

Due to the nationwide impacts of the coronavirus (COVID-19), it may take us longer than usual to answer your call.

We are still processing complaints and you can check the status of an existing complaint online.



◀ All complaints (.)

140710-001055

CLOSED

✓ Submitted

**STATUS**

Submitted to the CFPB on 2014-07-10

**PRODUCT**

Conventional fixed mortgage

**ISSUE**

Loan servicing, payments, escrow account

**We received your complaint. Thank you.**

We will review your complaint. Depending on what we find, we will typically:

- Send your complaint to the company for a response; or
- Send your complaint to another state or federal agency, or help you get in touch with your state or local consumer protection office; or
- Let you know if we need more information to continue our work.

**YOUR COMPLAINT**

I am filing this complaint on behalf of my wife, Susie M. Barnes, and myself, James H. Barnes. On early February of this year, as soon as we became aware of the magnitude of the predatory lending practices that were perpetrated upon us between 2004 and 2006, we registered a formal complaint with JP Morgan Chase Bank, N.A.; and ask them to launch a thorough investigate into what we believe were serious civil and criminal activities of former

employees of JP MORGAN CHASE BANK, N.A. During the past six months, we have sent a total of seven letters to Chase, describing the fraudulent practices that occurred at the Chase Home Finance, LLC location shown below. These allegations not only include the Lending Specialist in question, Mr. Matthew Balin, but also his managers at the JP Morgan Chase Bank branch at which he was employed. In the period in question, this branch was located at: CHASE BANK USA, N.A. 502 Virginia Drive Fort Washington, PA 19034 Additionally, at the time of the alleged violations shown below, Chase Home Finance, LLC was a subsidiary of Chase Home Finance, Inc. located at 194 Wood Ave S, Iselin, NJ 08830.

#### **ATTACHMENTS**

[Y:\rightnow\Incident\943548\SCC2014N-001112-0-P000001.PDF \(672.9 KB\)](#)

[Y:\rightnow\Incident\943548\SCC2014N-001112-0-T000001-incoming consumer.PDF \(67.8 KB\)](#)

[Y:\rightnow\Incident\943548\SCC2014N-001112-0-T000002-incoming consumer.PDF \(65.1 KB\)](#)

[Y:\rightnow\Incident\943548\201508281115img0831\\_11400044.pdf \(2.7 MB\)](#)

[Y:\rightnow\Incident\943548\SCC2014N-001112-0-D000001-to author.PDF \(29.9 KB\)](#)

[Y:\rightnow\Incident\943548\201409181506FAX-MABL-17\\_1409182004407860.PDF \(125.3 KB\)](#)

[Y:\rightnow\Incident\943548\201408050745FAX-MABL-23\\_1408031459301134.PDF \(600.6 KB\)](#)

[Y:\rightnow\Incident\943548\201409041110FAX-MABL-23\\_1409041606515068.PDF \(376.6 KB\)](#)

[Y:\rightnow\Incident\943548\201407211215img0722\\_08510001.pdf \(3.8 MB\)](#)

[Y:\rightnow\Incident\943548\201409181531FAX-MABL-17\\_1409182025548318.PDF \(826.3 KB\)](#)

[View full complaint !\[\]\(9c2e8d1b5bd77cb5c9f83b7a9cff79fd\_img.jpg\)](#)

#### Sent to company

##### **STATUS**

Sent to company on 2014-07-15

We've sent your complaint to the company, and we will let you know when they respond.

Their response should include the steps they took, or will take, to address your complaint.

Companies generally respond in 15 days. In some cases, the company will let you know their response is in progress and provide a final response in 60 days.

## ✓ Company responded

### STATUS

Company responded Closed on 2014-07-22

### RESPONSE TYPE

Closed

### Provide feedback on the complaint process

We welcome your feedback on how this complaint process worked for you. You will have 60 days from when the company responded to share your feedback. The CFPB will use your feedback to help us supervise companies, enforce laws that protect consumers, and write better rules and regulations.

[Submit your feedback](#)

## ✗ Closed

The CFPB has closed your complaint.

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[Privacy Act Statement](#)

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[OMB #3170-0011](#)

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[Note on user experience](#)

Have a question? ¿Preguntas?  
(855) 411-2372

