

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 (.)

200303-4806504

CLOSED

✓ Submitted

STATUS

Submitted to the CFPB on 3/3/2020

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

Filed attached Complaint on December 14, 2019, alleging that JPMorgan Chase and Company operated an illegal, unsanctioned subprime lending boiler-room from 2004 to May 2008 in a CMMC Branch Office located at 504 Virginia Drive, Fort Washington, PA 19034. Chase Lending Specialists employed at this clandestine direct-marketing boiler-room "created" 412,872 conventional home mortgage loan applications and seven

FHA/VA/FSA-RHS home loan applications, resulting in 175,497 non-conforming subprime and Alt-A home mortgage loans to financially-distressed consumers; many of which resided in high-poverty, inner-city MSAs/MDs. In October 2013, the remainder of the 175,497 consumers who had not had their "Toxic Mortgages" foreclosed, or had been to accept short-sales, or had not abandoned their homes; were further scammed and/or disenfranchised by Chase by being denied their rightful share of the \$4-Billion Consumer Relief Provision which was to provide "restitution" to consumers who had been harmed by the fraudulent and/or criminal actions of JPMorgan Chase Bank, N. A. This "restitution" was part of the DOJ's Settlement of the \$13-Billion Chase RMBS Trust Certificate Lawsuit Settlement in which JPMorgan pled guilty. Susie M. Barnes was only one of the 175,497 consumers "Harmed" by the Predatory Lending, Mortgage Loan Fraud, Racial Discrimination/Racial Profiling practices of JPMorgan but since March 2014 both JPMorgan Chase Bank, N. A. has refused to acknowledge that she was just of the victims in what was undoubtedly the greatest fraud/scam in United States history. CFPB Complaint Number 191215-4615144 included a complete description of the alleged criminal actions against all 175,497 consumers victimized by Chase, however, the response to this complaint only reference six previous letter for JPMorgan that was the basis of Chase's response to this CFPB complaint. On multiple occasions, we have requested copies of these "smoking guns" letter via Email but JPMorgan Chase Bank, N. A. has block our Email address since January and is rejecting our request for copies of these six letter. See more below: 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.

1. COMPANY'S INTERIM RESPONSE – Two Weeks Later: 12/27/2019 Chase Interim Response: We're still working on your request and will send you a letter as soon as we complete our research. Thank you for your patience.

2. COMPANY'S RESPONSE – Five Weeks Later: 02/05/2020 Chase Final Response: We understand your inquiry is of great importance and you wish a particular outcome. We are committed to service excellence. We have reviewed this matter multiple times and sent you several responses on June 10, 2016, July 6, 2016, October 12, 2016, December 12, 2016, March 14, 2018, and July 10, 2019. We have not enclosed copies of these letters, but they are available upon your request. We consider our position to be reasonable, accurate and final.

3. Email Message Sent by Consumer to Member of Chase Executive Office Requesting June 10, 2016, July 6, 2016, October 12, 2016, December 12, 2016, March 14, 2018, and July 10, 2019. Dear Sherry Gray, Chase Executive Office, I apologize for imposing on your busy schedule; however, you were the last contact Chase assigned to this long-standing complaint. As you can see by the attachment entitled: Block Email Message Sent to Chase Executive Office - Mortgage Escalation Department (Regard CFPB Complaint 191215-4615144), the Chase Email server has blocked all Email messages from me, and it is critical that the Email message shown below be delivered to the manager of this group ASAP. (Urgent: Pending Foreclosure Action Schedule 3/14/2020.)

4. Rejected Email Message from Consumer on Six 2/29/2020 (Requesting Promised corroborating evidence for Chase Response to CFPB 191215-4615144) postmaster@jpmchase.com Undeliverable: RE: Request for Assistance from Mortgage Servicer of SPS Loan Number 0016066243, and Chase Loan Number 0017944786. Sat 2/29 5 Rejected Email Messages on Six 2/29/2020

(Requesting Promised corroborating evidence for Chase Response to CFPB 191215-4615144) postmaster@jpmchase.com Undeliverable: RE: STILL AWAITING FOR PROMISED RESPONSE FROM CHASE TO CFPB COMPLAINT: 191215-4615144 (SPS Loan Number 0016066243, and Chase Loan Number 0017944786.) Tue 2/25 6 Rejected Email Messages on Six 2/29/2020 (Requesting Promised corroborating evidence for Chase Response to CFPB 191215-4615144) postmaster@jpmchase.com Undeliverable: FW: LONG AWAITED RESPONSE FROM CHASE TO CFPB COMPLAINT: 191215-4615144 (SPS Loan Number 0016066243, and Chase Loan Number 0017944786.) 2/17/2020 7 Rejected Email Messages on Six 2/29/2020 (Requesting Promised corroborating evidence for Chase Response to CFPB 191215-4615144) postmaster@jpmchase.com Undeliverable: LONG AWAITED RESPONSE FROM CHASE TO CFPB COMPLAINT: 191215-4615144 (SPS Loan Number 0016066243, and Chase Loan Number 0017944786.) 2/12/2020

ATTACHMENTS

[Failure to Provide Consumer with Copies of Six Letters Supporting Chase Response to CFPB Claim Number 191215-4615144.pdf \(401.4 KB\)](#)

[View full complaint](#) 

Sent to company

STATUS

Sent to company on 3/3/2020

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 3/13/2020

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.

COMPANY'S INTERIM RESPONSE

We're still working on your request and will send you a letter as soon as we complete our research. Thank you for your patience.

Company responded

STATUS

Company responded on 3/31/2020

RESPONSE TYPE

Closed with explanation

Company's Response

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 and we consider this matter closed. We have enclosed our previous response letter (without original enclosures) dated March 27, 2014, for your records. 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.

ATTACHMENTS

[Barnes, Susie Final Letter 033120.pdf \(145.2 KB\)](#)

Feedback provided

STATUS

Feedback provided on 4/5/2020

Your feedback

THE COMPANY'S RESPONSE ADDRESSED ALL OF MY ISSUES

No

ADDITIONAL COMMENTS

CLAIM ONE: 2004-2008 PREDATORY LENDING, MORTGAGE LOAN FRAUD, AND RACIAL DISCRIMINATION/RACIAL PROFILING PRACTICES OF JPMORGAN CHASE AND COMPANY AFFILIATES. Between 2004 and 2008 Chase Lending Specialists employed by Chase Home Loan Direct® created 412, 872 conventional loan applications which resulted in the origination of 175,697 subprime home mortgage loans which were sold to JPMORGAN Chase Bank, National Association (JPMCB). The process of selling non-conforming home mortgage loans to an affiliate during the same year in which they were originated cleansed these home mortgage loans of all non-conforming characteristics; thus, JPMCB was able to securitized these "now conforming " home mortgage loans into RMBS Trust Certificates such as JPMAC 2007-CH1, which along with others became the genesis of the DOJ's \$13-Billion Chase RMBS Trust Certificate Lawsuit against JPMorgan Chase and Company. On November 19, 2013, the Department of Justice (DOJ) announced its settlement of the Thirteen-Billion Dollar Chase RMBS Securitization Lawsuit against JPMorgan Chase and Company (JPMorgan). This settlement provided immunity to JPMorgan against all future CIVIL CLAIMS related to the creation, packaging, and sale of fraudulent Chase RMBS Certificates issued before 2008. However, this settlement explicitly excluded immunity for civil claims against "employees" of JPMorgan; or, more importantly, "criminal charges against JPMorgan or its employees". Below are two relevant caveats from Chase RMBS Trust Certificate Settlement: ¶ "The agreement does not release individuals from civil charges, nor does it release JPMorgan or any individuals from potential criminal prosecution. In addition, as part of the settlement, JPMorgan has pledged to fully cooperate in investigations related to the conduct covered by the agreement." ¶ "Without a doubt, the conduct uncovered in this investigation helped sow the seeds of the mortgage meltdown," said Attorney General Eric Holder. "JPMorgan was not the only financial institution during this period to knowingly bundle toxic loans and sell them to unsuspecting investors, but that is no excuse for the firm's behavior. The size and scope of this resolution should send a clear signal that the Justice Department's financial fraud investigations are far from over. No firm, no matter how profitable, is above the law, and the passage of time is no shield from accountability. I want to personally thank the RMBS Working Group for its tireless work not only in this case, but also in the investigations that remain ongoing." This Investigative Web-Doc provides indisputable, unimpeachable evidence that between 2004 and 2008 Chase Lending Specialists in the employment of Chase Home Loan Direct®—"a subprime origination boiler-room located in Fort Washington, Pennsylvania". These Chase Lending Specialists committed multiple criminal offenses while creating 412,872 home mortgage loan applications which resulted in the origination of 175,697 non-conforming, subprime and ALT-A conventional home mortgage loans. Additionally, many of these "Toxic Mortgages" were originated to Economically-Distressed homeowners, many of which were African Americans, residing in poverty-stricken Census tracks in twenty urban MSAs/MDs, and

consumers residing in seven of these MSAs/MDs suffered, long-term, irrefutable harm from these criminal actions. After these "Toxic Mortgages" were originated at Chase Home Loan Direct®, they were purged of non-conforming characteristics via a questionable, two-tier home mortgage origination scheme by JPMorgan affiliates: Chase Manhattan Bank USA, N. A. and JPMorgan Chase Bank, N. A. (JPMCB); and these "sanitized" home mortgage loans were then securitized by JPMCB and JPMorgan Acquisition Corporation (JPMAC) into Chase RMBS Trust Certificates, including JPMAC 2007-CH1. CLAIM TWO: 2013 CHASE/SPS ELEVENTH-HOUR OUTSOURCING MANEUVER TO CONCEAL CHASE-ORIGINATED "TOXIC MORTGAGES" FROM DOJ INVESTIGATORS. In 2013, after numerous federal and state civil claims arising from the sale of Residential Mortgage-Backed Securities (RMBS) by JPMorgan, Bear Stearns and Washington Mutual prior to Jan. 1, 2009, the Department of Justice (DOJ) filed a landmark lawsuit against JPMorgan Chase and Company for illegal activities related to the packaging, marketing, sale and issuance of RMBS Trust Certificates. On October 16, 2013, just three weeks before the DOJ announced its settlement of the Chase RMBS Lawsuit, Susie and James Barnes received a letter from Chase notifying them that their mortgage was being outsourced to Select Portfolio Servicing, Inc. and when they called Chase they were told that they did not have anything to worry about because this mortgage was in good standing and only the servicing rights for their being outsourced. Mr. Barnes was told that Chase would still be responsible for all mortgage loan related issues including their "open, unresolved" Racial Discrimination Claim filed by Mr. Barnes with Rodney K. Reuscher, Vice President of the Chase Legal and Compliance Department in both 2010 and 2011. (See copy of attached "Good-bye and Good-Riddance" letter). The letter to Chase mortgage holders on October 16, 2013, announcing this servicing mortgage agreement explicitly stated that only the servicing rights were being outsourced, and JPMCB would still own the mortgages and would be accountable for any problems resulting from the origination and servicing of these "Toxic Mortgages" prior to November 1, 2013. The DOJ's settlement of the Chase RMBS Trust Lawsuit was announced on November 19, 2013, and \$4-Billion of the fine assessed to JPMorgan was designated as Consumer Relief/Restitution: ¶ "JPMorgan will pay out the remaining \$4 billion in the form of relief to aid consumers harmed by the unlawful conduct of JPMorgan, Bear Stearns and Washington Mutual." ¶ JPMorgan Chase and Company, the defendant in this lawsuit, was named the "sole administrator" this of \$4-billion Consumer Relief/Restitution., and it is unlikely that this unprecedented action would not have occurred, had the DOJ been aware of role of JPMorgan affiliates: JPMorgan Chase Bank, N. A., Chase Manhattan Bank USA, N. A. and Chase Home Loan Direct® in originating more than one-hundred-and-seventy-five thousand "Toxic Mortgages" included in the Chase RMBS Trust lawsuit The final report from the Chase-Paid Consumer Relief Monitor, Joseph A. Smith, Jr., shows that 123,737 home mortgage loans received some form of relief (Restitution) from the \$4-Billion Consumer Relief Provision of the settlement of Chase RMBS Trust Lawsuit. This relief/restitution included: a.) Loan Modifications, b.) Principal Reductions, and last but not least, c.) Principal Forgiveness. The September 30, 2015 Consumer Relief report for the Chase RMBS Settlement included the following caveat: "Chase receives incentives for certain relief conducted in the first year, in the hardest-hit areas and on loans held for investment as opposed to loans serviced by others." When the above caveat is viewed in the context of the

timing of the 2013 Chase/SPS Eleventh-Hour Outsourcing Maneuver, it leads to the conclusion that the "serviced by other" phraseology was specifically used to exclude the tens of thousands of chase-originated "Toxic Mortgages" which were outsourced to SPS less than three weeks before the Chase RMBS Settlement Agreement was announced.

I UNDERSTAND THE COMPANY'S RESPONSE TO MY COMPLAINT

No

ADDITIONAL COMMENTS

In 2004, JPMorgan Chase Bank, National Associations (JPMCB), established a direct-marketing, subprime mortgage origination boiler-room, named: Chase Home Loan Direct(tm), which was used to prey upon economically-distressed consumers in mostly urban MSAs/MDs located in forty-four states. Teams of Chase Lending Specialist aka: Chase Mortgage Brokers, at this unsanctioned mortgage origination boiler-room created 412,872 home mortgage loan applications, and originated 175,497 non-conforming, "Toxic Mortgages", which were immediately sold to JPMCB as conforming home mortgage loans. JPMCB secularized these "Toxic Mortgages" along with other conforming, and non-conforming home mortgage loans into fraudulent Chase RMBS Trust Certificates. These bogus Trust Certificates were then sold to GSEs, commercial banks, retirement funds, private investors and others. These bogus Trust Certificates were the genesis of the 2013 \$13-Billion Chase RMBS Trust Certificate Lawsuit in which JPMCB and other JPMorgan Chase and Company affiliates were found guilty.

THE COMPANY DID WHAT THEY SAID THEY WOULD DO WITH MY COMPLAINT

No

ADDITIONAL COMMENTS

Between 2014 and 2020, a total of thirteen CFPB Complaints have been filed against JPMCB and their business partner Select Portfolio Servicing, Inc.(SPS) , and none of these complaints have been responded to in an honest, unbiased manner. Dozens of employees of both JPMCB and SPS have participated in this unprecedented criminal cover-up activity.

What happens now?

The complaint process is complete and your complaint is now closed.

We have taken the following additional actions on your complaint:

- We added your complaint to the CFPB's Consumer Complaint Database (<http://www.consumerfinance.gov/data-research/consumer-complaints>).
- Your feedback, and feedback from others, helps us understand how companies are addressing concerns raised by consumers in their complaints. We will also share your feedback with the company.

- We have also shared your complaint with the Federal Trade Commission, which will add your complaint to its database for state and federal law enforcement agencies.

We appreciate your participation in the complaint process and your feedback on the company's response. Both are important to us and consumers who may have similar issues and concerns.

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