

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 (.)

160523-000132

CLOSED

✓ Submitted

STATUS

Submitted to the CFPB on 2016-05-23

PRODUCT

Other mortgage

ISSUE

Application, originator, mortgage broker

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

CHASE MANHATTAN BANK USA, N. A. OPERATED A CLANDESTINE SUBPRIME MORTGAGE LENDING DIVISION THAT WAS UNKNOWN TO HUD AND OCC; AND THAT THIS CENTER SPECIFICALLY-TARGETED ECONOMICALLY-DISTRESSED CONSUMERS, INCLUDING MORE THAN THIRTY-TWO THOUSAND AFRICAN AMERICANS BETWEEN 2004 AND 2008.

ATTACHMENTS

[Y:\rightnow\Incident\1947691\CLAIM TWO.pdf \(8.1 MB\)](#)

[Y:\rightnow\Incident\1947691\1999-2014 JPM Institutons - HMDA-LAR Public Disclosure Summary.pdf \(255 KB\)](#)

[Y:\rightnow\Incident\1947691\CLAIMS AGAINST CHASE MANHATTAN BANK USA.pdf \(3.3 MB\)](#)

[View full complaint](#) 

Sent to company

STATUS

Sent to company on 2016-05-27

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 with explanation on 2016-06-10

RESPONSE TYPE

Closed with explanation

Company's response

We received your inquiry on behalf of Susie M. Barnes on May 27, 2016, from the CFPB. Due to the issues raised in your inquiry, we did not attempt to contact you. We are currently researching the issues presented to the CFPB. Once we have fully researched all issues, we will send a final written response to all appropriate parties detailing our resolution. Please see attached response.

ATTACHMENTS

Privacy Act Statement

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

OMB #3170-0011

Note on user experience



An official website of the United States Government