

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 (.)

170926-2514050

CLOSED

✔ Submitted

STATUS

Submitted to the CFPB on 9/26/2017

PRODUCT

Mortgage

ISSUE

Trouble during payment process

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

Claims against Employees of Chase Manhattan Bank USA, NA and Chase Bank USA, NA The following is a summary of the fraudulent mortgage loan origination processes that were used to defraud, and permanently destroy the creditworthiness of Mrs. Barnes in 2004 and 2005 by Mr. Matthew Balin, and other employees of the Chase Manhattan Bank USA, NA office located in Fort Washington, PA. In March 2004, while employed as a Chase lending

specialist for Chase Manhattan Bank USA, NA, Mr. Mathew Balin: ? Purchased illegally-acquired real estate applicant leads , and maintained an Illicit business relationship with fax.com; a notorious fax spammer that had been previously fined and censured by FTC, and the States of California and Washington. (See list of FTC actions, and copy of the actual fax received by Mrs. Barnes in Appendix G of this document.) ? Convinced Mrs. Barnes that a new “low-interest” conventional refinancing loan was a better option for her than the second mortgage or Line of Credit (LOC) that she was seeking . ? Used illegal “Bait and Switch” tactics during the negotiating of the terms and conditions of the mortgage loan. This included promising to obtain a low-interest conventional first lien loan for Mrs. Barnes, and then originating a conventional refinancing loans at subprime interest rates, that cost her more than nineteen thousand dollars in loan closing fees. ? Committed multiple instances of mortgage loan fraud while creating HUD Uniform Residential Loan Application(s) for Mrs. Barnes; fraudulent entries included grossly inflated monthly income, wrong marital status, false employment history, and other fraudulent information. (See Tables 1 and 2, on pages 16 and 19, respectively.) ? Colluded with Chase underwriters while creating the fraudulent mortgage loan application for Mrs. Barnes to ensure that her conventional mortgage loan application would be acceptable to the lender. ? Committed overt racial discrimination and racial profiling offences by refusing to enter Mrs. Barnes’ African American race in the Race and Ethnicity section of her loan application . ? Added six discount points (that equaled \$17,370) to this loan resulting in a total closing cost of \$20,782.. ? Created a new conventional refinancing first lien loan for Mrs. Barnes on March 16, 2005 . This loan resulted in a slight reduction in her monthly mortgage payments. This reduction was achieved by extending the length of the loan from twenty years to thirty years, and reducing the interest rate by 1.8 percent; however, Mr. Balin added three discount points to this new loan, resulting in huge closing costs of \$12,268. The in the span of less than one year, Mr. Balin created two different fraudulent, stated income loans for Mrs. Barnes; using official HUD Residential application forms. Each of these applications, contains several instances of manufactured, grossly inflated; and in many instances, clearly financial information.

ATTACHMENTS

[03127062-IMG000001134087.pdf](#) (1.6 MB)

[03127062-OLCC9008C6A2015.pdf](#) (40.5 KB)

[03127062-IMG000001135514.pdf](#) (1.4 MB)

[IMG000001135799.pdf](#) (23.8 KB)

[View full complaint](#) 

 Sent to company

STATUS

Sent to company on 9/26/2017

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 on 10/5/2017

RESPONSE TYPE

Closed with explanation

Company's Response

We have reviewed your concerns multiple times and have provided multiple responses; our position has not changed. We've enclosed a copy of our latest response letter dated July 3, 2017, for your reference. Again, we regret you feel our actions were based on discrimination. The servicing of your loan transferred to Select Portfolio Servicing, Inc., on November 1, 2013. If you have questions regarding the current status of your loan, please call Select Portfolio Servicing, Inc., at 1-800-258-8602.

ATTACHMENTS

[Barnes 4786 FinalLetter100517.pdf \(92.2 KB\)](#)

Feedback requested

STATUS

Feedback requested on 10/5/2017

FEEDBACK DUE

12/4/2017

Provide feedback about the company's response

We welcome your feedback on how the company responded to your complaint. You will have 60 days from when the company responded to share your feedback. The CFPB will share your feedback responses with the company and use the information to help the CFPB's work with consumer complaints.

 **Closed**

The CFPB has closed your complaint.

[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