

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.



Consumer Financial
Protection Bureau

(<https://www.consumerfinance.gov/>)

◀ All complaints (.)

161226-000078

CLOSED

✓ Submitted

STATUS

Submitted to the CFPB on 2016-12-26

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

On October 16, 2013, JPMorgan Chase Bank, N. A. (JPMCB) sent Mrs. Susie M. Barnes and letter, informing her that the servicing rights of her conventional home mortgage loan was being transferred to Select Portfolio Servicing, Inc. Upon receipt of this letter, Mrs. Barnes contacted JPMCB, and was told that there was nothing to be concerned about because JPMCB would continue to own her home mortgage loan, and only the servicing of this loan

was being transferred. The continued ownership of this mortgage loan by JPMCB was crucial to Mrs. Barnes because in November 2010, she and her husband had discovered that Chase Manhattan Bank, N. A. the originator of her home mortgage loan, was guilty of Predatory Lending, Home Mortgage Loan Fraud, and Racial Discrimination/Racial Profiling practices during the origination of this loan. They had been aware of the predatory lending and mortgage loan fraud criminalities since her loan was originated in 2005. However, the Racial Discrimination and Racial Profiling practices were not discovered until 2010 when, Mrs. Barnes' husband inadvertently discovered the existence of the HMDA-LAR Public Disclosure reports that were available upon request from JPMCB. Upon this discovery, Mr. Barnes immediately ordered the HMDA-LAR Public Disclosure CD from JPMCB. but although he was an Information Technologist by Profession, he found that he could not analyze the HMDA-LAR Raw Data disclosures on the CD, because he was not given the file formats and specifications for the HMDA files contained on the CD. After weeks of unsuccessful attempts to obtain the file formats and specifications, Mr. Barnes was sent a printed report, detailing the HMDA-LAR disclosures on the CD. This printed report provided Mr. Barnes with a small fraction of the public disclosure information he was seeking, but even this small sample provide him with undeniable proof that JPMCB and it Joint Venture Partners (JVPs) were guilty of wanton, systemic racial discrimination practices against Mrs. Barnes and other African American consumers between 2004 and 2008. It was not until June 2015, when Mr. Barnes was able to obtained all HMDA-LAR Public Disclosures from the National Archives, that Mr. and Mrs. Barnes discovered that in addition to the mortgage loan fraud practices by Chase Manhattan Bank USA, N. A., from 2004 to 2008, several other JPMorgan Chase and Company affiliate institution were guilty of institution-wide discriminatory practices against African Americans within their conventional home mortgage lending operations. Additionally, Mrs. Barnes and other African Americans were specifically-targeted for JPMCB's 2005-2007 RMBS Certificate Securitization scams that resulted in JPMorgan Chase and Company being fined a record THIRTEEN BILLION DOLLARS by the DOJ, exactly one month after JPMCB jettison Mrs. Barnes' Toxic Mortgage Loan, and the Toxic Mortgage loans of thousands of other African Americans. This eleventh-hour maneuver made these Toxic Mortgage loans ineligible for the any restitution payments that were included in the FOUR BILLION DOLLAR CONSUMER RELIEF PROVISION of this landmark settlement. The end result was that the Toxic Mortgages that were the basis of this DOJ lawsuit were purposely, and capriciously excluded from this settlement; whereas, more than one hundred and eighty thousand other mortgage loans (Selected by JPMCB) have already been the beneficiaries of the four Billion Dollar Consumer Relief Provision of this Settlement. The fact that JPMorgan Chase and Company was allowed to SELECT THE MORTGAGE LOANS THAT WERE TO RECEIVE RELIEF UNDER THE CONSUMER RELIEF PROVISION, WAS THE SAME AS "ALLOWING THE FOX TO GUARD THE HEN-HOUSE!"

ATTACHMENTS

Y:\rightnow\Incident\2275406\1999-2015 JPM Institutions - Subsidiaries and Affiliate Institutions.pdf (1.1 MB)

Y:\rightnow\Incident\2275406\Chase Boiler-Room.png (461 KB)

[Y:\rightnow\Incident\2275406\CHASE MANHATTAN BANK USA Discrimination Practices \(Nation-wide and 20 MSAs_MDs\).pdf \(317.5 KB\)](#)

[Y:\rightnow\Incident\2275406\Four Billion Dollar Consumer Relief Provision.pdf \(68.4 KB\)](#)

[Y:\rightnow\Incident\2275406\Origin of Toxic Mortgages.pdf \(208 KB\)](#)

[Y:\rightnow\Incident\2275406\Settlement-Distributions.pdf \(314.4 KB\)](#)

[Y:\rightnow\Incident\2275406\JPMorgan Chase Bank Conventional Mortgage Practices \(Nation-wide and 20 MSAs_MDs\).pdf \(102.2 KB\)](#)

[Y:\rightnow\Incident\2275406\CLAIMS AGAINST CHASE MANHATTAN BANK USA.pdf \(3 MB\)](#)

[View full complaint](#) 

Sent to company

STATUS

Sent to company on 2016-12-27

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 2016-12-29

RESPONSE TYPE

Closed with explanation

Company's response

In your inquiry you raised question(s) regarding: • Chase Settlement • Discrimination Chase Settlement We have received and responded to these same or similar disputes from you. We feel these issues raised have been addressed and resolved through our previous

communications. On November 29, 2016, SPS responded to your concerns. A copy of that response is enclosed. Discrimination In your inquiry, you made general discrimination allegations. SPS does not use race, religion, or other protected classes in our servicing practices, and we deny allegations of servicing discrimination. As of the date of this letter your account is due for December 1, 2016, or 1 payment past due.

ATTACHMENTS

Y:\rightnow\Incident\2275406\SUSIE M BARNES.PDF (226.3 KB)

Privacy Act Statement

OMB #3170-0011

Note on user experience

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



An official website of the United States Government