

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 (.)

180205-2832904

CLOSED

✓ Submitted

STATUS

Submitted to the CFPB on 2/5/2018

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

After multiple unsuccessful attempts of filing complaints against JPMorgan Chase and Company, and its business-partner, Select Portfolio Servicing, Inc., James Barnes asked the OCC to assume Jurisdiction of all complaint filed by CFPB, because the alleged Predatory Lending, Mortgage Fraud, and Racial Discrimination/Racial Profiling "crimes" occurred between 2004 and 2008; and during this period, the OCC was the Supervisory Agency for

all JPMorgan Chase and Company (JPMCC) affiliates. During this period, dozens of serious Regulation C/HMDA violations also were committed by the JPMCC affiliate, Chase Manhattan Bank USA, N. A. (aka: Chase Bank USA, N. A.); and the OCC was the HMDA Supervisory Agency that was responsible for monitoring annual HMDA Loan Application Register (LAR) submissions. These submissions required the signature of an Officer of the Bank, certifying that the annual submission was valid and error-free, and that all other information contained in the LAR was for the Respondent (Bank) submitting the annual disclosure. During the period between 2004, JPMCC affiliate: Chase Manhattan Bank USA, N. A., was the principal operator of a subprime lending boiler room known as the Chase-Direct Non-Prime Lending Center located in Fort Washington, PA. This center originated created more than five hundred thousands applications, and originated more than one hundred and fifty-two subprime home mortgage loans, even though it had no HUD certification to originate subprime home mortgage loans. The Chase-Direct Lending Specialists employees at the Chase-Direct Non-Prime Lending Center between 2004 and 2008; specifically targeted African Americans, and other economically-disadvantaged consumer residing in twenty urban MSAs/MDs, and between the period of 2004 and 2008, originated more than one hundred and ninety-five thousand subprime and Alt-A conventional home mortgage loans, and only six (6) FHA/VA/FSA-RHS home mortgage loans. Many, (if not most) of the home "Toxic Mortgage" loans originated at this center between 2004 and 2008, were subsequently securitized into RBMS Certificates by a JPMCC affiliate. On October 16, 2013, thirty-three days before the November 19, 2013, "landmark" DOJ settlement of the Chase RBMS Lawsuit was announced, JPMorgan Chase Bank, N. A., who was then the owner and servicer of these "Toxic Mortgage" loans, outsourced ("jettisoned") hundreds of these "Toxic Mortgages" to Select Portfolio Servicing, Inc.; and the "Eleventh Hour Maneuver" made all of these "Toxic Mortgage" loans ineligible for a share of the 4-billion dollar Consumer Relief Provision of this settlement. It is clear that the "Eleventh Hour Maneuver" was the brain-child of JPMorgan Chase, but there is strong evidence, that SPS, may have unknowingly been a conspirator to this "Toxic Mortgage" jettison maneuver. The OCC attempted to refer the SPS portion of the "Eleventh Hour Maneuver" conspiracy to CFPB but CFPB inadvertently filed Complaint Number 170926-2514050 to CHASE BANK instead of SPS (See attachment entitled Description and Timeline.) This complaint is being submitted because CFPB submitted the OCC Case Number: 03127062 to CHASE BANK rather than SPS. (Also, for additional background see CFPB Complaint 161226-000078, which was closed without arbitration by SPS.)

ATTACHMENTS

[Comparative Analysis of Chase Non-Prime Lender versus 2-National Banks.pdf \(196.3 KB\)](#)

[Description and Timeline for CFPB Complaint 170926-2514050 \(Referred by OCC\).pdf \(613.2 KB\)](#)

View full complaint 

✓ Sent to company

STATUS

Sent to company on 2/5/2018

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 2/20/2018

RESPONSE TYPE

Closed with explanation

Company's Response

Predatory Lending and Fraud We have thoroughly reviewed this matter multiple times, and we have sent you several written responses that informed you not only of our findings, but also of our position on this issue. Enclosed are the two most recent responses dated December 18, 2017 and January 31, 2018. While we regret that you remain dissatisfied, our position remains unchanged. SPS is confident that the servicing of your loan by SPS has been compliant with all applicable state and federal regulations. Door Hanger In your inquiries, you raised concerns regarding a "Credit and Collection" door hanger. The door hanger was placed on the property because, as of the date of this letter, the account is due for December 1, 2016, or 15 payments past due. There is a pending loss mitigation review on the account; however SPS has received limited contact from you, and your loss mitigation application is incomplete. On July 19, 2017, SPS submitted your account for a review of all loss mitigation options. On July 20, 2017 and December 5, 2017, SPS sent you a letter detailing the information required to complete the application. We still require all of the information noted in that letter. We have enclosed a copy of that letter for your review. We require the following information before we can review your account for the available options for which you may be eligible: ☐ Completed, signed and dated Request for Mortgage Assistance (RMA) form (enclosed). ☐ Completed, signed and dated 4506-T form (enclosed). ☐ Proof of Income Documentation including: o Copies of your two most recent paystubs, if applicable.

o Most recent three month profit and loss statement itemizing all business related income and expenses, if self-employed. o Completed, signed and dated Non-Obligor Credit Check Authorization form (enclosed), if receiving Contribution Income. 2 Copies of your two most recent bank statements, for all savings and checking accounts, with all income deposits circled and labelled. We request that you return all of the required information as soon as possible so that we may review your assistance request. To expedite our review, you may mail, fax, email, or upload the required information to any of the following locations: Mailing Address: Select Portfolio Servicing, Inc. Attn: Loan Resolution Department P.O. Box 65250 Salt Lake City, UT 84165-0250 Fax: 801-293-3936 Email: directcontact@spservicing.com Website: www.spservicing.com If you have any questions about the required information or the status of your assistance review, you may contact SPS at 888-818-6032 or visit our website www.spservicing.com for more information.

ATTACHMENTS

[Barnes.pdf](#) (620.1 KB)



Feedback requested

STATUS

Feedback requested on 2/20/2018

FEEDBACK DUE

4/21/2018

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.

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Privacy Act Statement
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OMB #3170-0011
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Note on user experience
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Have a question? ¿Preguntas?

(855) 411-2372



An official website of the United States Government