

Bank/Servicer Loss Mitigation Phone Numbers & Contact Information:

This information is being updated by numerous websites daily. Your first option is to contact your bank or loan servicer so that you may have the most recent information:

The list is compiled in alphabetical order.

Accredited Home Lenders (877) 683-4466, (858) 805-6225

PO Box 502480

San Diego, CA 92150-2480

Web: <http://www.accredhome.com/>

AMC Mortgage Services (Also handles loans originated by Ameriquest and Argent)

(877) 523-6259

1600 McConnor Parkway

Schaumburg, IL 60173

<https://www.amcmortgage.com>

American Home Mortgage Corp. (877) 304-3100, (877) 581-9035

5401 N. Oracle Rd.

Tucson, AZ 85704

email: info@americanhomemortgage.com

Web: <http://www.americanhomemortgage.com/Default.aspx>

Ameriquest Mortgage * no longer accepting loan applications or funding loans.

AmTrust Bank (aka Ohio Savings Bank) (888) 696-4444

Mortgage Specialists: (866) 833-7959 (8am - 8pm Eastern Time Monday-Thursday;

8am - 6pm Eastern Time Friday; and 10am - 2pm Eastern Time Saturday)

Web: <https://www.amtrust.com/Personal/Pages/home.aspx>

Aurora Loan Services

10350 Park Meadows Drive

Littleton, CO 80124

Phone: 720-945-3000

Toll-Free: 800-880-0128

(Debt collection) (800) 550-0508

By Overnight Mail:

601 5th Avenue

Scottsbluff, NE 69361

Attn: Customer Service

By Regular Mail:
P.O. Box 1706
Scottsbluff, NE 69363
Web: <https://www.alservices.com/>

Avelo Mortgage LLC (866) 992-8356

Bank of America (800) 846-2222
Web: <http://homeloans.bankofamerica.com/en/home.html>

BB&T Mortgage (800) 827-3722 **1-800-BANK-BBT**
(1-800-226-5228), 24 hours a day, 7 days a week.
Web: <http://www.bbt.com/bbt/personal/products/homemortgage.html>

Beneficial (800) 333-5848, (800)365-0175
Web: <https://www.beneficial.com>

Central Pacific Bank (800) 342-8422
Web: <http://www.centralpacificbank.com/>

Charter One (800) 234-6002
Web: <http://www.charterone.com/>

Chase Manhattan Mortgage (800) 548-7912
Chase Fulfillment Center
PO Box 469030
Glendale, CO 80246, Fax: 1-866-282-5682

(800) 446-8939 (Ohio Servicing Center)
(800) 526-0072 (Florida Servicing Center)
(800) 527-3040 x533 (Florida Servicing Center)

Loss Mitigation (877) 838-1882 ext 52195 The Number you will be directed to after you give your loan number: (866) 665-7629 (business hours are 11AM-8PM M-TH, 8AM-12PM F)

Chase Home Finance (800) 848-9136 (customer service)
Web: <https://www.chase.com/cm/chf/miscellaneous/page/avenueA.html>

Chase Home Finance-New Jersey (800) 446-8939

Chevy Chase Bank (800) 933-9100*
Web: <https://www.chevychasebank.com/home.html>

Citi Financial Mortgage (800) 753-3673
(800) 995-2274, 24 hours a day – 7 days a week
Web: <https://www.citifinancial.com/USCFA/CFA/portal/Home.do>

Citimortgage (800) 283-7918 Monday through Friday 7:00 AM to 12:00 AM , Midnight ET
Saturday 8:00 AM to 7:00 PM ET and Sunday 12:00 PM , Noon to 11:00 PM ET

Web: <https://www.citimortgage.com/Mortgage/Home.do?td=>

Countrywide (800) 669-6607/Home Retention Team

Web: <http://my.countrywide.com/>

Ditech (800) 852-0656

Web: http://homeloans.ditech.com/j/i/31080/ditech-SP.html?source=Goog_S_Brand&CP=y_brd_ppc

Deutsche Bank National Call Number on Mortgage Statement

EMC Mortgage (800) 723-3004

P.O. Box 141358

Irving, TX 75014-1358

Web: <https://www.emcmortgageservicing.com>

EverBank- “Ever Home Mortgage Company” (800) 669-7724 ext. 4730

Equity One /Popular Mortgage Servicing, Inc.(Debt collection) (866) 361-3460

Web: http://www.equitywebbank.com/2350/mirror/p_banking.htm

First Horizon Bank/Home Loans (800) 489-2966,(800) 364-7662

Web: <http://www.firsthorizon.com/>

Fifth Third Bank (800) 375-1745 Option 3 (Loss Mitigation)

Web: <https://www.53.com/wps/portal/personal>

First Merit Bank (888) 728-9931

Flagstar Bank (800) 968-7700, ext. 9780 (Loss Mitigation)

Web: <https://www.flagstar.com/home.html/>

GMAC Mortgage (800) 850-4622, **(800) 766-4622**

Web: <http://www.gmacmortgage.com/index.html>

Payments by express mail:

GMAC Mortgage

6716 Grade Lane

Building 9, Suite 910

Louisville, KY 40213-1407

GreenPoint Mortgage Funding (800) 784-5566, ext. 5383

*Effective August 20, 2007, GreenPoint Mortgage ceased accepting loan applications.

Web: <http://www.greenpointmortgage.com/>

Green Tree (877) 816-9125, (800) 643-0202 (Loss Mitigation)

Web: <http://www.gtserVICing.com/>

Homecomings Financial (800) 799-9250

* Now GMAC Mortgage – started on July 1, 2009, (800) 766-4622

Web: <http://www.gmacmortgage.com/homecomings.html>

HomeEq Mortgage Servicing (Loss Mitigation)

Loss Mitigation – 1-877-867-7378, 1-866-577-1227(fax)

Call between the hours of 5:00 a.m. to 5:30 p.m., PT, Monday – Friday

(Debt collection) (866) 822-1471

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

Household Finance (A HSBC Co.) (800) 333-5848

Household Mortgage (951) 817-9510

Web: <http://householdmtg.com/>

HSBC Mortgage (800) 338-6441

Default Resolution Team (if long term problem)

2929 Walden Avenue

Depew, NY 14043

(888) 648-3124 Loss Mit

(732) 352-7519 Fax

Web: <https://www.hsbcmortgageservices.com/home>

Huntington National Bank (800) 323-4695

1-800-445-8460, weekdays, 7:00 a.m. to 6:00 p.m. ET.

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

Indymac Bank (877) 736-5556

C/O Loan Resolution Department

P.O Box 7014

Pasadena, CA 91107

(Monday - Friday 6:15am-7:15pm. (Pacific Time)

Web: <https://www.indymacbank.com/contactus/loanResolution.asp>

Irwin Mortgage

* All loans were transferred to: Midland, Everhome and Citimortgage Company

(888) 218-1988

P.O Box 7014

Pasadena, CA 91107

Web: <http://www.irwinmortgage.com/>

E-mail: delinquency.prevention@irwinmortgage.com

James B. Nutter & Company (800) 315-7334

4153 Broadway

Kansas City, MO 64111

Metropolitan Kansas City: 816-531-2345

Outside of Kansas City: 1-800-798-3946

Web: <http://www.jamesbnutter.com/>

Key Bank (800) 422-2442

Litton Loan Servicing (800) 999-8501 or (800) 548-8665

Fax (713) 966-8820

4828 Loop Central Drive

Houston, Texas 77081-2226

Web: <https://www.littonloan.com/index.asp>

Loss Mitigation Department Hours:

Monday Eastern: 9 a.m. - 7 p.m. Central: 8 a.m. - 6 p.m. Mountain: 7 a.m. - 5 p.m.

Pacific: 6 a.m. - 4 p.m.

Tuesday-Thursday Eastern: 9 a.m. - 9 p.m. Central: 8 a.m. - 8 p.m. Mountain: 7 a.m. - 7 p.m. Pacific: 6 a.m. - 6 p.m.

Friday Eastern: 10 a.m. - 6 p.m. Central: 9 a.m. - 5 p.m. Mountain: 8 a.m. - 4 p.m.

Pacific: 7 a.m. - 3 p.m.

Default Counseling Department representatives are also available most weekends on Saturday from 8 a.m. to 12 p.m. and Sunday from 10 a.m. to 2 p.m. (CST).

Midland Mortgage (800) 552-3000 or (800) 654-4566

Web: <https://www.mymidlandmortgage.com/MyMortgage/Login/Login.asp>

Mortgage Lenders Network (800) 691-0129

E-mail: customerservice@mlnusa.com

Web: http://www.mlnusa.com/customers/info_credithelp.asp

Mortgage Electronic Registration Systems (MERS) (888) 679-6377

1818 Library Street, Suite 300

Reston, VA 20190

Phone: (800) 646-6377

Fax: (703) 748-0183

Web: <http://www.mersinc.org/>

National City (800) 367-9305, Ext. 53221 or (800) 523-8654

Attention: Homeowner's Assistance

3232 Newmark Dr.

Miamisburg, Ohio 45342
(8AM-10:30PM ET, Monday - Thursday)
(8AM-5PM ET, Friday)
(8AM-Noon, Saturday)

Web: http://www.nationalcitymortgage.com/service_assistance.asp

Nationwide Advantage Mortgage Company (800) 356-3442, ext. 6002*

NationStar Mortgage (888) 850-9398* Press 0 for operator

New Century Financial Now Carrington Mortgage Services

(800) 790-9502 or (877) 206-9904
(6:00 a.m. to 7:00 p.m. Pacific Time, Monday - Thursday)
(6:00 a.m. to 6:00 p.m. Pacific Time, Friday)

Web: <https://myloan.newcentury.com/webapps/servicing/myloans/index.do>

NovaStar Mortgage Loan Resolution Department

(888) 743-0774 Non-English: (888) 743-0774, ext. 4523

Ocwen Federal Bank (800) 746-2936

Web: <https://www.ocwencustomers.com/home.cfm>

Attention: Financial Information

12650 Ingenuity Drive

Orlando, Florida 32826

or

Ocwen Financial Corporation

1661 Worthington Rd., Suite 100

West Palm Beach, Florida 33409

Phone: 877-226-2936 (Ocwen Loan Servicing REO Dept.)

For serving Ocwen with legal process, please send to their registered agent:

Corporation Service Company

2711 Centerville Road, Suite 400

Wilmington, DE 19808

Phone: 561-682-8000

Option One/American Home Mortgage Servicing, Inc. (888) 275-2648

*Closed, loans are being serviced thru American Home Mortgage Servicing, Inc.

Web: <https://ahmsi3.com/servicing/home.asp>

PHH Mortgage (Formerly Cendant) (800) 257-0460

For borrowers facing possible delinquency: (800) 330-0423*

For borrowers in the foreclosure process: (800) 750-2518

Web: <https://www.phhmortgage.com>

Saxon

Home Preservation Team: 888-325-3502, **Fax:** 888-240-1885

Web: <https://www.saxonmortgage.com/common/home/>

Select Portfolio Servicing (888) 818-6032

Fax: (801) 293-3936

Loan Resolution Department

P.O. Box 65250

Salt Lake City, UT 84165-0250

(Monday - Thursday 10:00 a.m. - 10:00 p.m. EST)

(Friday 10:00 a.m. - 7:00 p.m. EST)

(Saturday 9:00 a.m. - 1:00 p.m. EST)

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

SkyBank (800) 290-3359

Sun Trust Mortgage (800) 634-7928

PO Box 26149

Richmond, VA 23260-6149

Mail Code RVW 3003

Web: <https://www.suntrustmortgage.com/generalquestions.asp>

Third Federal Savings (888) 844-7333

Customer Service: 1-800-844-7333

(TDD hearing-impaired 216-429-5160)

Web: <http://www.thirdfederal.com/Home.aspx>

US Bank (800) 365-7900

(Making Home Affordable Hotline)

(866) 932-0462

Web: <http://www.usbank.com/>

Wachovia Bank of Delaware * Now a Wells Fargo Company

(866) 642-8608/Loss Mitigation, **WACHOVIA (800-922-4684)**

Web: <https://www.wachovia.com/>

Washington Mutual

(866) 926-8937 or (888) 453-3102/Home Retention Team

866) WAMU-YES, Monday thru Friday 5:00am to 8:00pm Pacific Time

(866) 926-8937

1301 Second Avenue

Seattle, WA 98101

Home Loan Customer Service

P.O. Box 100576

Mail Stop: FSC0170

Florence, SC 29502-0576

Web: <https://www.wamu.com/personal/default.asp>

Wells Fargo (800) 416-1472 or (866) 261-5642/Counseling Service Dept.

(800)766-0987 or (800) 678-7986 for payment assistance

Borrower Counseling Services

Monday - Friday 8:00 a.m. - 9:00 p.m., CT

Saturday 9:00 a.m. - 2:00 p.m., CT

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

Wendover Financial Services Corporation (800) 934-1081 or (800) 436-1022

Web: <http://www.wendover.com/borrowers.html>

Wilshire Credit Corporation (888) 502-0100

P.O. Box 8517

Portland, OR 97207-8517

From 6 a.m. to 5 p.m. (Pacific time) Monday through Friday

Web: <http://www.wfsg.com/borrower/borrower.aspx>