

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 (.)

201008-5551449

CLOSED

✓ Submitted

STATUS

Submitted to the CFPB on 10/8/2020

PRODUCT

Mortgage

ISSUE

Closing on a 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

On July 9, 2020, I sent the following Email message shown below to both JPMorgan Chase Bank, N. A. and Select Portfolio Servicing, Inc., and since, have followed this Email message request with two identical Email requests. All Email request have included the legal : "TIME IS OF THE ESSENCE", indicating that an urgent request was needed. Yesterday, October 6, 2020, my wife and I received the attached letter from the US Chapter 13 Bankruptcy Court

and it does not list either JPMorgan Chase Bank, N. A. or Deutsche Bank SA as the owner of our mortgage loan. We would like the ownership and the amounts listed in this formal Bankruptcy Court Document but can not do so without a formal response to our request for clarification of ownership sent to both JPMorgan Chase Bank, N. A. and Select Portfolio Servicing, Inc *****TEXT OF EMAIL MESSAGE ***** Dear Mr. Michael G. Krivicich and Ms. Jacqueline Gatliff and Mr. Steve Brooks - Chase; and SPS Ombudsman's Office, It has now been more than three weeks since we last spoke, and I am still waiting for an Email or mail response from you are Mr. Brooks or Ms. Gatliff or the Honorable. Stephen M. Cutler. I need an answer to the following question in plain English: "WHO IS THE CURRENT OWNER of HOME MORTGAGE NUMBER 0017944786!" Is it 1. JPMorgan Chase Bank, National Association (JPMCB), as shown in the SEC Prospectus for RMBS Trust Certificate: 2007 JPMAC 2007-CH1? 2. Select Portfolio Servicing, Inc., who initiated a questionably foreclose action on this mortgage? 3. Deutsche Bank Trust Corporation, who is the Trustee of the RMBS Trust Certificate: 2007 JPMAC 2007-CH1? 4. Chase Bank USA, National Association and/or it's non-FHA sanctioned: Chase-Direct Non-Prime Division who originated this "Toxic Mortgage" loan in 2005; before selling it (without due notice to the mortgagor) to JPMCBNA? 5. Chase Home Finance, LLC (now a subsidiary of JPMCBNA) to which the mortgagor paid monthly payments for seven years between 2005 and 2013? 6. Chase Manhattan Bank USA, National Association's Chase Home Loan Direct® Mortgage Origination Center? As many as 171,201 other "Toxic Mortgages" such as Mortgage # 0017944786 were originated, sold and securitized from 2004 to 2007, and we believe that these mortgagors, (many of which are African American Citizens) would like to know the answer to the above question. "TIME IS OF THE ESSENCE", so please respond ASAP! The following is snippets from <http://www.diy-carp.com> are being sent without comments or commentary. ***** 2004-2007 Predatory Lending, Mortgage Loan Fraud and Racial Discrimination/Racial Profiling Claims against JPMorgan Chase Bank, N. A. on behalf of are described below ***** Previously-unpublished HMDA-LAR Raw Data Disclosures found in the Government's National Archives and Records Administration (NARA) Repositories show that from 2004 to 2008, Chase Manhattan Bank USA, National Association and its affiliates: JPMorgan Chase Bank, National Association (JPMCBNA), and Chase Manhattan Mortgage Corporation (CMMC) were guilty of Predatory Lending, Mortgage Loan Fraud, and Systemic Racial Discrimination/Racial Profiling in its Conventional Home Mortgage Lending Practices at their Fort Washington, Pennsylvania Mortgage origination Boiler-Room. The primary victims of these criminalities were tens of thousands of African American consumers, but these wanton practices extended to other economically-distressed consumers as well. The "Toxic Mortgages" originated for these economically-distressed consumers by JPMCBNA during this period were immediately resubmitted to FFIEC via HMDA-LAR, cleansing them of all non-conforming mortgage characteristics; and, then were securitized into fraudulent RMBS Trust Certificates by a third Chase affiliate: JPMorgan Chase Acquisition Corporation (JPMAC). In October 2013, during an elaborate plot to conceal the existence of more than two-hundred-thousand "Toxic Mortgages" originated by employees of these two National Banks, JPMCBNA along with Select Portfolio Servicing, Inc., conceived and executed an illegal "Eleventh-Hour Outsourcing Maneuver" to conceal these Chase-originated "Toxic Mortgages" from the

Department of Justice Investigators during the discovery phase of the DOJ's RMBS Trust Certificate Lawsuit against JPMorgan Chase and Company. Although the jettisoning of these tens-of-thousands of "Toxic Mortgages" was classified as outsourcing, its real intent was to transfer these toxic-waste assets to Deutsche Bank SA, the Trustee of This "illegal maneuver" was so successful that in a legally-unprecedented ruling, "It resulted in allowing the proverbially-Fox to Guard the Hen-House" when the DOJ named JPMCBNA, the primary defended in the landmark Chase RMBS Trust Certificate lawsuit, as the "Sole Administrator" of the \$4-Billion Consumer Relief /Restitution" awarded in settlement of this lawsuit. The role as the "Sole Administrator" of the \$4-Billion Relief/Restitution enabled JPMCBNA to select "consumers harmed by the unlawful conduct of JPMorgan" and award them a rightful share of the restitution awarded in the settlement agreement. More than one hundred and twenty-three thousand mortgagors received relief/restitution awards; but serendipitously, none of the Chase-originated "Toxic Mortgages" outsourced via the "2013 Chase/SPS Eleventh-Hour Outsourcing Maneuver" received relief or restitution, but an undetermined number of home mortgages "held by JPMCBNA for investment purposes" received undisclosed relief and/or restitution awards. (As previously mentioned, many of the "Toxic Mortgages" outsourced during this illegal eleventh-hour outsourcing maneuver were owned by African Americans, and predictably, received no share of this restitution. In an even more deceitful, sinister maneuver, JPMCBNA may have received some of the restitution slated to be "received by consumers harmed by its unlawful Predatory Lending, Mortgage Loan Fraud, and Racial Discrimination/Racial Profiling mortgage lending practices." (The March 30, 2016 edition, Consumer Relief Report from the Monitor of the \$4-billion Consumer Relief/Restitution, included the following caveat: JPMorgan Chase Bank, National Association received incentives for certain relief conducted in the first year, in hardest-hit areas; and on loans held for investment as opposed to loans serviced by others, e.g., Select Portfolio Servicing, Inc.)

ATTACHMENTS

[JPMorgan Chase Bank -- Predatory Lending-Mortgage Loan Fraud and Racial Discrimination-Racial-Profilng.pdf \(5.4 MB\)](#)

[Chapter 13 Proceedings 2020-10-07_141631.pdf \(1.5 MB\)](#)

[JPMorgan Chase Bank Good-bye Letter Sent to Susie Barnes_October-16-2013.pdf \(99.5 KB\)](#)

[View full complaint](#) 

 Sent to company

STATUS

Sent to company on 10/8/2020

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 10/22/2020

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 11/10/2020

RESPONSE TYPE

Closed with explanation

Company's 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 the enclosed response on March 21, 2019. We consider our position to be reasonable, accurate and final. We take complaints that claim discrimination seriously. We do not tolerate any form of discrimination as it is strictly against our policy and contrary to our corporate culture. Your allegation of discrimination will be reviewed internally. We have reviewed and

confirmed your loan is valid. For your reference and convenience, we have enclosed your: • Note • Deed of Trust • Application • HUD-1 • Loan Payment History These documents demonstrate that you have entered a valid and legally binding credit obligation with us. Here is information about the previous investor Before the service transfer of your loan, the investor while with us was DEUTSCHE C/O JPMC SBO2000, we are no longer servicing your loan and therefore can only provide the information that was available while we serviced the loan. Here is information about the service transfer The servicing of your loan transferred to Select Portfolio Servicing, Inc. (SPS) on November 01, 2013. We have enclosed a reprinted version of the letter we sent to you on October 17, 2013, to explain this. Your new servicer will answer questions about the current status of the loan. You can contact the servicer at: Mail: Select Portfolio Servicing, Inc PO Box 65250 Salt Lake City, UT 84165 Phone: 1-800-258-8602 (Toll-Free) We found no instances of deceptive tactics or instances of unfair tactics. We verified that the loan is valid according to the terms in the enclosed Note and Mortgage.

ATTACHMENTS

[Barnes, Susie Final Letter 11.10.20.pdf \(4 MB\)](#)



Feedback requested

STATUS

Feedback requested on 11/10/2020

FEEDBACK DUE

1/9/2021

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