

# LOSS MITIGATION SERVICE INFORMATION

Phone Numbers & Contact Info for Lenders / Servicers



<b>ABM AMRO Mortgage</b> http://www.mortgage.com	800-783-8900	<b>Chevy Chase Bank</b> http://chaseonline.chase.com	800-933-9100	<b>Home Equity Mortgage Servicing</b> (Debt collection)	866-822-1471
<b>Accredited Home Lenders</b>	877-689-4466	<b>Chase Manhattan Mortgage</b> (Ohio Servicing Center) (Florida Servicing Center) (Florida Servicing Center)	800-446-8939 800-526-0072 800-527-3040 ext.533	<b>Household Financ</b> (AHSBC Co.)	800-333-5848
<b>AMC Mortgage Services</b> (Also handles loans originated by Ameriquest and Argent) 1600 McConnor Parkway Schaumburg, IL 60173 http://www.myamcloan.com	800-211-6926	<b>Chevy Chase Bank</b> http://www.cnevychasebank.com	800-933-9100	<b>Household Mortgage</b>	800-333-4489
<b>American Home Mortgage Corp.</b>	877-304-3100	<b>Citi Financial Mortgage</b>	800-753-9100	<b>HSBC Mortgage</b> Default Resolution team (if long term problem) 2929 Walden Avenue Depew, NY 14043 888-648-3124 Loss Mt. 732-352-7519 fax http://us.hsbc.com	800-338-6441
<b>Ameriquest Mortgage</b> (Debt collection-see AMC Mortgage Services)	800-211-6926	<b>Citimortgage</b>	800-283-7918	<b>Huntington National Bank</b>	800-323-4695
<b>Aurora Loan Services</b> (Debt Collection)	800-550-0508	<b>Countrywide</b> http://customers.countrywide.com	800-262-4218	<b>Indymac Bank</b> C/O Loan Resolution Department P.O. Box 7014 Pasadena, CA 91107 (Mon-Fri 6:15 am-7:15pm. (Pacific Time) http://www.indymacbank.com	877-736-5556
<b>Attn: Customer Service</b> By Overnight Mail: 601 5th Avenue Scottsbluff, NE 69361 By Regular Mail: P.O. Box1706 Scottsbluff, NE 69363 Email: ccnmail@alservices.com http://www.alservices.com		<b>Ditech</b>	800-852-0656 800-499-8582	<b>Irwin Mortgage</b> P.O. Box 7014 Pasadena, CA 91107 Email: delinquency.prevention@irwinmortgage.com http://www.irwinmortgage.com	888-218-7988
<b>Avelo Mortgage LLC</b>	866-992-8356	<b>Downey Financial Corp.</b>	800-824-6902 ext.6696	<b>James B. Nutter &amp; Company</b>	800-315-7334
<b>Bank of America</b>	800-846-2222	<b>Deutsche Bank National</b> Call number of Mortgage Statement		<b>Key Bank</b>	800-422-2442
<b>BB&amp;T Mortgage</b>	800-827-3722	<b>Emc</b> P.O. Box 141358 Irving, Tx 75014-1358 http://www.emcmortgageservicing.com	800-723-3004	<b>LaSalle National Bank</b>	800-783-8900
<b>AmTrust Bank</b> (fka Ohio Savings Bank)	888-696-4444	<b>EverBank</b> ext.4730	800-669-7724	<b>Litton Loan Servicing</b>  4828 Loop Central Drive Houston, Tx 77081-2226 http://www.littonloan.com	800-999-8501 800-548-8665 713-966-8820 fax
<b>Beneficial</b>	800-333-5848	<b>Equity One</b> (Debt collection)	866-361-3460	<b>Loss Mitigation Department Hours:</b> Mon: Eastern: 9 am-7 pm; Central: 8 am-6 pm Mountain: 7 am-5 pm; Pacific: 6 am-4 pm Tues-Thurs: Eastern: 9 am-9 pm; Central: 8 am-8 pm; Mountain: 7 am-7 pm; Pacific: 6 am-6 pm Fri: Eastern: 10 am-6 pm; Central: 9 am-5 pm Mountain: 8 am-4 pm; Pacific: 7 am-3 pm Default Counseling Department representatives are also available most weekends on Sat from 8 am-12 pm and Sun from 10 am-2 pm (CST).	
<b>Central Pacific Bank</b>	800-342-8422	<b>First Horizon Home Loans</b>	800-489-2966	<b>Midland Mortgage</b> http://www.mymidlandmortgage.com	800-552-3000 800-654-4566
<b>Charter One</b>	800-234-6002	<b>First Third Bank</b> Options	800-375-1745	<b>Mortgage Lenders Network</b> E-mail: customerservice@mlnusa.com http://www.mlnusa.com	800-691-0129
<b>Chase</b>	800-548-7912	<b>First Merit Bank</b>	888-728-9931		
<b>Loss Mitigation</b> Thenumber you will be directed to after you give your loan number: 866-665-7629 (business hours are 11am-8pm Mon-Thurs: 8am-12pm Fri)	877-838-1882 ext. 52195	<b>Flagstar Bank</b>	800-968-7000 ext.9780		
<b>Chase Home Finance</b> (Customer Service) (Delinquency customer service)	800-848-9136 858-605-2181	<b>Fremont Investment &amp; Loan</b>	866-484-0291		
<b>Chase Home Finance-New Jersey</b>	800-446-8939	<b>GMAC Mortgage</b>	800-850-4622		
		<b>GreenPoint Mortgage Funding</b>	800-784-5566 ext.5383		
		<b>Green Tree</b>	877-816-9125		
		<b>Homecomings Financial</b>	800-850-4622		



Jason McMahan • 949.510.5733  
jsmcmahan@gmail.com

Bill McConnell • 949.212.7017  
titleforbill@hotmail.com



# LOSS MITIGATION SERVICE INFORMATION

Phone Numbers & Contact Info for Lenders / Servicers



## Mortgage Electronic Registration Systems

888-679-6377

## National City

800-367-9305  
ext. 53221  
800-523-8654

Attention: Homeowner's Assistance  
3232 Newmark Dr.  
Miamisburg, Ohio 45342  
(8 am-10:30 pm Eastern, Mon-Thurs);  
(8 am-5 pm Eastern, Fri);  
(8 am-12 pm, Sat)  
<http://www.nationalcitymortgage.com>

## 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  
877-206-9904

(6 am-7 pm Pacific Time, Mon-Thurs)  
(6 a.m.-6 pm Pacific Time, Fri)  
<https://myloan.newcentury.com>

## NovaStar Mortgage

(Loan Resolution Department)  
(Non-English)

888-743-0774  
888-743-0774  
ext. 4523

## Ocwen Federal Bank

800-746-2936  
877-596-8560

<http://www.ocwencustomers.com>  
Attention: Financial Information  
12650 Ingenuity Drive  
Orlando, Florida 32826

## Ocwen Financial Corporation

1661 Worthington Rd., Suite 100  
West Palm Beach, Florida 33409

For serving Ocwen with legal process, please send to their registered agent: **Corporation Service Company**

561-682-8000,  
ext. 8386

2711 Centerville Road, Suite 400  
Wilmington, DE 19808

## Option One

866-711-1962  
888-275-2648

<http://www.oomc.com>

## PHH Mortgage (kna Cendant)

For borrowers facing possible delinquency: 800-257-0460  
800-330-0423  
For borrowers in the foreclosure process: 800-750-2518

<https://www.phhmortgage.com>

## ResMae Mortgage Corp.

877-473-7623  
ext. 5944

## Saxon

800-665-7367

## Select Portfolio Servicing

888-818-6032  
801-293-3936 fax

Loan Resolution Department

P.O. Box 65250  
Salt Lake City, UT 84165-0250  
(Mon-Thurs 10 am-10 pm Eastern)  
(Fri 10 am-7 pm Eastern)  
(Sat 9 am-1 pm Eastern)  
<http://www.spservicing.com>

## SkyBank Sun

800-290-3359

## Sun Trust Mortgage

800-634-7928

PO Box 26149  
Richmond, VA 23260-6149  
Mail Code RWV 3003  
<https://www.suntrustmortgage.co5km>

## Third Federal Savings US Bank

888-844-7333

## US Bank

800-365-7900

## Wachovia Bank of Delaware

866-642-8608

## Washington Mutual

866-926-8937  
888-453-3102  
800-478-0036  
800-254-3677

## Waterfield Mortgage

800-957-7245  
260-459-5390 fax

c/o Loss Mitigation Dept.

7500 W. Jefferson Blvd.  
Fort Wayne, IN 46804  
(7 am-10 pm Eastern Mon-Thurs)  
(7 am-9 pm Eastern Fri)  
(8 am-2 pm Eastern Sat)  
Email: [saveyourhome@waterfield.com](mailto:saveyourhome@waterfield.com)  
<http://www.waterfield.com>

## Wells Fargo

877-216-8448  
866-261-5642  
800-766-0987

For payment assistance Borrower Counseling Services

800-678-7986

Mon-Fri 8 am-9 pm, Central  
Sat 9 am-2 pm, Central  
<https://www.wellsfargo.com>

## Wendover Financial Services Corporation

800-934-1081  
800-436-1022

<http://www.wendover.com>

## Wilshire Credit Corporation

888-502-0100

P.O. Box 8517  
Portland, OR 97207-8517  
Mon-Fri From 6 am-5 pm (Pacific time)  
<http://www.wfsg.com>

\*No direct line to the loss mitigation or loan modification department.

*This information is provided for reference purposes only. No representation is made as to the accuracy of such information or any endorsement given regarding the individual lenders or servicers listed.*



Jason McMahan • 949.510.5733  
[jsmcmahan@gmail.com](mailto:jsmcmahan@gmail.com)

Bill McConnell • 949.212.7017  
[titleforbill@hotmail.com](mailto:titleforbill@hotmail.com)

