

## **NATIONAL MORTGAGE LOAN SERVICERS**

### **Web Links and Contact Information**

#### **Accredited Home Lenders**

Toll-free Restructuring Hotline

877-788-2813

REO Search

<http://www.accredhome.com/REO/index.cfm?Section=18&Main=0>

#### **Acqura Loan Services**

Home Owner Solution Center

866-660-5804

[http://www.acqurals.com/mortgage\\_solutions.php](http://www.acqurals.com/mortgage_solutions.php)

#### **Altisource Homes**

Property Search

<http://www.altisourcehomes.com/>

#### **American Home Mortgage Servicing**

Home Retention Team

877-304-3100

[http://www.ahmsi3.com/servicing/BAT\\_bateam.asp](http://www.ahmsi3.com/servicing/BAT_bateam.asp)

#### **Aurora Loan Services**

Foreclosure Prevention Resource Center

866-521-3828

<https://www.myauroraloan.com/ui/fprc/home.aspx>

Loan Resolution

800-550-0509

<https://www.myauroraloan.com/ui/common/help/paymentfaq.aspx#payments5>

#### **Avelo Mortgage**

(Loans serviced by Litton Loan Servicing LP)

Trouble Making Payments

[https://www.littonloan.com/fin\\_info1.asp](https://www.littonloan.com/fin_info1.asp)

Default Counseling Department

800-999-8501

#### **BB&T**

Mortgage Servicing Center

800-295-5744

<http://www.bbt.com/bbt/mortgage/>

Bank-Owned Properties

<http://www.bbt.com/applications/specialassets/search.asp?p=1>

#### **BBVA Compass Bank**

Loan Payment Assistance

866-681-1662

<https://www.bbvacompass.com/personal/loans/assistance.cfm>

Foreclosed Properties for Sale

<https://www.compassbank.com/appforms/properties/index.jsp>

#### **Bayview REO**

<http://www.bayviewreo.com/>

#### **Bank of America (Countrywide)**

Home Retention

<http://www.bankofamerica.com/loansandhomes/financial-difficulty/>

Home Loans

800-846-2222

Home Equity Loan or Line of Credit

800-451-6362

Reverse Mortgage

866-863-5224

Loan Assistance Solutions

<http://homeloans.bankofamerica.com/homeloanhelp/loan-assistance-solutions/homeowner-counseling-services.html>

Bank-Owned Property

<http://bankofamerica.reo.com/search/propertysearch.aspx>

#### **Carrington Mortgage Services (CMS)**

<https://myloan.carringtonms.com/webapps/servicing/myloans/contact.do>

Customer Service

800-561-4567

Loan Counseling

888-788-7306

## **Carrington Mortgage Services (CMS)**

Home Retention Department  
800-790-9502  
Bankruptcy/Loss Mitigation  
877-267-4051  
REO  
888-267-2449

## **CCO Mortgage**

Making Home Affordable  
800-234-6002  
<http://www.citizensbank.com/loans/makinghomeaffordableact.aspx>  
Residential Loans (Customer Service)  
800-234-6002  
<https://www.ccomortgage.com/index.asp>

## **Chase (and WAMU)**

Home Ownership Center  
866-550-5705  
[http://www.chase.com/ccp/index.jsp?pg\\_name=ccpmapp/shared/marketing/page/ForeclosureDtls](http://www.chase.com/ccp/index.jsp?pg_name=ccpmapp/shared/marketing/page/ForeclosureDtls)  
Residential Properties  
[http://mortgage.chase.com/pages/other/co\\_properties\\_landing.jsp](http://mortgage.chase.com/pages/other/co_properties_landing.jsp)

## **CitiMortgage**

Homeowner Assistance (Must register and sign-on to account)  
[https://www.citimortgage.com/Mortgage/Home.do?page=homeowner\\_assistance](https://www.citimortgage.com/Mortgage/Home.do?page=homeowner_assistance)  
Existing CitiMortgage Account  
800-283-7918  
Mortgage Solution Options  
888-995-HOPE  
Properties for Sale  
<http://www.citimortgage.com/Mortgage/Oreo/SearchListing.do>

## **EMC Mortgage Corporation**

EMC Mortgage Loan Workout Department  
800-723-3004  
Loan Servicing Center  
<https://emcmortgagecorp.com/emcccn/faq/keepmyhome.jsp>

## **EMC Mortgage Corporation**

Properties for Sale (Users must register)  
<https://www.emcmortgagecorp.com/EMCMORTGAGE/MainContent/RegisterUser?start=rue>  
Properties Pending Foreclosure (Users must register)  
[https://www.emcmortgagecorp.com/EMCMORTGAGE/MainContent/pend\\_foreclosures\\_public.jsp?returnPage=../MainContent/pend\\_foreclosures\\_1115.jsp](https://www.emcmortgagecorp.com/EMCMORTGAGE/MainContent/pend_foreclosures_public.jsp?returnPage=../MainContent/pend_foreclosures_1115.jsp)

## **Fannie Mae**

Homeowners  
<http://www.fanniemae.com/kb/index?page=home&c=homeowners>  
Homebuyers  
<http://www.fanniemae.com/kb/index?page=home&c=homebuyers>  
HomePath.com (Fannie Mae-owned properties)  
<http://www.homepath.com/>

## **FHA / HUD**

Owning a Home  
<http://www.hud.gov/offices/hsg/sfh/owning.cfm>  
FHA National Servicing Center  
<http://www.hud.gov/offices/hsg/sfh/nsc/nschome.cfm>  
HUD Homes  
[http://portal.hud.gov/portal/page/portal/HUD/topics/hud\\_homes](http://portal.hud.gov/portal/page/portal/HUD/topics/hud_homes)

## **First Franklin Loan Services**

Loss Mitigation  
800-622-5035  
<https://www.viewmyloan.com/bahhls/Welcome.jsp>

## **First Horizon/First Tennessee**

Trouble Making Payments  
First Horizon 800-364-7662  
First Tennessee 866-285-2171  
<https://www.firsttennessee.com/Borrowing/Loss-Mitigation>

## **Freddie Mac**

Where to Get Help  
[http://www.freddiemac.com/corporate/buyown/english/avoiding\\_foreclosure/where\\_to\\_get\\_help.html](http://www.freddiemac.com/corporate/buyown/english/avoiding_foreclosure/where_to_get_help.html)  
HomeSteps Properties for Sale  
<http://www.homesteps.com/>

## **GMAC Mortgage**

Homeowner Help

800-850-4622

[http://www.gmacmortgage.com/Resource\\_Center/homeowner\\_help/homeowner\\_help.html](http://www.gmacmortgage.com/Resource_Center/homeowner_help/homeowner_help.html)

REO Property Search

<http://www.gmacmortgage.com/reo/search/index.htm>

## **GRP Financial Services Corp. (A Sallie Mae Company)**

Borrowers

<http://www.grpcapital.com/borrowers/index.html>

Customer Service

877-473-3618

## **HomeEq Servicing**

Overcoming Payment Challenges

<http://www.homeq.com/challenges/index.jsp>

REO Management

<http://www.homeq.com/reo>

## **HSBC Mortgage Services**

Mortgage Payment Difficulties

800-395-3489

[https://www.hsbcmortgageservices.com/managing\\_hardship\\_text](https://www.hsbcmortgageservices.com/managing_hardship_text)

Properties for Sale

<http://www.us.hsbc.com/1/2/3/personal/home-loans/properties>

## **Huntington Bank**

Huntington Payment Help

<https://www.huntington.com/paymenthelp/>

Discuss Repayment Options

877-477-6855

## **Includes IndyMac Mortgage Services (Division of OneWest Bank)**

Customer Care Center

800-781-7399

<https://www.indymacmortgageservices.com/IndyMac/Manage-My-Account/>

REO Department

[REOSystem@owb.com](mailto:REOSystem@owb.com)

## **Litton Loan Servicing**

Default Counseling Department

800-999-8501

[https://www.littonloan.com/fin\\_info1.asp](https://www.littonloan.com/fin_info1.asp)

## **M&T Bank**

Repayment Assistance

<https://www.mtb.com/customerservice/Pages/RepaymentAssistance.aspx>

Mortgages

800-724-1633

Home Equity Accounts

800-724-8644

Customer Asset Management

877-208-5495

Homes for sale

<http://services.mandtbank.com/personal/mortgage/reomort.cfm>

## **MetLife Home Loans**

Homeowner's Assistance Program

<http://www.metlifehomeloans.com/PaymentAssistance/paymentassistance.aspx>

## **NationPoint**

Customer Service Department

800-346-6437

<https://www.viewmyloan.com/nationpoint/Welcome.jsp>

## **Nationstar Mortgage**

Customer Service

800-480-2432

<https://www.nationstarmtg.com/CustomerCenter/Default.aspx>

## **Ocwen Loan Servicing**

Financial Difficulties

[http://www.ocwencustomers.com/csc\\_fa.cfm](http://www.ocwencustomers.com/csc_fa.cfm)

## **PNC Mortgage**

Trouble Making Payments

[http://www.pncmortgage.com/MyMortgage/Account\\_Center/Having\\_Trouble\\_Making\\_Payments.aspx](http://www.pncmortgage.com/MyMortgage/Account_Center/Having_Trouble_Making_Payments.aspx)

Customer Service

800-822-5626

## **Power REO Management Services, Inc.**

REO

<https://re.ahmsi3.com/staticBroker/reProperties.jsp>

## **Premiere Asset Service (Wells Fargo Mortgage)**

Property Search

<http://www.pasreo.com/pasreo/public/propertySearch.do>

## **Regions Financial Corporation**

Mortgage Payment Assistance

[http://www.regions.com/mortgage/payment\\_hardship.rf](http://www.regions.com/mortgage/payment_hardship.rf)

800-748-9498

Properties for Sale

[http://www.regions.com/personal\\_banking/property\\_for\\_sale.rf](http://www.regions.com/personal_banking/property_for_sale.rf)

## **Residential Credit Solutions, Inc. (RCS)**

Help for Homeowners

<https://www.residentialcredit.com/HelpForHomeowners.aspx>

Customer Service

800-737-1192

## **RoundPoint Mortgage Servicing Corporation**

Defeating Financial Hardship

877-426-8805

<http://www.rpmservicing.com/>

## **Saxon Mortgage Services**

Home Preservation

888-325-3502

<https://www.saxononline.com/common/homepreservation/>

## **Select Portfolio Servicing**

Home Affordable Modification Program

<https://www.spservicing.com/>

Loan Resolution

888-818-6032

<https://www.spservicing.com/services/customer/loanresolution.htm>

## **SunTrust**

SunTrust Mortgage Assistance

800-443-1032

<http://www.suntrustmortgage.com/loanofficer.asp?hopenow>

SunTrust Consumer Home Equity Group Home Retention Team

888-886-0696

<https://www.suntrust.com/Microsites/equityhomeretention/index.html>

Residential Properties for Sale

<http://suntrust.res.net/>

## **US Department of Agriculture**

Services for Citizens

[http://ric.nal.usda.gov/nal\\_display/index.php?info\\_center=5&tax\\_level=2&tax\\_subject=483&level3\\_id=0&level4\\_id=0&level5\\_id=0&want\\_id=1521&topic\\_id=1964&placement\\_default=0](http://ric.nal.usda.gov/nal_display/index.php?info_center=5&tax_level=2&tax_subject=483&level3_id=0&level4_id=0&level5_id=0&want_id=1521&topic_id=1964&placement_default=0)

USDA Properties for Sale

<http://www.resales.usda.gov/>

## **US Department of Veterans Affairs (Equator Financial Solutions)**

VA Homes for Sale

<https://va.equator.com/index.cfm?>

## **Vericrest Financial**

Vericrest Cares

866-650-0968

<http://cares.vericrestfinancial.com/>

## **Virtual Bank**

Properties for Sale

<http://www.virtualbank.com/REO/REOList.aspx>

## **Wachovia (A Wells Fargo Company)**

Difficulty Making Payments

<https://www.wachovia.com/foundation/v/index.jsp?vgnextoid=c96d6344db1dc110VgnVC M100000127d6fa2RCRD>

Making Home Affordable Program

<https://www.wachovia.com/foundation/v/index.jsp?vgnextoid=98ec824c26abf110VgnVC M200000627d6fa2RCRD&vgnextfmt=default>

Residential Foreclosures

<http://reo.wachovia.com/>

**Wells Fargo**

Alternative Payment Options

800-678-7986

<https://www.wellsfargo.com/mortgage/account/altrepayment>

REO – Refer to Premiere Asset Service

**Wilshire**

Redirect to Bank of America Web Site

<https://www.wcc.ml.com/BOASplash.html>