

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 (.)

161202-000000

CLOSED

✔ Submitted

STATUS

Submitted to the CFPB on 2016-12-02

PRODUCT

Conventional fixed 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

JPMorgan Chase Bank, N. A.'s Twelve-Year History of Disparate Conventional Home Mortgage Lending Practices against African American Consumers. JPMorgan Chase Bank, N. A. (JPMCB) was formed in 2004 after JPMorgan Chase and Company purchased the Bank One Corporation. The HMDA-LAR Public Disclosures that we obtained from the National Archives and Records Administration (NARA) show that between the twelve-year

period from 2004 through 2015, African American consumers submitted approximately three hundred and thirty thousand conventional home mortgage loan applications, and that the annual rate at which these applications were submitted exhibited a gradually-decreasing trend during this period. These rates ranged from an all-time high of 10.3% in 2004, down to 4.2% in 2015. HMDA-LAR public disclosures also show that African Americans submitted approximately seventy-five thousand FHA/VA/FSA-RHS home mortgage loan applications for African American consumers during the same period; however, the annual rate at which these applications were submitted remained at a relatively constant rate of approximately 13% during this twelve-year period. (Coincidentally, Census Department estimates show that the African American population of the US remained in the 12.9% to 13.6% range during this period.) We analyzed the following residential home mortgage loan dimensions within both conventional and FHA/VA/FSA-RHS home mortgage application: - Average amount of home mortgage applications by race. - Average amounts of loan originations by race. - Percentage of loan originations by race. - Average amounts of loan denials by race. - Percentage of loan denials by race. - Percentage of subprime loan originations by race. The results of our in-depth analysis of HMDA-LAR public disclosures show that JPMCB's disparate home mortgage lending practices were systemic, and institution-wide; and were predicated upon Racial Disparity Indicator (RDI) dimensions that resulted in a discernible gap between conventional home mortgage loans originated for African Americans versus those originated for Whites, Asians, and even applicants included in the Race Not Available (RNA) category. Our analysis proves beyond a shadow of a doubt that these RDI dimensions were used to purposefully, and systematically, denied the same conventional home mortgage lending opportunities to African Americans that were available to White and Asian consumers between 2004 and 2015. To this point, sixty-nine of the seventy-two conventional home mortgage lending RDI dimensions (i.e., 95.8%), were unfavorable to African Americans. (The results of our RDI analysis is shown in intuitive, non-technical graphically formats on pages 12 through 15.)

ATTACHMENTS

[Y:\rightnow\Incident\2244118\CFPB Case Number 161202-000000.pdf \(1.7 MB\)](#)

[Y:\rightnow\Incident\2244118\Barnes+4786+FinalLetter011217.pdf \(53.7 KB\)](#)

[Y:\rightnow\Incident\2244118\JPMorgan Chase Bank Racially-Disparate Conventional Home Mortgage Lending Practices.pdf \(1.8 MB\)](#)

[View full complaint !\[\]\(339a16584d5da0f0a3ca4e9ec17bf6a1_img.jpg\)](#)

 Sent to company

STATUS

Sent to company on 2016-12-02

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 2017-01-12

RESPONSE TYPE

Closed with explanation

Company's response

We received your inquiry from the CFPB on December 2, 2016. We sent you a letter on December 5, 2016, acknowledging receipt of your inquiry. We will send you a letter providing the results of our research and any next steps, if applicable. please see attached response.

ATTACHMENTS

[Y:\rightnow\Incident\2244118\Barnes 4786 FinalLetter011217.pdf \(53.7 KB\)](#)

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[OMB #3170-0011](#)

[Note on user experience](#)

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



