

## NATIONAL MORTGAGE LOAN SERVICER Web Links and Contact Information

### Accredited Home Lenders

Customer Service  
877-683-4466  
REO Search  
<http://www.accredhome.com/REO/index.cfm?Section=18&Main=0>

### Acqura Loan Services

Home Owner Solution Center  
866-660-5804  
<http://www.acqura.net/Home%20Retention/retention-solutions.php>  
Bank-Owned Homes 4 Sale  
<http://www.acqura.net/reo-property-for-sale.php>

### American Home Mortgage Servicing, Inc.

Home Retention Team  
877-304-3100  
<http://www.ahmsi3.com/servicing/BATbateam.asp>  
REO  
<https://re.oomc.com/staticBroker/reProperties.jsp>

### Aurora Loan Services

Home Retention  
866-521-3828  
<https://www.myauroraloan.com/ui/comm on/about/homeretention.aspx>  
Loan Resolution  
800-550-0509  
<https://www.myauroraloan.com/ui/comm on/help/paymentfaq.aspx#payments5>

### Avelo Mortgage

<http://avelomortgage.com/>  
REO Financing  
866-962-8356  
Loan Servicing  
[www.littonloan.com](http://www.littonloan.com)

### BB&T

Mortgage  
800-295-5744 (Customer Service)  
<http://www.bbt.com>  
Bank-Owned Properties  
<http://www.bbt.com/applications/specialassets/search.asp?p=1>

### Bank of America

Mortgage  
800-846-2222  
<http://www.bankofamerica.com/loansandhomes/financial-difficulty/>  
Home Equity Loan or Line of Credit  
800-451-6362  
<http://www.bankofamerica.com/loansandhomes/financial-difficulty/>  
Bank-Owned Property  
<http://bankofamerica.reo.com/search/>

### Carrington Mortgage Services

Home Retention Department  
800-790-9502  
<https://myloan.carringtonms.com/webapps/servicing/myloans/contact.do>

### CCO Mortgage (Charter One)

Residential Loans  
(Customer Service)  
800-234-6002  
<https://www.ccomortgage.com/index.asp>

### Chase

800-848-9136  
[http://www.chase.com/ccp/index.jsp?pg\\_name=ccpmapp/shared/marketing/page/ForeclosureDtls](http://www.chase.com/ccp/index.jsp?pg_name=ccpmapp/shared/marketing/page/ForeclosureDtls)  
Bank-Owned Property  
877-584-3290  
[http://mortgage.chase.com/pages/other/properties\\_landing.jsp](http://mortgage.chase.com/pages/other/properties_landing.jsp)

### Chase Home Finance

800-848-9136 (Customer Service)  
[http://www.chase.com/ccp/index.jsp?pg\\_name=ccpmapp/shared/marketing/page/ForeclosureDtls](http://www.chase.com/ccp/index.jsp?pg_name=ccpmapp/shared/marketing/page/ForeclosureDtls)

### Chevy Chase Bank

301-987-BANK / 800-987-BANK  
(Customer Service)  
Bank-Owned Properties  
<http://chevychasebank.yellowbrix.com/pages/chevychasebank/bank-owned-properties.html>

### CitiMortgage

First Mortgage  
866-272-4749 (Hardship Assistance)  
[http://www.citimortgage.com/Mortgage/Home.do?page=hardship\\_assistance](http://www.citimortgage.com/Mortgage/Home.do?page=hardship_assistance)  
2nd Mortgage, Home Equity Loan or Home Equity Line of Credit  
800-788-4517  
[http://www.citimortgage.com/Mortgage/Home.do?page=hardship\\_assistance](http://www.citimortgage.com/Mortgage/Home.do?page=hardship_assistance)  
Properties for Sale  
800-667-8424  
<http://www.citimortgage.com/Mortgage/Oreo/SearchListing.do>

### Countrywide

Current Home Loans  
1-800-669-6607  
Home Retention Division  
1-800-669-6650  
<http://my.countrywide.com/media/homepreservation.html>  
Bank-Owned Property  
<http://www.countrywide.com/purchase/reo.asp>

### Downey Savings

Existing Mortgage  
<https://www.downeysavings.com/ad/contact/contactResponse?department=Mortgage>  
Bank-Owned Properties for Sale  
<http://www.downeysavings.com/bank-owned-properties>

### EMC Mortgage Corporation

Properties for Sale  
<https://www.emcmortgagecorp.com/EMCMORTGAGE/MainContent/RegisterUser?start=true> (Users must first register)  
Properties Pending Foreclosure  
[https://www.emcmortgagecorp.com/EMCMORTGAGE/MainContent/pend\\_foreclosures\\_public.jsp?returnPage=../MainContent/pend\\_foreclosures.jsp](https://www.emcmortgagecorp.com/EMCMORTGAGE/MainContent/pend_foreclosures_public.jsp?returnPage=../MainContent/pend_foreclosures.jsp) (Users must first register)  
Contractors  
Email resume or company information to Kurtis Sharp at [kusharp@bear.com](mailto:kusharp@bear.com)

### **Fannie Mae**

HomePath for Homeowners

<http://www.fanniemae.com/homepath/index.html?p=HomePath>

Homes for Sale

<http://reosearch.fanniemae.com/reosearch/>

### **FHA / HUD**

FHA National Servicing Center

<http://www.hud.gov/offices/hsg/sfh/nsc/nschome.cfm>

Properties for Sale

<http://reohud.org/>

### **Freddie Mac**

Where to Get Help

[http://www.freddiemac.com/corporate/buyown/english/avoiding\\_foreclosure/where\\_to\\_get\\_help.html](http://www.freddiemac.com/corporate/buyown/english/avoiding_foreclosure/where_to_get_help.html)

HomeSteps Properties for Sale

<http://www.homesteps.com/>

### **GMAC Mortgage**

Homeowner Help

800-799-9250

[http://www.gmacmortgage.com/Resource\\_Center/homeowner\\_help/homeowner\\_help.html](http://www.gmacmortgage.com/Resource_Center/homeowner_help/homeowner_help.html)

REO Property Search

<http://www.gmacmortgage.com/reo/search/index.htm>

### **HomeEq Servicing**

REO Management

<http://www.homeeq.com/rea>

### **HSBC Mortgage Services (former Household Mortgage Services)**

Mortgage Payment Difficulties

1-800-395-3489

[https://www.hsbcmortgageservices.com/managing\\_hardship\\_text](https://www.hsbcmortgageservices.com/managing_hardship_text)

Collection Counselors

1-800-338-6441

<http://www.us.hsbc.com/1/2/3/personal/home-loans/mortgage/existing/when-payment-difficulties-arise>

Properties for Sale

<http://www.us.hsbc.com/1/2/3/personal/home-loans/properties>

### **Huntington Bank**

Mortgage Customer Service

800-562-6871

<https://www.huntington.com/pas/HNB1700.htm>

### **IndyMac**

Mortgage

1-800-908-HELP

<http://www.indymac.com/dynamic.aspx?id=1224&linkidentifier=id&itemid=1224>

### **Litton Loan Servicing**

Default Counseling Department

800-999-8501

[https://www.littonloan.com/fin\\_info1.asp](https://www.littonloan.com/fin_info1.asp)

Litton REO Servicing (Secure network open to Litton's vendor network)

<https://www.littonreo.com/litton/DesktopDefault.aspx>

### **National City**

Having Trouble Making Payments

[http://www.nationalcitymortgage.com/service\\_assistance.asp](http://www.nationalcitymortgage.com/service_assistance.asp)

Real Estate Owned Homes

<http://www.ncmcreo.com/>

### **Ocwen Loan Servicing**

Financial Difficulties

[http://www.ocwencustomers.com/csc\\_fa.cfm](http://www.ocwencustomers.com/csc_fa.cfm)

Residential REO Properties for Sale

[http://www.ocwen.com/reo/residential/res\\_reofindbystate.cfm](http://www.ocwen.com/reo/residential/res_reofindbystate.cfm)

### **Premiere Asset Service (Wells Fargo Mortgage)**

866-518-2164

<http://www.pasreo.com/pasreo/public/content.do?sessionId=E37B3B0A10DB98F3576B4991D4B88D09?pageID=2000576>

### **Saxon Mortgage Services**

Workout Options/ Loss Mitigation

888-325-3502

<https://www.saxononline.com/WorkoutOptions/Default.aspx>

### **Select Portfolio Servicing**

REO Properties

<http://www.homeq.com/reo/reoProperties.do>

Loan Resolution

888-818-6032

<https://www.spservicing.com/services/customer/loanresolution.htm>

Business Partner Services (REO Disposition)

<https://www.spservicing.com/services/partner/>

### **SunTrust Mortgage**

SunTrust Mortgage Assistance

800-443-1032

[http://www.suntrustmortgage.com/loanoffice\\_r.asp?hopenow](http://www.suntrustmortgage.com/loanoffice_r.asp?hopenow)

Residential Properties for Sale

<http://suntrust.res.net/>

### **US Department of Veterans Affairs**

VA Homes for Sale

<https://va.reotrans.com/index.cfm?>

### **Wachovia**

Residential Foreclosures

<http://reo.wachovia.com/>

### **Washington Mutual**

Loans – Payments are current

877-551-2736

Loans – Payments are late

866-926-8937

[https://www.wamu.com/customer\\_service/contact\\_us/WaMu\\_Cares.asp](https://www.wamu.com/customer_service/contact_us/WaMu_Cares.asp)

REO Property

[www.wamuproperties.com](http://www.wamuproperties.com)

### **Wells Fargo**

Alternative Payment Options

800-678-7986

<https://www.wellsfargo.com/mortgage/account/altrepayment>

REO – Refer to Premiere Asset Service

### **Wilshire**

Financial Hardship

[https://www.wcc.ml.com/Pre\\_B\\_Login.aspx](https://www.wcc.ml.com/Pre_B_Login.aspx)

Late Payments (Customer Service)

888-502-0100

[https://www.wcc.ml.com/Pre\\_B\\_Login.aspx](https://www.wcc.ml.com/Pre_B_Login.aspx)

Homes For Sale

<https://www.wcc.ml.com/Homes.aspx>