



LOSS MITIGATION SERVICE INFORMATION

LENDER/SERVICER PHONE NUMBERS & CONTACT INFORMATION

ABM AMRO Mortgage (800) 783-8900
www.mortgage.com/ABN_AMRO_mortgage_accounts.aspx

Accredited Home Lenders (877) 683-4466
P.O. Box 502480
San Diego, CA 92150-2460

AMC Mortgage Services (800) 211-6926
1600 McConnor Parkway
Schaumburg, IL 60173
(Also handles loans originated by Ameriquest and Argent)

American Home Mortgage Corporation (877) 304-3100
American Home Mortgage
4600 Regent Blvd., Suite 200
Irving, TX 75063-2443
Email: Custserv@americanhm.com

Ameriquest Mortgage (800) 211-6926
(Debt collection – see AMC Mortgage Services)
www.ameriququest.com

AmTrust Bank (888) 696-4444
(fka Ohio Savings Bank)

Aurora Loan Services (800) 550-0508
Customer Service By Regular Mail:
P.O. Box 1706
Scottsbluff, NE 69363
E-mail: ccnmail@alservices.com
www.myaauroraloan.com/welcome.aspx

Avelo Mortgage LLC (866) 992-8356

Bank of America (800) 846-2222

BB&T Mortgage (800) 827-3722

Beneficial (800) 333-5848

Central Pacific Bank (800) 342-8422

CCO Mortgage (800) 234-6002

Chase (800) 446-8939

Chase Home Finance (800) 848-9136
(Customer Service)
(858) 605-2181
(Delinquency Customer Service)

Chase Home Finance-New Jersey (800) 446-8939
www.chaseonline.chase.com/logon.aspx

Chase Manhattan Mortgage
(800) 446-8939 (Ohio Servicing Center)
(800) 526-0072 (Florida Servicing Center)
(800) 527-3040 x533 (Florida Servicing Center)

Chevy Chase Bank (800) 933-9100
www.chevychasebank.com/htm/payment.html
(Payment Addresses)

Citi Financial Mortgage (800) 753-3673

Citimortgage (800) 283-7918

Ditech (800) 852-0656, (800) 449-8582

Downey Financial Corp. (800) 824-6902
ext. 6696

Deutsche Bank National
Call Number on Mortgage Statement

EMC 800-723-3004
P.O. Box 141358
Irving, TX 75014-1358
www.emcmortgageservicing.com/ccn/ccnsecurity.aspx

EverBank Home Mortgage Company
(800) 669-7724 ext. 4730

Equity One (866) 361-3460
(Debt Collection)

First Horizon Home Loans (800) 489-2966

Fifth Third Bank (800) 375-1745 Option 3

First Merit Bank (888) 728-9931

Flagstar Bank (800) 968-7700, ext. 9780

Fremont Investment & Loan (866) 484-0291

GMAC Mortgage (800) 850-4622
Default Division

GreenPoint Mortgage Funding (800) 784-5566,
ext. 5383

Green Tree (877) 816-9125

Homecomings Financial (800) 850-4622
Default Division

HomeEq Mortgage Servicing (866) 822-1471
(Debt Collection)

Home Retention Team (800) 262-4218
or (877) 744-7691
https://customers.countrywide.com/sect_login254.asp

Household Finance (A HSBC Co.) (800) 333-5848

Household Mortgage (800) 333-4489

HSBC Mortgage (800) 338-6441
Default Resolution Team (if long term problem)
2929 Walden Avenue
Depew, NY 14043
(888) 648-3124 Loss Mit
(732) 352-7519 Fax
Web: <http://us.hsbc.com/personal/mortgage/existing/difficulties.asp>

Huntington Mortgage (800) 323-4695

Indymac Bank (877) 736-5556
C/O Loan Resolution Department
P.O. Box 7014
Pasadena, CA 91107
(Monday - Friday 6:15am-7:15pm. Pacific Time)
www.indymacbank.com/contactus/loanResolution.asp

Irwin Mortgage (888) 218-1988
P.O. Box 7014
Pasadena, CA 91107
www.irwinmortgage.com
E-mail: delinquency.prevention@irwinmortgage.com

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LOSS MITIGATION SERVICE INFORMATION *Continued*

James B. Nutter & Company (800) 315-7334

Key Bank (800) 422-2442

City Mortgage (800) 783-8900

Litton Loan Servicing (800) 999-8501
or (800) 548-8665

Fax (713) 966-8820
4828 Loop Central Drive
Houston, Texas 77081-2226
www.littonloan.com/index.asp

Loss Mitigation Department Hours:
Monday - 6 am.- 4 pm. Pacific Time
Tuesday-Thursday - 6 am.- 6pm. Pacific Time
Friday - 7 am.- 3 pm. Pacific Time
Default Counseling Department -
Saturday - 8 am.-12 pm., Sunday - 10 am. to 2 pm. (CST)

Midland Mortgage (800) 552-3000
or (800) 654-4566

www.mymidlandmortgage.com/MYmortgage/Login/Login.asp

Mortgage Lenders Network (800) 691-0129
Email: customerservice@mlnusa.com

www.mlnusa.com/customers/info_credithelp.asp

Mortgage Electronic Registration Systems
(888) 679-6377

National City (800) 367-9305, Ext. 53221
or (800) 523-8654

Attention: Homeowner's Assistance
3232 Newmark Dr.
Miamisburg, Ohio 45342
(8AM-10: 30PM ET, Monday - Thursday)
(8AM-5PM ET, Friday)
(8AM-Noon, Saturday)

www.nationalcitymortgage.com/service_assistance.asp

Nationwide Advantage Mortgage Company
(800) 356-3442, ext. 6002

NationStar Mortgage (888) 850-9398
Press 0 for operator

Carrington Mortgage Services (800) 790-9502
or (877) 206-9904

(6 am. to 7pm. Pacific Time, Mon - Thurs)
(6 am. to 6 pm. Pacific Time, Fri)
Web: <https://myloan.newcentury.com/webapps/servicing/myloans/index.do>

NovaStar Mortgage (888) 743-0774

Loan Resolution Department
Non-English: (888) 743-0774, ext. 4523

Ocwen Federal Bank (800) 746-2936
or (877) 596-8560

Attention: Financial Information
12650 Ingenuity Drive
Orlando, Florida 32826
or
Ocwen Financial Corporation
1661 Worthington Rd., Suite 100
West Palm Beach, Florida 33409
Phone: 877-226-2936

For serving Ocwen with legal process, please
send to their registered agent:
Corporation Service Company
2711 Centerville Road, Suite 400
Wilmington, DE 19808
Phone: 561-682-8000, x8386
www.ocwencustomers.com/csc_fa_cfm

Option One (866) 711-1962
or (888) 275-2648
www.oomc.com/servicing91/servicing_baifaqs.asp

PHH Mortgage (800) 257-0460
(Formerly Cendant)

For borrowers facing possible delinquency:
(800) 330-0423
For borrowers in the foreclosure process:
(800) 750-2518
www.phhmortgage.com

ResMae Mortgage Corp.(877) 473-7623,ext.5944

Select Portfolio Servicing (888) 818-6032
Fax: (801) 293-3936
Loan Resolution Department
P.O. Box 65250
Salt Lake City, UT 84165-0250
(Monday - Thursday 10:00 am. - 10:00 pm. EST)
(Friday 10:00 am. - 7:00 pm. EST)
(Saturday 9:00 am. - 1:00 pm. EST)
www.spservicing.com/services/customer/loanresolution.htm

Huntington Mortgage Company (800) 290-3359

Sun Trust Mortgage (800) 634-7928
PO Box 26149
Richmond, VA 23260-6149
Mail Code RVW 3003Web:
www.suntrustmortgage.com/generalquestions.aspx

Third Federal Savings (888) 844-7333

US Bank (800) 365-7900

Wachovia Bank of Delaware (866) 642-8608

Washington Mutual (866) 926-8937 or
(888) 453-3102 or (800) 478-0036 or (800) 254-3677

Waterfield Mortgage (800) 957-7245

Fax: (260) 459-5390
c/o Loss Mitigation Dept.
7500 W. Jefferson Blvd.
Fort Wayne, IN 46804
(7 am - 10 pm EST Monday - Thursday)
(7 am - 9 pm EST Fridays)
(8 am - 2 pm EST Saturdays)
E-Mail: saveyourhome@waterfield.com
www.waterfield.com/scripts/cg_ii_p.exe/WService=wfg/putb/borrowerservices/deIqasst

Wells Fargo (877) 216-8448 or (866) 261-5642
or (800)766-0987 or (800) 678-7986 for
payment assistance
Borrower Counseling Services
Monday - Friday 8:00 am. - 9:00 pm., CT
Saturday 9:00 am. - 2:00 p.m., CT
www.wellsfargo.com/mortgage/account/

Wendover Financial Services Corp.
(800) 934-1081 or (800) 436-1022
www.wendover.com/borrowers.html

Wilshire Credit Corp. (888) 502-0100
P.O. Box 8517
Portland, OR 97207-8517
From 6 am. to 5 pm. M-F (Pacific time)
www.wfsg.com/borrower/borrower.aspx

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