

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 (.)

190822-4334591

CLOSED

✓ Submitted

**STATUS**

Submitted to the CFPB on 8/22/2019

**PRODUCT**

Mortgage

**ISSUE**

Struggling to pay mortgage

**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 and Company may have attempted to divert some of the \$4-Billion Consumer Relief/Restitution to home mortgage loans held by Chase for investment; and, at the same time deny consumer relief/restitution to Chase-originated home mortgage loans serviced by others. Susie M. Barnes was told that if she had requested mortgage assistance during the time that JPMorgan Chase Bank, N. A. serviced her loan, that she would be

eligible for consumer relief from this settlement; however, when Susie M. Barnes produced proof that she had in fact requested mortgage assistance during the stipulated period, she was denied relief/restitution from this settlement. The September 30, 2015 Status Update from Joseph A. Smith, Monitor stated that: Loans "held for investment JPMorgan Chase Bank, N. A. would receive relief"; while loans serviced by others would not be eligible for consumer relief under the \$4-Billion Consumer Relief Settlement. This implies that an undetermined percentage of the 123,737 consumers who received relief this settlement were holders of Chase-owned mortgages, held by Chase for investment purposes. The Department of Justice was never given a list of the consumers receiving restitution; thus, some or all of the \$4-billion of restitution owed to American owners of Chase-originated "Toxic Mortgages" (e.g., Susie M. Barnes) may have been misappropriated.

[View full complaint](#) 

## Sent to company

### **STATUS**

Sent to company on 8/22/2019

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 still working

### **STATUS**

Company response is in progress as of 9/4/2019

### **The company has responded that it is still working on your issue**

In some cases, companies need more time to respond. You should receive a final response within 60 days from the date we sent your complaint to the company.

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### **COMPANY'S INTERIM RESPONSE**

When we were notified of this case, we called and spoke with you on August 26, 2019. Although we began researching your concerns right away, we need more time to complete it. Please expect a letter from us when we have an answer. Thank you for your patience.

## ✓ Company responded

### STATUS

Company responded on 9/9/2019

### RESPONSE TYPE

Closed with explanation

### Company's Response

We have thoroughly reviewed this matter We have thoroughly reviewed this matter previously and sent you multiple responses that tell you our findings and stance on this issue. While we regret that you remain dissatisfied, our position remains unchanged. We have enclosed our previous response letters (without original enclosures) dated March 27, 2014, July 6, 2016, and March 21, 2019, for your review. We regret you continue to feel our actions were discriminatory in any way and the loan is predatory in nature. It is our policy not to discriminate, and we vigorously enforce this policy to ensure all of our customers are treated fairly. We conduct training for employees at all levels to ensure that this commitment is demonstrated. The equal treatment of all credit applicants, without regard to race, sex, sexual orientation, color, national origin, religion, age, marital status, disability, or any other prohibited basis, is an integral part of our fundamental mission of providing quality financial services to existing and prospective customers. We have thoroughly reviewed the loan and it was originated based on the application information submitted and the credit and underwriting guidelines in place at that time, and the loan programs, rates and origination costs in effect at that time. The loan was approved based on the terms applied for. Again, if the terms at closing were not acceptable or were unaffordable, there was an opportunity to cancel the loan within three days of the closing for any reason. The rescission option was not exercised. We have also explained that the loan was approved in July 2011 for a loan modification under the federal government's Making Home Affordable program. Please review the loan modification agreement for details on the modified terms or refer to the enclosed prior response letter. Since we have not serviced the loan since 2013, as is further explained below, we're unable to address your concerns about loan assistance or other servicing matters since that date. The information you provided with your complaints does not state a specific loan servicing error or request specific information about the servicing of the loan. Further, we're not required to respond to requests for information received more than one year after we released the servicing of the loan. Continued correspondence of this nature will not change our position and we consider this matter closed. Please contact the

current servicer about any loan assistance or foreclosure questions. The servicing of the loan transferred to Select Portfolio Servicing, Inc. on November 1, 2013. For any activity that occurred on the loan after that date, or to apply for mortgage assistance, you will need to contact the new servicer. You can contact the servicer at: Mail: Select Portfolio Servicing, Inc. Attn: General Correspondence PO Box 65250 Salt Lake City, UT 84165-0250 Phone: 1-800-258-8602. Please understand, we have carefully reviewed the history of the loan while we serviced it and we did not find any instances of deceptive tactics, or attempts to mislead about the requests for mortgage assistance. Therefore, we will not honor any request for compensation. It is important that you remain in communication with your loan servicer about any pending foreclosure action. The servicer will need to decide whether to suspend foreclosure activity or whether to proceed with any scheduled foreclosure sale.

#### **ATTACHMENTS**

[Barnes 4786 FinalLetter090919.pdf \(150.2 KB\)](#)



### Feedback requested

#### **STATUS**

Feedback requested on 9/9/2019

#### **FEEDBACK DUE**

11/8/2019

### 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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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