortgage Complaints

Based on Consumer Complaints

12/05/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/17/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	FHA mortgage
12/05/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	FHA mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
11/27/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	Home equity loan or line of credit
12/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/17/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Loan 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
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
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				N/A
Ocwen	MA	02302		N/A
Imortgage.com, Inc.	CA	91331		N/A
Bank of America	MN	55129		N/A
Select Portfolio Servicing, Inc	CA	96001	Older American	N/A
Bank of America	FL	34682		N/A
JPMorgan Chase & Co.	GA	30043		N/A
Select Portfolio Servicing, Inc	MI	48610		N/A
M&T Bank Corporation	DE	19702		N/A
Centennial Lending LLC	CO	80603		N/A
OneMain Financial Holdings, LLC	TX	78736		N/A
Ocwen	AZ	85338		N/A
Ocwen	FL	32092		N/A
Bank of America	CA	94122		N/A
Wells Fargo & Company	CA	90039		N/A
Ocwen	TX	75040		N/A
JPMorgan Chase & Co.	CA	92843		N/A
Carrington Mortgage Holdings, LLC.	CA	92656		N/A
Wells Fargo & Company	GA	31410		N/A
Ocwen	OH	43204		N/A
Ocwen	CO	80018		N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	12/05/2013	Closed with non-monetary relief	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with non-monetary relief	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Fax	12/06/2013	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with explanation	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	Yes
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	11/18/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

622629
636530
649785
649776
636609
622643
623421
622594
636560
600186
622668
615744
644101
615743
600226
600238
649877
597946
636633
649154
622738

Mortgage Complaints

Based on Consumer Complaints

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
11/27/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	FHA mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
11/15/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Home equity loan or line of credit
12/23/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan 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
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Application, originator, mortgage broker
Other
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.	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
Ocwen	NY	11952		N/A
U.S. Bancorp	MN	55305		N/A
Nationstar Mortgage	OH	44135		N/A
U.S. Bancorp	FL	32218		N/A
Wells Fargo & Company	FL	33327		N/A
Wells Fargo & Company	NY	10024		N/A
JPMorgan Chase & Co.	LA	70363		N/A
Bank of America	NJ	07607		N/A
Ocwen	PA	19038		N/A
Citizens Financial Group, Inc.	PA	19004	Older American	N/A
Nationstar Mortgage	NJ	07079		N/A
Wells Fargo & Company	NJ	08402		N/A
JPMorgan Chase & Co.	OH	43130		N/A
Whitney Bank	GA	30338		N/A
Bank of America	NY	11205		N/A
Flagstar Bank	IL	60615		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Web	11/27/2013	Closed	Yes	No
Web	12/17/2013	Closed with non-monetary relief	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	Yes
Phone	12/23/2013	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	Yes
Phone	01/14/2014	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Fax	12/23/2013	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

637805
615007
622764
638106
614874
614894
636718
636719
622789
600353
636725
650680
643167
643042
636769
638099
636779
636791
636792
636819
644128

Mortgage Complaints

Based on Consumer Complaints

12/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/30/2013	Mortgage	VA mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	FHA mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/23/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/17/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	FHA mortgage
12/31/2013	Mortgage	Conventional fixed mortgage
12/23/2013	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 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
Other
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
Settlement process and costs
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	DC	20008		N/A
Success Mortgage, LLC	WV	26337	Servicemember	N/A
Quantum Servicing Company	GA	30707		N/A
M&T Bank Corporation	OH	44446	Servicemember	N/A
Nationstar Mortgage	NY	11763		N/A
Ocwen	NY	10019		N/A
Bank of America	CA	92011		N/A
Wells Fargo & Company	MD	20906		N/A
Ocwen	NY	10901		N/A
Wells Fargo & Company	HI	96813		N/A
Provident Funding	CA	91362		N/A
Wells Fargo & Company	NY	10185		N/A
Seterus, Inc.	MI	48130		N/A
Ocwen	NJ	07032		N/A
JPMorgan Chase & Co.	MD	21045		N/A
Select Portfolio Servicing, Inc	PR	00984	Older American	N/A
Select Portfolio Servicing, Inc	FL	33197		N/A
Bank of America	CO	80205		N/A
Wells Fargo & Company	NC	28409		N/A
Flagstar Bank	OH	44149		N/A
Quicken Loans	MD	20902		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/30/2013	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	No	
Web	12/30/2013	Closed with explanation	Yes	Yes
Phone	12/31/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Fax	01/06/2014	Closed with explanation	Yes	Yes
Web	12/26/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with monetary relief	Yes	No
Phone	01/02/2014	Closed with explanation	Yes	No
Postal mail	12/24/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed	Yes	Yes
Referral	12/23/2013	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed with explanation	No	
Phone	01/06/2014	Closed with explanation	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

648960
650166
638584
650185
650225
643266
638124
650271
636259
650305
644150
643366
637066
650424
636425
650451
642436
637146
642432
650550
643581

Mortgage Complaints

Based on Consumer Complaints

12/17/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	Home equity loan or line of credit
12/23/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	VA mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	FHA mortgage
12/23/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/31/2013	Mortgage	Other mortgage
12/17/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/31/2013	Mortgage	FHA mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ditech Financial LLC				N/A
JPMorgan Chase & Co.	NY	11706	Older American	N/A
Wells Fargo & Company	OK	74135		N/A
USAA Savings	TN	37042	Servicemember	N/A
Round Point Mortgage	GA	30087		N/A
M&T Bank Corporation	KS	66086		N/A
Ocwen	MI	48130		N/A
Bank of America	PA	19007		N/A
Ocwen	NJ	07052		N/A
Bank of America	VA	23462		N/A
SunTrust Banks, Inc.	MA	01540		N/A
Bank of America	NY	11580		N/A
Select Portfolio Servicing, Inc	WA	98272		N/A
Bank of America	MI	48026		N/A
Bayview Loan Servicing, LLC	NY	10472		N/A
Ocwen	AZ	85303		N/A
U.S. Bancorp	TX	77073		N/A
Bank of America	FL	32563		N/A
JPMorgan Chase & Co.	CA	92025		N/A
Ocwen	FL	33761		N/A
Ocwen	HI	96789		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/20/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with non-monetary relief	Yes	No
Web	01/13/2014	Closed with monetary relief	Yes	No
Web	12/31/2013	Closed with monetary relief	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Postal mail	01/06/2014	Closed with explanation	Yes	No
Referral	01/14/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Phone	01/02/2014	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

637254
643617
637283
650610
643639
650594
637068
637313
643671
648963
650991
637393
636972
650776
637412
650791
650794
650804
651363
650928
648915

Mortgage Complaints

Based on Consumer Complaints

12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Conventional fixed mortgage
12/31/2013	Mortgage	Other mortgage
12/31/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed 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	Other mortgage
12/05/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/05/2013	Mortgage	Other mortgage
11/27/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Bank of America	GA	30360		N/A
Ocwen	NV	89040		N/A
Citibank	GA	30265		N/A
Citibank	PA	17070		N/A
U.S. Bancorp	AZ	85120		N/A
Ocwen	FL	33467		N/A
Rushmore Loan Management Services LLC	FL	33176		N/A
Nationstar Mortgage	CA	95991		N/A
First Mortgage Corporation	CA	92395		N/A
Ocwen	CA	90041		N/A
Arvest Bank	FL	33146		N/A
Bank of America	NY	11755		N/A
Nationstar Mortgage	SC	29678		N/A
Wells Fargo & Company	PA	19038		N/A
Seterus, Inc.	CA	93306		N/A
Citibank	NY	11520	Older American	N/A
Wells Fargo & Company	DC	20036		N/A
Wells Fargo & Company	NJ	07722		N/A
Ocwen	HI	96707		N/A
Citibank	TX	78232	Servicemember	N/A
New Day Financial, LLC	AL	36092	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Fax	01/03/2014	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	Yes
Fax	01/06/2014	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	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	12/06/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed	Yes	No
Referral	12/09/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	Yes
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	No	No
Phone	12/06/2013	Closed with explanation	Yes	No
Referral	12/09/2013	Closed with monetary relief	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Postal mail	11/29/2013	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with monetary relief	No	No

Mortgage Complaints

Based on Consumer Complaints

650906
650934
649156
651072
623934
622862
623470
623371
622890
623460
622319
624126
622935
623420
622980
623010
623034
622251
623924
615112
623127

Mortgage Complaints

Based on Consumer Complaints

12/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/05/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
11/28/2013	Mortgage	Other mortgage
11/28/2013	Mortgage	Other mortgage
11/28/2013	Mortgage	Other mortgage
12/05/2013	Mortgage	Other mortgage
11/28/2013	Mortgage	Conventional fixed mortgage
11/28/2013	Mortgage	Conventional fixed mortgage
12/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/17/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/31/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/28/2013	Mortgage	FHA mortgage
12/05/2013	Mortgage	Home equity loan or line of credit
11/28/2013	Mortgage	FHA mortgage
01/01/2014	Mortgage	Other mortgage
12/23/2013	Mortgage	Other mortgage
01/01/2014	Mortgage	Conventional adjustable mortgage (ARM)
11/29/2013	Mortgage	FHA mortgage
12/05/2013	Mortgage	Other mortgage
12/23/2013	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
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
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
Other

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	GA	30294		N/A
U.S. Bancorp	CA	95680		N/A
JPMorgan Chase & Co.	CA	94704		N/A
Nationstar Mortgage	NJ	07726		N/A
Ocwen	IL	60478		N/A
BB&T Financial	FL	33146		N/A
Fidelity National Financial, Inc	GA	30040		N/A
M&T Bank Corporation	NJ	07662		N/A
Citibank	TN	37027		N/A
Bank of America	MO	64138		N/A
Arvest Bank	CA	94587		N/A
Santander Bank US	MA	02124		N/A
Quicken Loans	GA	30185		N/A
Wells Fargo & Company	FL	33904		N/A
Wells Fargo & Company	TX	76010	Servicemember	N/A
First American Mortgage Trust	NY	10312		N/A
Citibank	FL	33062		N/A
Bayview Loan Servicing, LLC	CA	92110		N/A
JPMorgan Chase & Co.	NC	28269		N/A
Loan Care	MI	48382		N/A
Bank of America	LA	70056		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	02/05/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	No
Referral	12/02/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with non-monetary relief	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed	Yes	No
Web	01/02/2014	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Postal mail	01/31/2014	Closed with explanation	No	
Postal mail	12/30/2013	Closed	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Web	11/28/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

637444
623172
623185
615261
615268
615481
623200
615280
615285
640141
637487
651193
614512
623317
615308
651212
642343
651895
615833
622259
642304

Mortgage Complaints

Based on Consumer Complaints

01/01/2014	Mortgage	FHA mortgage
11/29/2013	Mortgage	Conventional fixed mortgage
01/01/2014	Mortgage	FHA mortgage
11/29/2013	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
12/23/2013	Mortgage	Other mortgage
12/23/2013	Mortgage	Conventional fixed mortgage
01/01/2014	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	FHA mortgage
01/02/2014	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	Other 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
01/02/2014	Mortgage	Other mortgage
01/02/2014	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Settlement process and costs
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 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
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.	NJ	07105		N/A
Bank of America	TN	37641		N/A
Bank of America	NC	27030		N/A
Nationstar Mortgage	NJ	08034		N/A
Bayview Loan Servicing, LLC	AZ	85022		N/A
Wells Fargo & Company	NJ	07013	Older American	N/A
Ocwen	FL	32680	Older American	N/A
Wells Fargo & Company	GA	30034		N/A
CIT Bank National Association	TX	76137		N/A
Nationstar Mortgage	CA	94960		N/A
Ditech Financial LLC	OR	97702		N/A
Ocwen	GA	30066		N/A
Nationstar Mortgage	CA	92701		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
Ditech Financial LLC	AL	35244		N/A
Wells Fargo & Company	CA	92113		N/A
Wells Fargo & Company	CA	92113	Older American	N/A
Freedom Mortgage	MD	21227		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/03/2014	Closed with explanation	Yes	Yes
Web	11/29/2013	Closed with explanation	Yes	No
Web	01/01/2014	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	Yes
Web	12/23/2013	Closed with explanation	Yes	Yes
Phone	01/09/2014	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	01/01/2014	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	Yes
Web	01/01/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	Yes
Fax	12/02/2013	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
Web	11/29/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

651274
615799
651283
615795
643792
659390
644254
643807
651327
616894
652161
623325
615916
644601
623338
623341
652207
615950
652114
652238
652186

Mortgage Complaints

Based on Consumer Complaints

01/08/2014	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
11/29/2013	Mortgage	Conventional fixed mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Other mortgage
12/05/2013	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
11/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/02/2014	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Other mortgage
12/18/2013	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
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Credit decision / Underwriting
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 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

Specialized Loan Servicing LLC	GA	30114		N/A
Bank of America	SC	29577		N/A
Wells Fargo & Company	VA	23322	Older American	N/A
Ocwen	AR	71953	Older American, Servicemember	N/A
PNC Bank N.A.	AZ	85392		N/A
Wells Fargo & Company	AZ	85648		N/A
Wells Fargo & Company	UT	84119		N/A
Specialized Loan Servicing LLC	FL	32779		N/A
Ocwen	FL	34691		N/A
Ocwen	VA	22151		N/A
Ditech Financial LLC	CA	92056		N/A
Nationstar Mortgage	IL	60016		N/A
Nationstar Mortgage	MA	02122		N/A
Wells Fargo & Company	WA	98118		N/A
Bank of America	MO	64068		N/A
Ocwen	CA	91750		N/A
Specialized Loan Servicing LLC	FL	34209	Older American	N/A
Residential Credit Solutions	WA	98122		N/A
PHH Mortgage	FL	33467		N/A
Nationstar Mortgage	CA	95482		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/08/2014	Closed	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Phone	11/29/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Web	12/17/2013	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

Mortgage Complaints

Based on Consumer Complaints

659493
623384
660008
616004
623390
660778
660101
623444
616058
616059
629578
652580
646986
630201
646733
624197
660186
651986
644530
648995

Mortgage Complaints

Based on Consumer Complaints

01/08/2014	Mortgage	Other mortgage
12/24/2013	Mortgage	Other 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	Conventional adjustable mortgage (ARM)
01/02/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Home equity loan or line of credit
01/08/2014	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	VA mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/18/2013	Mortgage	FHA mortgage
12/18/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Conventional fixed mortgage
12/06/2013	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 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 servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
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

Bank of America	NJ	07670		N/A
JPMorgan Chase & Co.	GA	31312		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
PNC Bank N.A.	VA	20147		N/A
Bank of America	MI	48382		N/A
Wells Fargo & Company	FL	33825	Servicemember	N/A
SunTrust Banks, Inc.	NY	11590		N/A
Citibank	NC	27610		N/A
Dovenmuehle Mortgage Inc.	TX	78410	Servicemember	N/A
JPMorgan Chase & Co.	MA	02148		N/A
Ocwen	TX	76052		N/A
M&T Bank Corporation	FL	32506		N/A
Arvest Bank	WI	53144		N/A
JPMorgan Chase & Co.	NY	14622		N/A
M&T Bank Corporation	WI	53549		N/A
Bank of America	IL	76262		N/A
Citibank	MN	55443		N/A
Select Portfolio Servicing, Inc	TX	78639	Older American	N/A
Nationstar Mortgage	OH	44132		N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	01/09/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
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 non-monetary relief	Yes	No
Fax	01/03/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with monetary relief	Yes	Yes
Referral	12/23/2013	Closed with explanation	Yes	No
Referral	12/18/2013	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with explanation	Yes	No
Referral	12/18/2013	Closed with non-monetary relief	Yes	No
Referral	12/23/2013	Closed with explanation	Yes	No
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	12/06/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

659559
644248
659560
624211
642487
660245
624228
651937
660218
659583
658738
652036
626629
642672
644404
630310
644136
642550
642502
659653
644831
624310

Mortgage Complaints

Based on Consumer Complaints

12/06/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Other mortgage
01/08/2014	Mortgage	Other mortgage
12/11/2013	Mortgage	FHA mortgage
11/29/2013	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	Other mortgage
12/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/18/2013	Mortgage	FHA mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/11/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/02/2014	Mortgage	Conventional fixed mortgage
11/29/2013	Mortgage	Reverse mortgage
11/29/2013	Mortgage	Conventional fixed mortgage
12/24/2013	Mortgage	FHA mortgage
12/18/2013	Mortgage	Other mortgage
11/29/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	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
Loan servicing, payments, escrow account
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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Deutsche Bank	CA	92508		N/A
Arbor Residential Mortgage LLC	CA	90064		N/A
JPMorgan Chase & Co.	CA	92660		N/A
Guild Mortgage	OR	97006		N/A
Ocwen	MA	02745		N/A
JPMorgan Chase & Co.	CT	06850		N/A
Ocwen	NJ	08232	Older American	N/A
Bank of America	FL	33009		N/A
M&T Bank Corporation	MI	48076		N/A
Citibank	NY	12553		N/A
Wells Fargo & Company	CA	91001		N/A
Select Portfolio Servicing, Inc	FL	33009		N/A
Capital One	FL	33009		N/A
Rushmore Loan Management Services LLC	NC	28401		N/A
Live Well Financial, Inc.	MO	65638		N/A
Nationstar Mortgage	NV	89128		N/A
Nationstar Mortgage	WV	25443		N/A
Citibank	CA	90046		N/A
Ocwen	MI	49506		N/A
Bank of America	MA	01420		N/A
Wells Fargo & Company	PA	19454		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/31/2013	Closed	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with explanation	Yes	Yes
Web	12/11/2013	Closed with explanation	Yes	No
Phone	12/04/2013	Closed with explanation	Yes	Yes
Postal mail	01/06/2014	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with non-monetary relief	Yes	No
Web	12/18/2013	Closed	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Fax	01/09/2014	Closed with explanation	Yes	Yes
Web	12/11/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	No	
Web	12/04/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	No
Fax	12/23/2013	Closed with explanation	Yes	Yes
Postal mail	12/02/2013	Closed with explanation	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Fax	12/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

624318
653337
661004
630906
616280
644163
644887
630553
646990
643838
660495
630557
630558
653681
616366
616367
644937
642533
615796
659811
644540

Mortgage Complaints

Based on Consumer Complaints

11/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/02/2014	Mortgage	Other mortgage
11/30/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Other mortgage
11/30/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/06/2013	Mortgage	Conventional fixed mortgage
11/30/2013	Mortgage	VA mortgage
12/11/2013	Mortgage	Other mortgage
11/30/2013	Mortgage	Conventional fixed mortgage
11/30/2013	Mortgage	FHA mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	FHA mortgage
01/08/2014	Mortgage	Other mortgage
11/30/2013	Mortgage	FHA mortgage
12/11/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Other mortgage
11/30/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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
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 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	92843		N/A
Whitney Bank	GA	30338		N/A
HSBC North America Holdings Inc.	FL	33173		N/A
BMO Harris	UT	84780		N/A
Select Portfolio Servicing, Inc	CA	91789		N/A
Arvest Bank	MI	48167		N/A
SunTrust Banks, Inc.	GA	30326		N/A
Ocwen	TN	37075	Servicemember	N/A
Bank of America	IL	60546	Older American, Servicemember	N/A
JPMorgan Chase & Co.	OR	97023		N/A
Wells Fargo & Company	NY	11203		N/A
Wells Fargo & Company	LA	70733		N/A
Prospect Mortgage	MN	55902		N/A
Ocwen	CA	92174		N/A
Wells Fargo & Company	MA	02045		N/A
JPMorgan Chase & Co.	CA	91325		N/A
PNC Bank N.A.	NC	28027		N/A
Ocwen	OR	97520		N/A
Bank of America	NJ	07042		N/A
HSBC North America Holdings Inc.	NE	68111		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	11/29/2013	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Postal mail	12/04/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Web	11/29/2013	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Fax	12/12/2013	Closed with explanation	Yes	No
Web	11/30/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with explanation	Yes	No
Web	11/30/2013	Closed with explanation	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

616721
652529
616668
652536
616441
658923
626692
616453
630491
616464
616892
652578
624494
659871
616483
630539
652594
624516
631072
616503

Mortgage Complaints

Based on Consumer Complaints

01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/08/2014	Mortgage	Conventional adjustable mortgage (ARM)
11/30/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
11/30/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Other mortgage
01/13/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	FHA mortgage
12/12/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
01/08/2014	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/01/2013	Mortgage	FHA mortgage
01/08/2014	Mortgage	Other mortgage
01/13/2014	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 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
Other
Settlement process and costs
Other
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
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	DE	19702		N/A
Ocwen	GA	30087		N/A
Ditech Financial LLC	VA	23805	Servicemember	N/A
Ocwen	FL	33076		N/A
Select Portfolio Servicing, Inc	FL	33146		N/A
Select Portfolio Servicing, Inc	CA	95110		N/A
Loan Care	UT	84721		N/A
Specialized Loan Servicing LLC	CA	90017		N/A
PNC Bank N.A.	IL	61304		N/A
M&T Bank Corporation	CA	91506		N/A
Bank of America	WA	98251		N/A
JPMorgan Chase & Co.	FL	33196		N/A
Bank of America	WA	98516		N/A
Nationstar Mortgage	CA	93010		N/A
Ocwen	NY	11230		N/A
JPMorgan Chase & Co.	VA	23605		N/A
SunTrust Banks, Inc.	GA	30062		N/A
Ocwen	FL	34711		N/A
Wells Fargo & Company	GA	30345		N/A
U.S. Bancorp	GA	30344		N/A
M&T Bank Corporation	MI	48843		N/A
Bank of America	MD	21158		N/A

Web	01/08/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Referral	12/17/2013	Closed	Yes	No
Phone	01/16/2014	Closed with non-monetary relief	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Referral	12/27/2013	Closed	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	11/30/2013	Closed with explanation	Yes	Yes
Web	01/08/2014	Closed	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

659883
659910
616507
631078
630991
631081
616890
631084
666537
631089
631091
652614
631092
631093
630954
631103
660941
642588
624556
616573
659972
666597

Mortgage Complaints

Based on Consumer Complaints

12/01/2013	Mortgage	Other 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
12/01/2013	Mortgage	FHA mortgage
12/01/2013	Mortgage	VA mortgage
12/24/2013	Mortgage	Other mortgage
12/01/2013	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/01/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Home equity loan or line of credit
12/02/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/13/2014	Mortgage	Conventional adjustable mortgage (ARM)

Mortgage Complaints

Based on Consumer Complaints

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

Bank of America	FL	33021		N/A
BMO Harris	MN	55116		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
PNC Bank N.A.	WA	98108		N/A
Selene Finance	GA	30002		N/A
Citibank	MI	48382	Servicemember	N/A
Citibank	PA	15243		N/A
Bank of America	CA	95023		N/A
Ocwen	MD	21631		N/A
Bank of America	MD	20747		N/A
Bank of America	CA	94619	Older American	N/A
Wells Fargo & Company	IL	60640		N/A
Ocwen	TX	78247		N/A
Ocwen	MO	63376		N/A
Ditech Financial LLC	CT	06118		N/A
Ocwen	NJ	07110		N/A
Nationstar Mortgage	CA	92882		N/A
Ocwen	MO	64081		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/01/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
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	12/02/2013	Closed with non-monetary relief	Yes	No
Web	12/01/2013	Closed with explanation	Yes	No
Fax	12/30/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Phone	01/09/2014	Closed with explanation	Yes	Yes
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	12/06/2013	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

615787
616629
616261
652663
616599
616602
616607
616609
644170
616624
666206
652692
616636
652709
624614
666679
666681
624627
652721
616997
665409

Mortgage Complaints

Based on Consumer Complaints

12/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/02/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
01/08/2014	Mortgage	Conventional fixed mortgage
12/12/2013	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
01/08/2014	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/24/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/08/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Other mortgage
01/02/2014	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 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
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 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

JPMorgan Chase & Co.	TX	75070		N/A
Citibank	KS	66102		N/A
Nationstar Mortgage	NV	89147		N/A
Seterus, Inc.	AZ	85251		N/A
Nationstar Mortgage	OH	43081		N/A
Bank of America	NC	27520		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
Wells Fargo & Company	MA	02453		N/A
PNC Bank N.A.	FL	33441		N/A
Wells Fargo & Company	WA	99320	Servicemember	N/A
Nationstar Mortgage	HI	96797		N/A
Ocwen	NY	11757		N/A
Ocwen	CO	80543	Servicemember	N/A
JPMorgan Chase & Co.	FL	34787		N/A
Bank of America	FL	33322		N/A
JPMorgan Chase & Co.	FL	33411	Older American	N/A
Bank of America	TX	75035		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/18/2013	Closed with explanation	Yes	No
Web	12/01/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Web	01/08/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	Yes
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
Referral	01/08/2014	Closed with explanation	Yes	Yes
Referral	12/24/2013	Closed with explanation	Yes	Yes
Referral	12/26/2013	Closed with explanation	Yes	Yes
Referral	12/26/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	12/24/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	Yes
Web	01/08/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

631190
617005
617039
632295
660083
631231
660100
667471
660114
658689
638366
658682
642631
642634
642636
667239
645211
644537
660160
667561
651949

Mortgage Complaints

Based on Consumer Complaints

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
01/14/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	FHA mortgage
01/02/2014	Mortgage	Other mortgage
01/02/2014	Mortgage	Home equity loan or line of credit
12/25/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/02/2013	Mortgage	Other mortgage
12/06/2013	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 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 servicing, payments, escrow account
Settlement process and costs
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 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	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
U.S. Bancorp	MD	20774		N/A
Bank of America	SC	29302		N/A
Wells Fargo & Company	FL	32708		N/A
Wells Fargo & Company	VA	22192		N/A
Citibank	NY	11703		N/A
JPMorgan Chase & Co.	WI	53022		N/A
Umpqua Holdings Corporation	WA	98445		N/A
Bank of America	GA	30144		N/A
Bank of America	IL	60123		N/A
HSBC North America Holdings Inc.	NC	27610		N/A
Ditech Financial LLC	NY	11212	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

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	01/16/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Postal mail	01/03/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/24/2013	Closed with non-monetary relief	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Referral	01/16/2014	Closed with explanation	Yes	No
Phone	12/11/2013	Closed with non-monetary relief	Yes	No
Postal mail	12/02/2013	Closed with explanation	Yes	No
Phone	12/09/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

624742
667600
667895
652889
667902
624761
631350
631361
627502
660807
667949
660727
624789
652927
652929
645341
624799
667268
624807
618223
624812

Mortgage Complaints

Based on Consumer Complaints

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
12/02/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Other mortgage
12/25/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	Other mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	FHA mortgage
01/14/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/14/2014	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Other mortgage
12/26/2013	Mortgage	Other mortgage
12/26/2013	Mortgage	Other mortgage
12/26/2013	Mortgage	Home equity loan or line of credit
01/14/2014	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 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 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 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

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
Provident Funding	CO	80127		N/A
JPMorgan Chase & Co.	PA	19036		N/A
Ocwen	CT	06069	Older American	N/A
Ocwen	CA	94533		N/A
Wells Fargo & Company	NM	87501		N/A
Bank of America	FL	33579		N/A
Bank of America	NJ	08731		N/A
Bank of America	FL	33027		N/A
Ocwen	NY	13323		N/A
JPMorgan Chase & Co.	FL	33318		N/A
Nationstar Mortgage	NC	27616		N/A
Navy FCU	ME	04101		N/A
Bank of America	CA	91730		N/A
Citizens Financial Group, Inc.	MA	02151		N/A
Regions Financial Corporation	TN	37405		N/A
U.S. Bancorp	NY	10303		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Web	12/02/2013	Closed with explanation	Yes	No
Fax	12/16/2013	Closed with explanation	Yes	No
Web	12/25/2013	Closed with explanation	Yes	No
Postal mail	12/11/2013	Closed	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	Yes
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	01/03/2014	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with non-monetary relief	Yes	No
Postal mail	01/02/2014	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with monetary relief	Yes	No
Phone	01/17/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

624813
668433
667978
668183
668083
617292
631429
645383
627477
668069
617307
645396
668022
668029
624745
660519
645469
645643
646831
645461
668087

Mortgage Complaints

Based on Consumer Complaints

01/09/2014	Mortgage	Home equity loan or line of credit
12/06/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Other mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
01/02/2014	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	VA mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/09/2014	Mortgage	VA mortgage
12/26/2013	Mortgage	Other mortgage
12/02/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/06/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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 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 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

Citibank	WI	54455		N/A
Ditech Financial LLC	NC	28650	Older American	N/A
Bank of America	LA	70128		N/A
Resurgent Capital Services L.P.	HI	96761		N/A
Wells Fargo & Company	CA	90260		N/A
Bank of America	CA	91201		N/A
Wells Fargo & Company	CA	91384		N/A
U.S. Bancorp	MO	64154		N/A
Wells Fargo & Company	IN	46205	Servicemember	N/A
Wells Fargo & Company	IL	60619		N/A
JPMorgan Chase & Co.	IL	62249		N/A
Wells Fargo & Company	TX	78258	Older American	N/A
First Tennessee Bank	FL	34236	Older American	N/A
Nationstar Mortgage	TX	75089		N/A
Citibank	CA	92124	Servicemember	N/A
Ocwen	CA	94582		N/A
Wells Fargo & Company	CA	91206		N/A
Bank of America	TN	85249	Servicemember	N/A
Ditech Financial LLC	NM	87121		N/A
SunTrust Banks, Inc.	MD	20850		N/A
Ocwen	CA	94553		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/13/2014	Closed with explanation	Yes	No
Postal mail	12/13/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Postal mail	12/03/2013	Closed with explanation	Yes	No
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
Web	01/08/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/26/2013	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	12/06/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with non-monetary relief	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

660929
626562
660937
653061
617397
653068
655344
645460
660960
660963
660964
660970
660972
660973
660977
644453
617451
624925
624926
667321
655362

Mortgage Complaints

Based on Consumer Complaints

12/12/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	FHA mortgage
01/09/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/26/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	FHA mortgage
12/26/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
12/02/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/02/2013	Mortgage	Other mortgage
12/26/2013	Mortgage	FHA 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
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
Loan servicing, payments, escrow account
Other
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
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	NY	12961		N/A
Bank of America	LA	70435		N/A
Nationstar Mortgage	TX	79903		N/A
BB&T Financial	TX	75034		N/A
M&T Bank Corporation	MD	20895		N/A
Ocwen	OH	44143		N/A
Nationstar Mortgage	FL	33147		N/A
Bank of America	NJ	08854		N/A
Wells Fargo & Company	CA	95821	Servicemember	N/A
Citibank	MA	04282		N/A
Ditech Financial LLC	AZ	85120		N/A
Specialized Loan Servicing LLC	CT	06339		N/A
Ocwen	HI	96789		N/A
Ditech Financial LLC	OH	43015		N/A
Ocwen	NH	03031	Older American	N/A
Ocwen	GA	30248		N/A
Bank of America	FL	33165		N/A
JPMorgan Chase & Co.	TX	77586		N/A
JPMorgan Chase & Co.	NY	10301		N/A
Ocwen	AZ	85204		N/A
Bank of America	MD	20607		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	12/16/2013	Closed with explanation	Yes	Yes
Referral	12/03/2013	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Referral	01/14/2014	Closed with explanation	Yes	Yes
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
Web	12/12/2013	Closed with explanation	Yes	No
Phone	12/30/2013	Closed with non-monetary relief	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	Yes
Phone	02/19/2014	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Phone	12/03/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed with explanation	Yes	No
Referral	12/03/2013	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

Mortgage Complaints

Based on Consumer Complaints

631589
617526
662205
661763
624971
617508
660672
631618
632594
645599
645600
668249
631625
649029
617534
644379
660582
617670
625002
617607
644173

Mortgage Complaints

Based on Consumer Complaints

01/14/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Home equity loan or line of credit
01/14/2014	Mortgage	Home equity loan or line of credit
01/09/2014	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	Other mortgage
12/02/2013	Mortgage	FHA mortgage
01/03/2014	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Home equity loan or line of credit
12/26/2013	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)
01/14/2014	Mortgage	Conventional fixed mortgage
12/26/2013	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
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
Loan modification,collection,foreclosure
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 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

Quicken Loans	KY	41018		N/A
Wells Fargo & Company	MD	21208		N/A
JPMorgan Chase & Co.	LA	70056		N/A
Quicken Loans	OH	43953		N/A
HSBC North America Holdings Inc.	IN	46763	Servicemember	N/A
Wells Fargo & Company	FL	33602		N/A
Caliber Home Loans, Inc	VA	23111		N/A
Bank of America	TX	78254		N/A
Ditech Financial LLC	DE	19803		N/A
Ocwen	NC	27407		N/A
Select Portfolio Servicing, Inc	PA	18445		N/A
Wells Fargo & Company	VA	22191		N/A
Union Bank	CA	95151		N/A
Wells Fargo & Company	MO	64015		N/A
Carrington Mortgage Holdings, LLC.	TX	75089		N/A
Wells Fargo & Company	NY	11235		N/A
U.S. Bancorp	FL	34667	Older American, Servicemember	N/A
Select Portfolio Servicing, Inc	CA	93614		N/A
Bank of America	CA	92501		N/A
Citibank	MN	55912		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/17/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Phone	01/17/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	12/12/2013	Closed with explanation	Yes	Yes
Web	12/18/2013	Closed with explanation	Yes	Yes
Phone	12/31/2013	Closed with explanation	Yes	No
Postal mail	01/17/2014	Closed with explanation	Yes	Yes
Referral	01/17/2014	Closed with explanation	Yes	No
Fax	12/18/2013	Closed with explanation	Yes	No
Phone	12/03/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	Yes
Phone	01/07/2014	Closed with explanation	Yes	No
Referral	01/10/2014	Closed with explanation	Yes	No
Referral	01/10/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

668302
661064
667440
668310
661072
631661
649033
645667
669221
668539
631680
617592
653813
645676
646754
662211
660758
668380
667387
645715

Mortgage Complaints

Based on Consumer Complaints

12/26/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
12/26/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	Home equity loan or line of credit
12/18/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Other mortgage
01/03/2014	Mortgage	Other mortgage
12/26/2013	Mortgage	Other mortgage
12/18/2013	Mortgage	Conventional fixed mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/18/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	VA mortgage
01/14/2014	Mortgage	FHA mortgage
12/18/2013	Mortgage	Other mortgage
12/26/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/18/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
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
Other
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 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	NC	27539	Older American	N/A
Ocwen	SC	69654		N/A
Resurgent Capital Services L.P.	VA	20121		N/A
Ditech Financial LLC	CT	06516		N/A
HSBC North America Holdings Inc.	WV	25064		N/A
Bank of America	NJ	08029		N/A
Bank of America	NJ	07065		N/A
Nationstar Mortgage	MI	48382	Servicemember	N/A
JPMorgan Chase & Co.	MA	02346		N/A
Nationstar Mortgage	FL	32712		N/A
Wells Fargo & Company	CA	91104		N/A
Wells Fargo & Company	CA	94122		N/A
Ocwen	FL	33126		N/A
Wells Fargo & Company	NY	11961		N/A
Nationstar Mortgage	MS	39212		N/A
Citibank	CO	80012		N/A
Ditech Financial LLC	GA	30064		N/A
Ocwen				N/A
The Huntington National Bank	OH	43314		N/A
Ditech Financial LLC	TX	76137		N/A
Select Portfolio Servicing, Inc	NC	27370	Older American, Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	01/07/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Referral	12/26/2013	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	Yes
Referral	12/24/2013	Closed with explanation	Yes	No
Fax	12/26/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Phone	12/30/2013	Closed with explanation	Yes	No
Phone	01/02/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Postal mail	12/30/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Fax	01/09/2014	Closed with explanation	Yes	No
Phone	01/07/2014	Closed with explanation	Yes	Yes
Web	12/12/2013	Closed with non-monetary relief	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Phone	12/18/2013	Closed	Yes	No

Mortgage Complaints

Based on Consumer Complaints

645719
662625
644187
667296
646840
660510
644470
642284
653925
645796
644475
645819
639612
644478
661238
668589
646817
644355
631863
638458
631813

Mortgage Complaints

Based on Consumer Complaints

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
12/12/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	FHA mortgage
12/26/2013	Mortgage	Other mortgage
01/03/2014	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Home equity loan or line of credit
12/19/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/03/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/14/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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
Application, originator, mortgage broker
Loan servicing, payments, escrow account
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
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	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
JPMorgan Chase & Co.	NC	27370	Older American, Servicemember	N/A
University Lending Group, LLC	FL	32571		N/A
BB&T Financial	NC	28786	Older American	N/A
Bank of America	GA	30518		N/A
PNC Bank N.A.	FL	33173		N/A
Bank of America	CA	95448		N/A
Nationstar Mortgage	WA	98223		N/A
Wells Fargo & Company	TX	75035	Servicemember	N/A
Nationstar Mortgage	MN	55075		N/A
Wells Fargo & Company	PA	17022		N/A
Carrington Mortgage Holdings, LLC.	MA	01301		N/A
Wells Fargo & Company	IL	60712		N/A
Bayview Loan Servicing, LLC	FL	33458		N/A
PNC Bank N.A.	CA	90046		N/A
JPMorgan Chase & Co.	IL	60477		N/A
Ditech Financial LLC	TN	37604		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Phone	12/16/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	Yes
Referral	01/03/2014	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Phone	12/13/2013	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Postal mail	01/06/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Fax	12/26/2013	Closed with non-monetary relief	Yes	Yes
Web	12/18/2013	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

638465

667374

638466

645956

645961

631814

632586

645966

653595

639579

638172

638480

631950

638486

638495

639602

653513

661420

638334

638535

668945

Mortgage Complaints

Based on Consumer Complaints

12/19/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	FHA mortgage
01/14/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	Home equity loan or line of credit
01/09/2014	Mortgage	Other mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
12/12/2013	Mortgage	Conventional fixed mortgage
12/12/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Other mortgage
01/03/2014	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Conventional fixed mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	FHA mortgage
01/14/2014	Mortgage	FHA mortgage
01/14/2014	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 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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	CA	92626		N/A
Citibank	MI	48197		N/A
Wells Fargo & Company	OH	43081		N/A
Bank of America	IL	60018		N/A
EverBank	CA	90066		N/A
Round Point Mortgage	AZ	86301		N/A
Wells Fargo & Company	CA	92223		N/A
CIT Bank National Association	CA	91773		N/A
U.S. Bancorp	UT	84119		N/A
USAA Savings	CA	92101		N/A
Ditech Financial LLC	NJ	07063		N/A
Ocwen	VA	23452		N/A
Select Portfolio Servicing, Inc	DC	20002		N/A
Citibank	FL	32716		N/A
U.S. Bancorp	UT	84043		N/A
Servis One, Inc.	GA	30501		N/A
PNC Bank N.A.	AZ	85331	Older American	N/A
Ocwen	GA	30173		N/A
PHH Mortgage	NC	28802	Older American	N/A
Citibank	PA	15235		N/A
Flagstar Bank	IN	47712		N/A
Fay Servicing, LLC	CA	90046		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/30/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Referral	01/15/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	Yes
Web	12/12/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Postal mail	01/08/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	No	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

639585
660546
668895
632538
664121
668843
653524
632039
660756
632248
632059
661489
653559
653470
661536
654229
661555
654249
668965
654269
668994
669367

Mortgage Complaints

Based on Consumer Complaints

01/14/2014	Mortgage	Home equity loan or line of credit
01/14/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Other mortgage
01/14/2014	Mortgage	FHA mortgage
01/14/2014	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Home equity loan or line of credit
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	Conventional fixed mortgage
12/13/2013	Mortgage	FHA mortgage
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/13/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Conventional fixed mortgage
12/13/2013	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
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
Settlement process and costs
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 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.	PA	18052	Older American	N/A
Select Portfolio Servicing, Inc	CA	93442	Older American	N/A
Bank of America	AZ	85742		N/A
Citibank	FL	32541		N/A
Ocwen	MN	55746		N/A
Ocwen	FL	33409		N/A
Select Portfolio Servicing, Inc	WA	98102		N/A
HSBC North America Holdings Inc.	NY	14559		N/A
Wells Fargo & Company	DE	19702	Older American	N/A
Citibank	FL	33498	Older American	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
Nationstar Mortgage	TX	79902		N/A
Bank of America	FL	33029		N/A
Nationstar Mortgage	GA	30132		N/A
Citizens Financial Group, Inc.	IL	60053		N/A
Nationstar Mortgage	CA	94949		N/A
Citibank	TX	77090		N/A
Wells Fargo & Company	PA	19006		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Referral	12/13/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Postal mail	12/16/2013	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
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
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	12/13/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	Yes
Web	12/16/2013	Closed with explanation	Yes	No
Fax	12/16/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

669020
669036
634240
632831
632832
632835
669266
669129
632885
632977
632636
632999
632779
634566
632719
632676
633207
633208
633289
633345
632715

Mortgage Complaints

Based on Consumer Complaints

12/13/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/13/2013	Mortgage	Other mortgage
12/06/2013	Mortgage	FHA mortgage
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)
12/19/2013	Mortgage	Conventional fixed mortgage
12/06/2013	Mortgage	Conventional fixed mortgage
12/13/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/19/2013	Mortgage	Home equity loan or line of credit
12/26/2013	Mortgage	FHA mortgage
12/07/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Other mortgage
12/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/07/2013	Mortgage	VA mortgage
12/07/2013	Mortgage	Conventional fixed mortgage
12/07/2013	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 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 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	MA	01905		N/A
Wells Fargo & Company	OH	43081		N/A
Towne Mortgage Company	MI	48382		N/A
Bank of America	OR	97128		N/A
CIT Bank National Association	NV	89502		N/A
Ditech Financial LLC	TX	76543		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
Bank of America	CA	95966		N/A
JPMorgan Chase & Co.	CA	90815		N/A
U.S. Bancorp	MD	20735		N/A
PNC Bank N.A.	OH	45237		N/A
Bank of America	ID	83713		N/A
Bank of America	CA	92376		N/A
Regions Financial Corporation	FL	34759		N/A
Ditech Financial LLC	CA	96080		N/A
PennyMac Loan Services, LLC	GA	30126		N/A
Bank of America	FL	34772		N/A
EverBank	VA	24326	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/18/2013	Closed with explanation	Yes	No
Phone	12/09/2013	Closed with explanation	Yes	No
Fax	12/18/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed	Yes	No
Phone	12/10/2013	Closed with explanation	Yes	Yes
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	12/30/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	Yes
Referral	12/30/2013	Closed with non-monetary relief	Yes	No
Web	12/26/2013	Closed with explanation	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
Web	12/13/2013	Closed with explanation	No	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

633437
625063
632629
634579
633678
625174
625196
625197
625211
638590
638592
625234
633638
638855
646089
624060
639921
625300
625301
624075
625316

Mortgage Complaints

Based on Consumer Complaints

12/13/2013	Mortgage	Other mortgage
12/13/2013	Mortgage	FHA mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/07/2013	Mortgage	Conventional fixed mortgage
12/07/2013	Mortgage	FHA mortgage
12/07/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/26/2013	Mortgage	FHA mortgage
12/26/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/08/2013	Mortgage	FHA mortgage
12/08/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/14/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/03/2014	Mortgage	Conventional fixed 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
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
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 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

360 Mortgage	FL	33027		N/A
Wells Fargo & Company	WA	99006		N/A
Ditech Financial LLC	OH	43011	Older American	N/A
PNC Bank N.A.	GA	30046	Older American	N/A
Bank of America	CA	95762		N/A
Citibank	GA	30238		N/A
Ocwen	CA	91343		N/A
SunTrust Banks, Inc.	NC	27019	Older American, Servicemember	N/A
Wells Fargo & Company	FL	33467		N/A
Nationstar Mortgage	NY	14619		N/A
21st Mortgage Corporation	IL	60565		N/A
JPMorgan Chase & Co.	NJ	07524		N/A
Wells Fargo & Company	NJ	07457		N/A
JPMorgan Chase & Co.	IL	60104		N/A
Ocwen	OH	44135	Older American	N/A
JPMorgan Chase & Co.	MA	01902		N/A
Ocwen	CT	06401		N/A
Ocwen	CA	94621		N/A
Bank of America	CA	91789		N/A
Wells Fargo & Company	CA	94945	Servicemember	N/A

Mortgage Complaints

Based on Consumer Complaints

Postal mail	12/16/2013	Closed with explanation	Yes	Yes
Web	12/13/2013	Closed with explanation	Yes	No
Phone	12/26/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with monetary relief	Yes	No
Web	12/07/2013	Closed with monetary relief	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Web	01/13/2014	Closed with non-monetary relief	Yes	No
Referral	01/08/2014	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 explanation	Yes	No
Web	12/08/2013	Closed with non-monetary relief	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	Yes
Web	12/13/2013	Closed with explanation	Yes	No
Referral	12/26/2013	Closed with explanation	Yes	Yes
Web	12/26/2013	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

633723
633761
638696
638700
625375
625402
625406
646214
644218
647080
638798
625469
625474
638830
654321
633923
639885
647149
654351
654357

Mortgage Complaints

Based on Consumer Complaints

12/09/2013	Mortgage	FHA mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	FHA mortgage
01/09/2014	Mortgage	Reverse mortgage
12/19/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/14/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/14/2013	Mortgage	FHA mortgage
01/03/2014	Mortgage	Other mortgage
12/14/2013	Mortgage	Conventional fixed mortgage
12/14/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/09/2014	Mortgage	FHA 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
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 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

Bank of America	CA	92692		N/A
HSBC North America Holdings Inc.	VA	23805		N/A
SunTrust Banks, Inc.	GA	30326		N/A
SunTrust Banks, Inc.	HI	96815		N/A
Ditech Financial LLC	VA	23452		N/A
American Advisors Group	TX	75457	Older American	N/A
Ocwen	WI	53150		N/A
Ditech Financial LLC	MN	55374		N/A
Wells Fargo & Company	VA	22701	Servicemember	N/A
Wells Fargo & Company	NY	11733		N/A
Wells Fargo & Company	FL	34236		N/A
Wells Fargo & Company	IL	60123		N/A
Wells Fargo & Company	WA	98031		N/A
Wells Fargo & Company	CA	90068		N/A
Bank of America	GA	30263		N/A
BB&T Financial	NC	27018		N/A
Wells Fargo & Company	PA	17325		N/A
CIT Bank National Association	NJ	07045		N/A
PNC Bank N.A.	NJ	07753		N/A
PNC Bank N.A.	NJ	07753		N/A
Nationstar Mortgage	CA	90807	Older American	N/A
Bank of America	AZ	85743		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/17/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with explanation	Yes	No
Phone	12/30/2013	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	01/09/2014	Closed with explanation	Yes	Yes
Web	12/27/2013	Closed with explanation	Yes	Yes
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/27/2013	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	12/14/2013	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with explanation	Yes	Yes
Web	01/14/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with non-monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

625532
638915
660784
661624
647197
661638
638198
638944
638167
625555
660549
634014
661655
646926
647208
647219
634039
654461
632782
632783
660583
661600

Mortgage Complaints

Based on Consumer Complaints

12/27/2013	Mortgage	Conventional fixed mortgage
12/15/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Other mortgage
01/09/2014	Mortgage	FHA mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	VA mortgage
12/15/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/03/2014	Mortgage	Conventional fixed mortgage
12/15/2013	Mortgage	VA mortgage
12/09/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
12/15/2013	Mortgage	FHA mortgage
01/03/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	FHA mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/16/2013	Mortgage	FHA mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
01/03/2014	Mortgage	Other mortgage
01/03/2014	Mortgage	FHA mortgage
12/16/2013	Mortgage	Other mortgage
12/09/2013	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
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
Other
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

PNC Bank N.A.	VA	22032		N/A
Ditech Financial LLC	OH	45873		N/A
Ditech Financial LLC	MA	01821		N/A
Freedom Mortgage	CA	92596		N/A
United Shore Financial Services, LLC	CA	90026		N/A
Continental Home Loans Inc.	NY	14625	Servicemember	N/A
Select Portfolio Servicing, Inc	IL	61354		N/A
Wells Fargo & Company	WI	54141		N/A
Citibank	AZ	85248		N/A
Ocwen	MI	48382		N/A
Ditech Financial LLC	SC	29615		N/A
Bank of America	NJ	08638		N/A
Ocwen	TX	76014		N/A
Ocwen	FL	32824		N/A
Nationstar Mortgage	CA	92114	Older American	N/A
Bank of America	WA	98053		N/A
Wells Fargo & Company	TX	78132		N/A
Wells Fargo & Company	NY	11710		N/A
U.S. Bancorp	TX	76001		N/A
JPMorgan Chase & Co.	TX	75025		N/A
Ditech Financial LLC	TX	75248		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
Referral	01/24/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	Yes
Fax	12/16/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/15/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/31/2013	Closed with explanation	Yes	Yes
Web	12/15/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Referral	12/19/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

647270
634111
639151
661751
647314
661806
632688
654589
634174
623990
647343
634189
654610
670060
639155
634765
639186
654656
653404
635146
625761

Mortgage Complaints

Based on Consumer Complaints

12/19/2013	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Other mortgage
12/16/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/09/2014	Mortgage	FHA mortgage
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/16/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
12/09/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
12/09/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
01/09/2014	Mortgage	Conventional fixed mortgage
12/16/2013	Mortgage	Conventional fixed mortgage
12/19/2013	Mortgage	Other mortgage
12/19/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/27/2013	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 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
Application, originator, mortgage broker
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
Other
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

JPMorgan Chase & Co.	CA	90019	Older American	N/A
Select Portfolio Servicing, Inc	NV	89147		N/A
JPMorgan Chase & Co.	CA	95476		N/A
Ocwen	MD	20744		N/A
Wells Fargo & Company	CA	94553		N/A
New York Community Bank	NV	89141		N/A
Ocwen	CT	06853		N/A
Fay Servicing, LLC	PA	19125		N/A
Bank of America	FL	33603		N/A
Bank of America	PA	16423		N/A
SunTrust Banks, Inc.	CA	92109		N/A
Ditech Financial LLC	WA	98373		N/A
USAA Savings	MA	01863	Older American, Servicemember	N/A
FirstMerit Bank	MI	48221		N/A
PNC Bank N.A.	PA	16229		N/A
Ocwen	CT	06906		N/A
Flagstar Bank	WI	53936		N/A
JPMorgan Chase & Co.	GA	30339		N/A
Ditech Financial LLC	SC	29710		N/A
PHH Mortgage	SC	29909		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/19/2013	Closed with monetary relief	Yes	No
Postal mail	12/11/2013	Closed with explanation	Yes	Yes
Referral	12/19/2013	Closed with explanation	Yes	No
Referral	12/27/2013	Closed	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with explanation	Yes	No
Referral	01/21/2014	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with explanation	Yes	No
Referral	01/21/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Phone	12/19/2013	Closed	Yes	No
Postal mail	12/31/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed with non-monetary relief	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

639198
624066
634832
638960
669401
661922
661931
634797
669306
625806
670407
627597
638905
661962
634849
638221
639290
647483
647487
660691

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
12/16/2013	Mortgage	Conventional fixed mortgage
01/04/2014	Mortgage	Other mortgage
01/04/2014	Mortgage	Other mortgage
12/19/2013	Mortgage	FHA mortgage
12/19/2013	Mortgage	FHA mortgage
01/04/2014	Mortgage	FHA mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/04/2014	Mortgage	FHA mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Other mortgage
12/09/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	FHA mortgage
12/16/2013	Mortgage	Home equity loan or line of credit
01/04/2014	Mortgage	FHA mortgage
12/27/2013	Mortgage	FHA mortgage
12/27/2013	Mortgage	Reverse mortgage
12/27/2013	Mortgage	FHA mortgage

Mortgage Complaints

Based on Consumer Complaints

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 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 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	IL	60466		N/A
Citibank	IL	60409		N/A
Nationstar Mortgage	CA	91786		N/A
Bank of America	TX	75034		N/A
Bank of America	IL	60643		N/A
Ocwen	FL	33618	Older American, Servicemember	N/A
Wells Fargo & Company	MN	55017		N/A
PNC Bank N.A.	OK	73112		N/A
Citibank	MO	65020		N/A
Ocwen	MI	49071		N/A
Bank of America	CA	92590		N/A
Bank of America	GA	30215		N/A
Bayview Loan Servicing, LLC	CA	95003		N/A
Ocwen	AZ	85296		N/A
Flagstar Bank	MS	39180		N/A
Wells Fargo & Company	AZ	85543		N/A
OneMain Financial Holdings, LLC	IN	46208		N/A
Ocwen	DE	19805		N/A
Nationstar Mortgage	SC	29541		N/A
CIT Bank National Association	OR	97330		N/A
U.S. Bancorp	TN	38114		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/09/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with monetary relief	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with non-monetary relief	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	Yes
Referral	12/31/2013	Closed	Yes	No
Referral	12/10/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

654786
634898
654790
635922
654795
654810
639948
639356
654829
647556
653526
669649
647568
647569
625909
647576
634599
654868
648759
647601
647603

Mortgage Complaints

Based on Consumer Complaints

12/27/2013	Mortgage	Home equity loan or line of credit
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/09/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/04/2014	Mortgage	FHA mortgage
01/15/2014	Mortgage	Home equity loan or line of credit
01/15/2014	Mortgage	Other mortgage
01/04/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/09/2014	Mortgage	Conventional fixed 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
12/27/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
01/04/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	FHA mortgage
12/19/2013	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 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 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	UT	84405		N/A
Ocwen	VA	20175		N/A
Citibank	MA	02360		N/A
Wells Fargo & Company	NY	14043		N/A
New York Community Bank	CA	94502	Servicemember	N/A
Ditech Financial LLC	CA	93711		N/A
Wells Fargo & Company	FL	33428		N/A
Ocwen	CO	80021		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
PHH Mortgage	ME	04938		N/A
JPMorgan Chase & Co.	FL	33441		N/A
JPMorgan Chase & Co.	NY	10010		N/A
Wells Fargo & Company	VA	22851	Older American	N/A
Ocwen	KY	42223	Servicemember	N/A
Wells Fargo & Company	AZ	85225		N/A
Ocwen	GA	30421		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/27/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Postal mail	01/22/2014	Closed with explanation	Yes	No
Web	01/04/2014	Closed with explanation	Yes	No
Web	01/09/2014	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	01/13/2014	Closed with non-monetary relief	Yes	No
Web	12/27/2013	Closed with explanation	Yes	Yes
Phone	01/22/2014	Closed with explanation	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	Yes
Web	01/04/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with non-monetary relief	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

647613
648505
662112
654890
670329
670334
653479
660697
655395
654923
625980
625975
647649
670347
662164
648681
646850
670393
670395
654976
670404
639499

Mortgage Complaints

Based on Consumer Complaints

01/15/2014	Mortgage	Home equity loan or line of credit
01/15/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/27/2013	Mortgage	Other mortgage
01/05/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	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	Home equity loan or line of credit
01/10/2014	Mortgage	FHA mortgage
12/16/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	Home equity loan or line of credit
01/10/2014	Mortgage	FHA mortgage
01/05/2014	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	FHA mortgage
12/27/2013	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
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Credit decision / Underwriting
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 modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
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

Ditech Financial LLC	TX	76049	Older American	N/A
Bank of America	NY	10314	Older American	N/A
Bank of America	CA	90005		N/A
Ditech Financial LLC	MO	65251		N/A
Nationstar Mortgage	IA	52101		N/A
Wells Fargo & Company	CA	94509		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
Wells Fargo & Company	NV	89803	Older American	N/A
Citibank	SC	29223		N/A
U.S. Bancorp	FL	32550		N/A
CIT Bank National Association	CA	93036	Older American	N/A
PHH Mortgage	MN	55401		N/A
Ocwen	CA	95628		N/A
Bank of America	MD	21201		N/A
Ditech Financial LLC	IN	46226		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

Mortgage Complaints

Based on Consumer Complaints

Web	01/22/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Postal mail	12/12/2013	Closed with explanation	Yes	Yes
Referral	12/31/2013	Closed with explanation	Yes	No
Web	01/04/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
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
Phone	12/19/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	12/16/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with non-monetary relief	Yes	Yes
Web	12/27/2013	Closed with non-monetary relief	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
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

Mortgage Complaints

Based on Consumer Complaints

670408
670413
626031
648097
653562
663007
670438
653617
647744
663032
635158
663048
635168
642264
647769
663073
663076
662921
655090
640311
647796

Mortgage Complaints

Based on Consumer Complaints

12/20/2013	Mortgage	FHA mortgage
12/16/2013	Mortgage	Conventional fixed mortgage
12/16/2013	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	Conventional fixed mortgage
01/05/2014	Mortgage	Home equity loan or line of credit
12/20/2013	Mortgage	Other mortgage
01/06/2014	Mortgage	VA mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	FHA mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
12/20/2013	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Bayview Loan Servicing, LLC	CA	90010		N/A
Wells Fargo & Company	PA	19044		N/A
Wells Fargo & Company	CA	94605		N/A
Bank of America	FL	33029		N/A
Nationstar Mortgage	NC	27525	Servicemember	N/A
JPMorgan Chase & Co.	FL	34484		N/A
Ditech Financial LLC	TN	38125		N/A
Citibank	FL	32566	Servicemember	N/A
Seterus, Inc.	GA	30016		N/A
Ocwen	VA	22193		N/A
BB&T Financial	OH	43935	Older American	N/A
Ocwen	IL	60074	Servicemember	N/A
Home Point Financial Corporation	MI	48098	Older American	N/A
Wells Fargo & Company	AZ	85023		N/A
Bank of America	NV	89129		N/A
Wells Fargo & Company	GA	30045		N/A
Ocwen	FL	33433		N/A
Bank of America	NV	89149		N/A
Bank of America	FL	32792		N/A
Ditech Financial LLC	NH	03048		N/A
Freedom Mortgage	FL	34655		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/31/2013	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with explanation	Yes	Yes
Referral	12/19/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed	Yes	Yes
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	01/14/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/03/2014	Closed with non-monetary relief	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

640315
634950
635213
647813
640242
655638
640114
655641
655643
663128
640120
640290
655655
655659
655634
664506
664081
639977
664467
656497
640383

Mortgage Complaints

Based on Consumer Complaints

01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
12/09/2013	Mortgage	FHA mortgage
01/06/2014	Mortgage	Other mortgage
12/27/2013	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Other mortgage
12/09/2013	Mortgage	Conventional fixed mortgage
12/20/2013	Mortgage	Home equity loan or line of credit
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	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

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
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
Other
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	FL	34109		N/A
Ditech Financial LLC	DE	19720		N/A
Wells Fargo & Company	GA	31401	Older American	N/A
Bank of America	TX	75077		N/A
Bank of America	MO	63366	Older American	N/A
Ocwen	CO	80130		N/A
JPMorgan Chase & Co.	TX	78251		N/A
Ditech Financial LLC	WA	98373		N/A
U.S. Bancorp	CO	80439		N/A
Nationstar Mortgage	CA	94608		N/A
Nationstar Mortgage	VA	23518		N/A
Real Time Resolutions	IL	60014		N/A
Nationstar Mortgage	NY	14216		N/A
Bank of America	MI	48098		N/A
Ocwen	FL	32209		N/A
Nationstar Mortgage	FL	32765		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.	MN	55406		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/07/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	Yes
Referral	01/07/2014	Closed with non-monetary relief	Yes	No
Web	12/09/2013	Closed with non-monetary relief	Yes	Yes
Referral	01/07/2014	Closed with non-monetary relief	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with non-monetary relief	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	Yes
Web	12/24/2013	Closed	Yes	No
Referral	01/22/2014	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 with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

656334
656208
656192
626195
655557
647885
656356
627555
640557
670605
663226
672037
655701
665161
627596
672044
672046
655726
626233
672049
670623

Mortgage Complaints

Based on Consumer Complaints

12/09/2013	Mortgage	FHA mortgage
01/15/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	FHA mortgage
01/06/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	FHA mortgage
01/15/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
12/27/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	Other mortgage
01/10/2014	Mortgage	Reverse mortgage
01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/20/2013	Mortgage	FHA mortgage
12/20/2013	Mortgage	Reverse mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Other mortgage
12/09/2013	Mortgage	Home equity loan or line of credit
01/10/2014	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
Loan modification,collection,foreclosure
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 modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Bank of America	LA	71450		N/A
Nationstar Mortgage	UT	84107		N/A
Bank of America	NC	28270		N/A
Bank of America	FL	34217		N/A
HSBC North America Holdings Inc.	IN	47974		N/A
M&T Bank Corporation	NJ	08089		N/A
Bank of America	NY	11367		N/A
Ocwen	GA	30120		N/A
PHH Mortgage	CT	06032		N/A
JPMorgan Chase & Co.	PR	00982		N/A
American Advisors Group	PA	18419	Older American	N/A
Nationstar Mortgage	FL	33408		N/A
Carrington Mortgage Holdings, LLC.	MD	20721		N/A
Ocwen	NY	14216		N/A
Wells Fargo & Company	MD	21740		N/A
JPMorgan Chase & Co.	FL	32571		N/A
One Reverse Mortgage	CA	94549	Older American	N/A
Nationstar Mortgage	FL	32836		N/A
Ditech Financial LLC	TX	77584		N/A
JPMorgan Chase & Co.	OH	43130		N/A
CIT Bank National Association	NC	28604		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/09/2013	Closed with explanation	Yes	Yes
Referral	01/22/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	12/10/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with monetary relief	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	Yes
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	01/06/2014	Closed with non-monetary relief	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Fax	12/16/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

626246
670629
655750
655586
670661
626271
670686
655778
647998
640453
663314
656371
655790
655708
669463
640513
640523
655833
627427
626358
663420

Mortgage Complaints

Based on Consumer Complaints

01/06/2014	Mortgage	Home equity loan or line of credit
12/20/2013	Mortgage	Conventional fixed mortgage
12/09/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/28/2013	Mortgage	Conventional adjustable mortgage (ARM)
12/28/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
12/28/2013	Mortgage	FHA mortgage
01/10/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	Conventional fixed mortgage
01/10/2014	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
Other
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 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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	GA	30039		N/A
U.S. Bancorp	AZ	86021		N/A
Ocwen	MS	39501		N/A
Bank of America	WA	03835		N/A
JPMorgan Chase & Co.	HI	96792		N/A
Round Point Mortgage	MD	20602	Servicemember	N/A
JPMorgan Chase & Co.	NY	10510		N/A
Nationstar Mortgage	CA	93210	Older American	N/A
Provident Funding	NY	10467		N/A
Bank of America	CA	91316		N/A
Wells Fargo & Company	CA	94596		N/A
Ocwen	PA	18643		N/A
Citibank	SC	29203		N/A
Wells Fargo & Company	NJ	07006		N/A
Citibank	MS	39648		N/A
Bank of America	TX	78642		N/A
U.S. Bancorp	CO	80528		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
Ditech Financial LLC	FL	33409	Older American	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/06/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	No
Fax	12/12/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/28/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
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
Web	01/10/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

655891
640609
627536
669636
655911
663455
655925
670842
648164
669637
670849
648173
648491
670910
648227
670921
670922
648238
662727
648240
663553

Mortgage Complaints

Based on Consumer Complaints

01/10/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	Other mortgage
12/09/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	Other mortgage
12/10/2013	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage
12/28/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage
12/29/2013	Mortgage	FHA mortgage
01/10/2014	Mortgage	Home equity loan or line of credit
01/06/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
12/10/2013	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 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 servicing, payments, escrow account
Settlement process and costs
Application, originator, mortgage broker
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Application, originator, mortgage broker
Settlement process and costs

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	TX	78247		N/A
Ocwen	TN	37388		N/A
Citibank	NC	28216		N/A
Ocwen	CA	94526		N/A
Ocwen	TX	75052		N/A
Bank of America	WA	98004		N/A
Wells Fargo & Company	CA	95012		N/A
M&T Bank Corporation	CA	95035		N/A
Bank of America	TX	77380		N/A
Sun West Mortgage Company, Inc.	WA	98133		N/A
Nationstar Mortgage	AR	72103	Older American	N/A
Ocwen	FL	33193		N/A
Regions Financial Corporation	FL	34684		N/A
Bank of America	MI	48187		N/A
Ocwen	FL	33173		N/A
Bank of America	CA	94561		N/A
PNC Bank N.A.	CA	94904	Older American	N/A
Ocwen	CO	80526		N/A
Residential Credit Solutions	CA	91355		N/A
Wells Fargo & Company	CA	91354		N/A
Capital One	VA	23664		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/03/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Referral	12/10/2013	Closed	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes
Web	12/28/2013	Closed	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

664591
648245
664452
656021
655594
626537
670979
628928
656911
656051
663610
663611
648297
669455
662595
648328
663648
657320
669348
663688
627792

Mortgage Complaints

Based on Consumer Complaints

12/10/2013	Mortgage	FHA mortgage
12/20/2013	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	FHA mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Home equity loan or line of credit
01/10/2014	Mortgage	Conventional fixed mortgage
12/29/2013	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/21/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
12/10/2013	Mortgage	Other mortgage
12/10/2013	Mortgage	Home equity loan or line of credit
12/29/2013	Mortgage	Conventional adjustable mortgage (ARM)
01/15/2014	Mortgage	FHA mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
01/10/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Capital One	VA	23664	N/A
Ditech Financial LLC	FL	33637	N/A
Capital One	VA	23664	N/A
Bayview Loan Servicing, LLC	CA	92354	N/A
Citizens Financial Group, Inc.	PA	15668	N/A
Wells Fargo & Company	FL	33647	N/A
Flagstar Bank	MI	48377	N/A
Nationstar Mortgage	CA	93535	N/A
Ditech Financial LLC	CT	06708	N/A
JPMorgan Chase & Co.	CA	92603	N/A
Ocwen	FL	32068	N/A
Bank of America	FL	34610	N/A
M&T Bank Corporation	MI	48895	N/A
JPMorgan Chase & Co.	NJ	07648	N/A
Nationstar Mortgage	OK	73012	N/A
Wells Fargo & Company	MD	21014	N/A
Nationstar Mortgage	TN	37075	N/A
Nationstar Mortgage	AZ	85212	N/A
PNC Bank N.A.	NM	87514	N/A
Bank of America	CA	95482	N/A
SunTrust Banks, Inc.	CO	80238	N/A

Mortgage Complaints

Based on Consumer Complaints

Web	12/17/2013	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with explanation	Yes	Yes
Web	01/20/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with monetary relief	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	Yes
Web	12/29/2013	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with explanation	Yes	Yes
Web	01/17/2014	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Referral	12/10/2013	Closed with explanation	Yes	No
Web	12/29/2013	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	12/29/2013	Closed with explanation	Yes	No
Web	12/29/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with non-monetary relief	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

627794
640877
627795
677296
656168
663718
648404
671109
677323
678678
677329
671134
628054
628944
648447
671174
649202
649082
649209
663818
662676

Mortgage Complaints

Based on Consumer Complaints

12/30/2013	Mortgage	Other mortgage
12/30/2013	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
12/30/2013	Mortgage	Other mortgage
01/15/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	Other mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/06/2014	Mortgage	Home equity loan or line of credit
01/06/2014	Mortgage	Home equity loan or line of credit
01/15/2014	Mortgage	FHA mortgage
01/10/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	FHA mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Other mortgage
01/10/2014	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
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Other
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
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	95453		N/A
JPMorgan Chase & Co.	CA	90077		N/A
JPMorgan Chase & Co.	CO	81089		N/A
Wells Fargo & Company	MN	55113		N/A
Ocwen	CA	91331		N/A
Bank of America	OR	97062		N/A
Nationstar Mortgage	MI	48382		N/A
JPMorgan Chase & Co.	NY	13491		N/A
Nationstar Mortgage	GA	30168		N/A
Wells Fargo & Company	CA	92626		N/A
Bank of America	MA	01915		N/A
Citibank	NC	28462		N/A
Wells Fargo & Company	MD	20602		N/A
Ocwen	FL	32256		N/A
Ocwen	FL	33027	Older American	N/A
Ocwen	MO	63801		N/A
PNC Bank N.A.	PA	17036		N/A
JPMorgan Chase & Co.	MI	48382		N/A
Wells Fargo & Company	CA	91350		N/A
Ditech Financial LLC	AZ	86305		N/A
Residential Credit Solutions	VA	20165		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	12/31/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with non-monetary relief	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	Yes
Fax	02/27/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No
Fax	01/28/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	02/24/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

649453
650492
664585
663836
656312
651376
669254
664564
662865
669386
656359
656363
671288
663889
677463
671310
649288
676670
655518
655524
663972

Mortgage Complaints

Based on Consumer Complaints

01/06/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Other mortgage
01/10/2014	Mortgage	FHA mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/15/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/21/2014	Mortgage	Conventional fixed mortgage
12/30/2013	Mortgage	Conventional fixed mortgage
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 fixed mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	VA mortgage
01/16/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Home equity loan or line of credit

Mortgage Complaints

Based on Consumer Complaints

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 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
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 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	IL	60438		N/A
Ocwen	PA	19126		N/A
Wells Fargo & Company	VA	20176		N/A
Ocwen	NC	28801		N/A
Bank of America	GA	30326		N/A
BMO Harris	WI	54667		N/A
JPMorgan Chase & Co.	CA	92869		N/A
Bank of America	FL	34611	Older American	N/A
HSBC North America Holdings Inc.	OH	43015		N/A
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
First Financial Services, Inc.	WA	98036		N/A
HSBC North America Holdings Inc.	NY	14020		N/A
FirstBank of Puerto Rico	PR	00745	Servicemember	N/A
U.S. Bancorp	OR	97526		N/A
U.S. Bancorp	IL	61061		N/A
Bank of America	PA	18353		N/A
HSBC North America Holdings Inc.	NY	11731		N/A
U.S. Bancorp	OH	44053		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/07/2014	Closed	Yes	No
Web	01/15/2014	Closed	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
Phone	01/28/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No
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	01/23/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with non-monetary relief	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	No	
Web	01/21/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

656452
669374
656467
656916
662863
677528
671607
676816
649384
672072
664048
662540
672130
672150
672165
672420
672189
672199
672209
672217
677752

Mortgage Complaints

Based on Consumer Complaints

01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	FHA mortgage
01/21/2014	Mortgage	FHA mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional fixed mortgage
01/21/2014	Mortgage	Other mortgage
01/21/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/21/2014	Mortgage	Other mortgage
01/16/2014	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 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 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
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

Loan Care	FL	34948	Older American	N/A
U.S. Bancorp	NE	68505		N/A
PHH Mortgage	TX	78504		N/A
Bank of America	CA	92029		N/A
Ditech Financial LLC	PA	18509		N/A
Nationstar Mortgage	TX	76020		N/A
HSBC North America Holdings Inc.	NY	11209	Older American	N/A
Ocwen	CA	94112	Older American	N/A
Ocwen	MI	48382		N/A
Bank of America	CA	95437		N/A
Bayview Loan Servicing, LLC	FL	32784		N/A
Nationstar Mortgage	AZ	85742		N/A
Citibank	MI	48462		N/A
HSBC North America Holdings Inc.	NY	13363	Older American	N/A
Ocwen	FL	32256		N/A
CIT Bank National Association	GA	30097		N/A
Bank of America	CA	92587	Older American	N/A
Bank of America	MI	48640		N/A
Nationstar Mortgage	MI	49508		N/A
Neighborhood Assistance Corporation of America ("NACA")	TX	78249		N/A
Residential Credit Solutions	GA	30083		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/28/2014	Closed with explanation	Yes	No
Referral	01/28/2014	Closed with explanation	Yes	No
Referral	01/28/2014	Closed with explanation	Yes	No
Referral	01/28/2014	Closed with explanation	Yes	Yes
Referral	01/28/2014	Closed with explanation	Yes	Yes
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
Fax	01/28/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	No	
Web	01/21/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	Yes
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Postal mail	01/29/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Fax	01/29/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	No
Fax	01/23/2014	Closed with explanation	No	

Mortgage Complaints

Based on Consumer Complaints

677783
677865
677866
676701
676814
677877
677900
677952
676673
677977
676713
678210
678314
678460
676844
678689
678545
676675
678580
678590
671633

Mortgage Complaints

Based on Consumer Complaints

01/16/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/16/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/16/2014	Mortgage	Other 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
01/16/2014	Mortgage	FHA mortgage
01/22/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Home equity loan or line of credit
01/16/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/22/2014	Mortgage	Reverse mortgage
01/16/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	FHA 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 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 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 servicing, payments, escrow account

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

21st Mortgage Corporation	CA	91304	Servicemember	N/A
Select Portfolio Servicing, Inc	CA	90047		N/A
Bank of America	FL	32256		N/A
Caliber Home Loans, Inc	FL	33040		N/A
Ditech Financial LLC	VA	23435		N/A
E*Trade Bank	IL	60618		N/A
Bank of America	WI	54904		N/A
Bayview Loan Servicing, LLC	CA	90064		N/A
Ocwen	FL	32256		N/A
Colorado Housing and Finance Authority	CO	81625		N/A
Wells Fargo & Company	OR	97452		N/A
Ocwen	KS	67212		N/A
Wells Fargo & Company	CA	90065	Older American	N/A
TD Bank US Holding Company	PA	19060		N/A
Ocwen	CA	94605		N/A
Ocwen	CA	92324	Older American, Servicemember	N/A
James B. Nutter & Company	TX	77539	Older American	N/A
Ocwen	CA	94605		N/A
Bank of America	CA	90250		N/A
Ocwen	MD	21224		N/A

Mortgage Complaints

Based on Consumer Complaints

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
Web	01/23/2014	Closed with explanation	Yes	Yes
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	01/16/2014	Closed with explanation	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	Yes
Postal mail	01/10/2014	Closed with explanation	Yes	Yes
Referral	01/29/2014	Closed with explanation	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/29/2014	Closed with explanation	Yes	Yes
Referral	02/14/2014	Closed with explanation	Yes	No
Postal mail	01/29/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

672282
679325
672288
679349
672329
671717
679404
681029
672289
672027
679492
672444
656543
679515
671652
678938
679524
671653
679534
656570

Mortgage Complaints

Based on Consumer Complaints

01/22/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/06/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/06/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/07/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	VA mortgage
01/22/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan 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
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 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	CO	80129		N/A
EverBank	OR	97058		N/A
Bayview Loan Servicing, LLC	PA	16225		N/A
Select Portfolio Servicing, Inc	HI	96707		N/A
Bank of America	WA	98274		N/A
Ditech Financial LLC	FL	33060	Older American	N/A
Quicken Loans	GA	30033		N/A
Specialized Loan Servicing LLC	NJ	08619		N/A
Ocwen	VA	22485	Older American	N/A
HSBC North America Holdings Inc.	NH	03217		N/A
Citibank	AZ	85050		N/A
Bank of America	MS	39322		N/A
Ocwen	PA	18840		N/A
JPMorgan Chase & Co.	CA	93065		N/A
Southeastern Mortgage Corporation	NC	28144	Servicemember	N/A
Wells Fargo & Company	FL	33432		N/A
M&T Bank Corporation	AZ	85032		N/A
JPMorgan Chase & Co.	NY	13905		N/A
Ocwen	NY	11358		N/A
Ocwen	GA	30327		N/A
Bank of America	CA	94930		N/A
JPMorgan Chase & Co.	WA	98022		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/22/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Fax	01/23/2014	Closed	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	No
Referral	01/14/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	03/03/2014	Closed with explanation	Yes	Yes
Postal mail	02/18/2014	Untimely response	No	
Web	01/22/2014	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed	Yes	No
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	01/06/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with monetary relief	Yes	No

Mortgage Complaints

Based on Consumer Complaints

679536

679547

672525

678788

657122

679584

679596

655592

671701

657278

657080

658594

657136

678764

671543

679651

672603

673078

657193

679669

657204

657218

Mortgage Complaints

Based on Consumer Complaints

01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/07/2014	Mortgage	Conventional fixed mortgage
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
01/16/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/22/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	FHA mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/07/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	Conventional fixed mortgage

Mortgage Complaints

Based on Consumer Complaints

Loan modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan servicing, payments, escrow account
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
Settlement process and costs
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
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	71109	Servicemember	N/A
Ditech Financial LLC	NJ	08232		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
Pacific Union Financial, LLC	FL	33603		N/A
Ditech Financial LLC	KY	41015		N/A
Nationstar Mortgage	FL	33330		N/A
Ocwen	MO	63005	Older American	N/A
Select Portfolio Servicing, Inc	SC	29464		N/A
Ocwen	NY	10801		N/A
Bank of America	VA	23320		N/A
Nationstar Mortgage	VA	23320		N/A
PNC Bank N.A.	VA	23322		N/A
Bank of America	FL	32128		N/A
PHH Mortgage	ME	04106		N/A
Bank of America	MT	59405		N/A
Wells Fargo & Company	GA	30349		N/A
JPMorgan Chase & Co.	IN	46404		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	01/23/2014	Closed with explanation	Yes	No
Web	01/07/2014	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
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Phone	01/10/2014	Closed	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with non-monetary relief	Yes	No
Referral	01/23/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Phone	02/05/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

672654
657254
672683
657257
657339
672722
657443
671675
672751
672795
679699
672868
658359
658599
658600
679743
657506
672935
671713
658152
686997

Mortgage Complaints

Based on Consumer Complaints

01/07/2014	Mortgage	Home equity loan or line of credit
01/07/2014	Mortgage	Other 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
01/07/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	FHA 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
01/22/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/10/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/11/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/11/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/07/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	VA mortgage
01/11/2014	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
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
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 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

Wells Fargo & Company	MN	55110		N/A
Bank of America	FL	32244		N/A
SunTrust Banks, Inc.	FL	32086		N/A
Seterus, Inc.	SC	29576		N/A
Nationstar Mortgage	NJ	08053		N/A
JPMorgan Chase & Co.	FL	33917		N/A
Ocwen	IL	60004		N/A
JPMorgan Chase & Co.	MO	63628		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
Ocwen	TX	78504		N/A
Nationstar Mortgage	AZ	85140		N/A
Specialized Loan Servicing LLC	MD	20774		N/A
Ocwen	NY	10605		N/A
Nationstar Mortgage	CO	80018		N/A
Wells Fargo & Company	CA	95148		N/A
Bank of America	FL	32707	Servicemember	N/A
Ocwen	CA	94507		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
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
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/16/2014	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	01/22/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

657584
657998
657004
657642
656996
664216
657657
664231
657072
687862
656919
687056
679937
664273
673134
664302
664315
657767
664328
662576

Mortgage Complaints

Based on Consumer Complaints

01/31/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Conventional fixed mortgage
01/16/2014	Mortgage	Other 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
01/27/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	FHA mortgage
01/31/2014	Mortgage	FHA mortgage
01/11/2014	Mortgage	FHA mortgage
01/16/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/11/2014	Mortgage	Home equity loan or line of credit
01/22/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Nationstar Mortgage	TX	75070		N/A
Ditech Financial LLC	IL	60438		N/A
Quicken Loans	WA	98225		N/A
Ocwen	MI	48197		N/A
Wells Fargo & Company	GA	30075	Older American	N/A
JPMorgan Chase & Co.	CT	06475	Older American	N/A
Wells Fargo & Company	CA	92501		N/A
Nationstar Mortgage	VA	23601		N/A
Wells Fargo & Company	MD	20602		N/A
M&T Bank Corporation	NC	27893		N/A
Bayview Loan Servicing, LLC	CA	90035		N/A
Bank of America	MI	49707		N/A
Union Bank	CA	93012	Older American	N/A
Ocwen	FL	33771		N/A
Bank of America	NV	89052		N/A
Wells Fargo & Company	FL	33308		N/A
Ocwen	TX	76028	Older American, Servicemember	N/A
Select Portfolio Servicing, Inc	FL	32712		N/A
JPMorgan Chase & Co.	FL	32821		N/A
Bank of America	FL	33145		N/A
Wells Fargo & Company	MA	02116		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/30/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	Yes
Referral	01/24/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed	Yes	Yes
Referral	01/22/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	Yes
Phone	01/29/2014	Closed with explanation	Yes	No
Referral	03/25/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	Yes
Web	01/11/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

696456
696314
673401
664369
673205
657820
687188
680017
694203
664384
673605
665183
680037
694317
687217
696484
664406
694350
696438
662547
695873

Mortgage Complaints

Based on Consumer Complaints

01/27/2014	Mortgage	FHA mortgage
01/11/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Home equity loan or line of credit
01/07/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	FHA mortgage
01/27/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Home equity loan or line of credit
01/07/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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

Specialized Loan Servicing LLC	NC	27605		N/A
HSBC North America Holdings Inc.	NY	14619		N/A
Ocwen	AZ	85730		N/A
Citibank	NY	11580		N/A
TD Bank US Holding Company	NY	10016		N/A
Nationstar Mortgage	PA	19507		N/A
Bank of America	MA	01432		N/A
Bank of America	TX	76108	Older American	N/A
Bank of America	AZ	85396		N/A
Nationstar Mortgage	CA	91352	Older American	N/A
Ocwen	NJ	08205		N/A
Select Portfolio Servicing, Inc	CA	95118		N/A
Ocwen	MI	49010		N/A
Citizens Financial Group, Inc.	MI	48228	Older American	N/A
Ocwen	GA	30188	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30707		N/A
Fay Servicing, LLC	CA	90005	Servicemember	N/A
Select Portfolio Servicing, Inc	NJ	07871		N/A
Ditech Financial LLC	MO	63303		N/A
CIT Bank National Association	TX	76120		N/A
Ocwen	SC	29506		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	01/27/2014	Closed	Yes	Yes
Fax	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	Yes
Fax	01/13/2014	Closed with explanation	Yes	Yes
Postal mail	01/29/2014	Closed with explanation	Yes	No
Phone	01/30/2014	Closed with explanation	Yes	No
Web	01/11/2014	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	01/11/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Fax	01/13/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with non-monetary relief	Yes	No
Postal mail	01/30/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Postal mail	02/14/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

687263
662931
662843
673266
657875
664446
680023
680090
664472
687286
702906
711232
664487
658613
665155
680117
678922
665071
664535
656933
664538

Mortgage Complaints

Based on Consumer Complaints

01/07/2014	Mortgage	Second mortgage
01/27/2014	Mortgage	Other mortgage
01/11/2014	Mortgage	Other mortgage
01/16/2014	Mortgage	Conventional fixed 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
01/16/2014	Mortgage	Conventional fixed mortgage
01/11/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/27/2014	Mortgage	FHA mortgage
01/11/2014	Mortgage	Conventional fixed mortgage
02/05/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/12/2014	Mortgage	Conventional adjustable mortgage (ARM)
02/05/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	VA mortgage
01/12/2014	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 modification,collection,foreclosure
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Credit decision / Underwriting
Loan servicing, payments, escrow account
Loan modification,collection,foreclosure
Settlement process and costs
Settlement process and costs
Settlement process and costs
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
Loan modification,collection,foreclosure

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	NY	12550		N/A
BB&T Financial	SC	29403		N/A
Wells Fargo & Company	CA	94568		N/A
PNC Bank N.A.	PA	18326		N/A
Bank of America	FL	33023		N/A
EverBank	NH	03104		N/A
Ocwen	NJ	08753		N/A
U.S. Bancorp	CO	80549		N/A
TD Bank US Holding Company	NJ	08753	Older American	N/A
JPMorgan Chase & Co.	NY	10986		N/A
Wells Fargo & Company	MD	20603		N/A
Wells Fargo & Company	NV	89166		N/A
Ocwen	CA	93610		N/A
Ditech Financial LLC	MA	01913	Older American	N/A
Nationstar Mortgage	CA	92501		N/A
Ocwen	CA	93041		N/A
JPMorgan Chase & Co.	DC	20010		N/A
Select Portfolio Servicing, Inc	PA	19090		N/A
Ocwen	TX	75024		N/A
Ditech Financial LLC	TX	75115		N/A
Wells Fargo & Company	OH	44827	Servicemember	N/A
Ocwen	FL	33032		N/A

Mortgage Complaints

Based on Consumer Complaints

Referral	01/08/2014	Closed with explanation	Yes	No
Phone	03/18/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	Yes
Phone	01/30/2014	Closed with non-monetary relief	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Fax	02/07/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed	Yes	No

Mortgage Complaints

Based on Consumer Complaints

658222
686090
662570
673396
686165
657966
662867
664603
680226
671521
664643
687415
664650
700498
658024
658025
678792
680282
664701
702939
658073
664721

Mortgage Complaints

Based on Consumer Complaints

01/16/2014	Mortgage	Conventional fixed mortgage
01/12/2014	Mortgage	Conventional fixed mortgage
01/27/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/12/2014	Mortgage	FHA mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
02/05/2014	Mortgage	Conventional fixed mortgage
02/05/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	Conventional fixed mortgage
01/12/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	FHA mortgage
01/31/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	FHA mortgage
01/22/2014	Mortgage	Other mortgage
01/12/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/22/2014	Mortgage	Other mortgage
01/12/2014	Mortgage	Conventional fixed mortgage
01/17/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Reverse mortgage
01/27/2014	Mortgage	FHA mortgage
01/17/2014	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
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
Settlement process and costs
Loan modification,collection,foreclosure
Loan modification,collection,foreclosure
Settlement process and costs
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	CA	90710		N/A
Bank of America	IL	60010		N/A
Wells Fargo & Company	NJ	07921		N/A
Citibank	TX	75080		N/A
Wells Fargo & Company	CA	90069		N/A
Ocwen	TX	79843		N/A
United Shore Financial Services, LLC	KS	67665		N/A
Select Portfolio Servicing, Inc	CA	92336		N/A
Nationstar Mortgage	ID	83340		N/A
Citizens Financial Group, Inc.	IL	60614		N/A
U.S. Bancorp	AR	72904		N/A
PNC Bank N.A.	MD	20902		N/A
Ocwen	NM	87114		N/A
Select Portfolio Servicing, Inc	AL	35120		N/A
JPMorgan Chase & Co.	DC	20036		N/A
HSBC North America Holdings Inc.	OH	45252	Older American	N/A
HSBC North America Holdings Inc.	TX	77091		N/A
Nationstar Mortgage	CA	90046		N/A
Nationstar Mortgage	CT	06475		N/A
Wells Fargo & Company	NJ	08648		N/A
Ditech Financial LLC	SC	29360		N/A

Mortgage Complaints

Based on Consumer Complaints

Phone	01/24/2014	Closed with explanation	Yes	No
Web	01/12/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with non-monetary relief	Yes	Yes
Web	02/12/2014	Closed with explanation	Yes	No
Postal mail	01/29/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/12/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	Yes
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	01/16/2014	Closed with explanation	Yes	Yes
Web	01/23/2014	Closed with explanation	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	No
Web	01/16/2014	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

Mortgage Complaints

Based on Consumer Complaints

673625
664735
689890
664752
657053
711140
711141
678777
687538
664777
680357
694446
686018
680372
662834
680381
664817
673853
665441
686118
674534

Mortgage Complaints

Based on Consumer Complaints

02/05/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
01/31/2014	Mortgage	Other mortgage
02/05/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/27/2014	Mortgage	Conventional fixed mortgage
01/27/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/13/2014	Mortgage	Home equity loan or line of credit
01/07/2014	Mortgage	Conventional adjustable mortgage (ARM)
01/13/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Conventional fixed mortgage
01/22/2014	Mortgage	Home equity loan or line of credit
01/31/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Conventional fixed mortgage
01/13/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage

Mortgage Complaints

Based on Consumer Complaints

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 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
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

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Mortgage Complaints

Based on Consumer Complaints

Ocwen	RI	02921		N/A
Bank of America	NV	89136		N/A
Bank of America	MI	48382	Servicemember	N/A
Wells Fargo & Company	MN	55104		N/A
Carrington Mortgage Holdings, LLC.	SC	29568		N/A
Ditech Financial LLC	TX	77024		N/A
HSBC North America Holdings Inc.	NY	13210		N/A
Specialized Loan Servicing LLC	SC	29710		N/A
TD Bank US Holding Company	NH	03818		N/A
Select Portfolio Servicing, Inc	MD	20743	Older American	N/A
Wells Fargo & Company	NY	12047		N/A
Bank of America	FL	32714		N/A
Boeing Employees' Credit Union	WA	98223		N/A
U.S. Bancorp	OH	44256		N/A
Quicken Loans	WA	98908	Older American	N/A
Taylor Morrison Home Funding	FL	33525		N/A
Nationstar Mortgage	VA	20136	Servicemember	N/A
Finance of America Mortgage LLC	NJ	08033		N/A
Wells Fargo & Company	MT	59845		N/A
Nationstar Mortgage	MI	48124	Older American	N/A
Dovenmuehle Mortgage Inc.	MI	48911		N/A

Mortgage Complaints

Based on Consumer Complaints

Web	02/18/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed with explanation	Yes	Yes
Fax	02/10/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with monetary relief	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	Yes
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/15/2014	Closed with non-monetary relief	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/15/2014	Closed with explanation	Yes	Yes
Referral	02/07/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	Yes
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
Referral	02/07/2014	Closed with explanation	Yes	No
Fax	02/07/2014	Closed with explanation	Yes	No

Mortgage Complaints

Based on Consumer Complaints

707984
665453
693912
705103
665491
687675
687689
658228
666456
658611
666512
700261
680485
680486
694557
694559
665208
701107
673992
700566
693914

Mortgage Complaints

Based on Consumer Complaints

01/13/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional adjustable mortgage (ARM)
02/06/2014	Mortgage	Other mortgage
01/31/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/22/2014	Mortgage	Other mortgage
01/07/2014	Mortgage	Conventional fixed mortgage
01/17/2014	Mortgage	Other mortgage
01/27/2014	Mortgage	Home equity loan or line of credit
02/06/2014	Mortgage	Other mortgage
02/06/2014	Mortgage	Other mortgage
01/17/2014	Mortgage	Other mortgage
01/13/2014	Mortgage	Conventional fixed mortgage
01/17/2014	Mortgage	Home equity loan or line of credit
01/17/2014	Mortgage	Other mortgage
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

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
Settlement process and costs
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 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.	GA	30058	N/A
HSBC North America Holdings Inc.	MD	20706	N/A
Wells Fargo & Company	MN	56001	N/A
Ocwen	MI	48005	N/A
Wells Fargo & Company	NJ	08753	N/A
Wells Fargo & Company	NC	28027	N/A
Wells Fargo & Company	TX	78404	N/A
Select Portfolio Servicing, Inc	CA	96019	N/A
Bank of America	CA	92845	N/A
KeyBank NA	ME	04344	N/A
Ocwen	CA	92024	N/A
Wells Fargo & Company	NY	10467	N/A
JPMorgan Chase & Co.	OH	43209	N/A
Nationstar Mortgage	PA	19026	N/A
Ocwen	NY	11236	N/A
Ocwen	NJ	08829	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
Bank of America	NC	28031	N/A

Mortgage Complaints
Based on Consumer Complaints

Referral	02/18/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with non-monetary relief	Yes	Yes
Referral	02/10/2014	Closed with explanation	Yes	No
Fax	01/30/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with non-monetary relief	Yes	No
Web	01/27/2014	Closed with explanation	Yes	Yes
Referral	02/10/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	Yes
Web	01/13/2014	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	02/07/2014	Closed with explanation	Yes	Yes

Mortgage Complaints

Based on Consumer Complaints

666618
656954
700579
694511
702560
701650
680523
658267
674640
687765
700594
700596
674644
665542
674774
674647
700603
702538
694595
674646
700610

Mortgage Complaints

Based on Consumer Complaints

(Results truncated. Use CSV format for all records.)