

## Steps You Can Take to Avoid Foreclosure

### 1) Contact your lender!

- Contact the toll-free number on the bottom of your last mortgage statement and ask to speak to a representative in the **Loss Mitigation Department**. Ask the representative to send you a “loss mitigation or workout package” immediately. Be sure to keep a **communication log** of the date and result of every conversation with your lender.

### 2) Start Saving!

- Save every penny that you can. Prioritize spending, and if the lender sends back attempted payments, put the money aside until the case is resolved.
- It will be necessary for you to create a detailed and honest budget while going through the loss mitigation process.

### 3) Seek Counseling.

- You can reach St. Ambrose Housing Aid Center’s Foreclosure Prevention Division at 410-366-8550 extension 201. To find another Maryland area housing counselor dial 1-877-462-7555 or visit mdhope.org. If your home is outside of Maryland call 1-888-995-HOPE (4673).

### 1) Gather all relevant documents. Your lender is going to need to see:

- Your most recent mortgage statement or payment coupon
- Any material you have received in the mail from your mortgage company or a lawyer
- Two months of bank statements
- The last two pay stubs (one month’s worth) or social security awards letter for all household earners.
- All closing documents, documents/disclosures from originating lender/broker received prior to and at closing

## What to Avoid

### 1) Don’t become a victim of a scam

- Always know what you are signing. If a document is too complex for you to understand, seek the advice of a lawyer or counselor.
- Get promises in writing, as oral promises and agreements are generally not legally binding, and keep copies of all contracts and agreements.
- Be very careful about signing over your deed. By signing over your deed, you lose your rights to your home and any equity built up in the home.
- Resist offers to help negotiate with lenders for an up-front fee.

**2) Don't spend payments returned by the lender**

- If the lender sends back attempted payments, they should be put aside and saved until your case is resolved. The money may be necessary in the case of a workout that requires a down payment.

**3) Don't "Walk-Away" from your home**

- "Walking away" from the home before the case is closed can only make the situation worse. Consequences can include a deficiency judgment, credit damage, and other fines and penalties.

## Loss Mitigation Contacts

It is important to maintain constant communication with your lender throughout the foreclosure process. Lenders stand to lose substantial amounts of money if the house is foreclosed upon and use their **loss mitigation department** to develop positive workouts for poorly performing loans.

ABM AMRO Mortgage (800) 783-8900

Accredited Home Lenders(877) 683-4466

AMC Mortgage Services (800) 211-6926

American Home Mortgage Corp. (877) 304-3100

Aurora Loan Services (Debt collection) (800) 550-0508

Avelo Mortgage LLC (800) 603-4517 (now Litten)

Bank of America (800) 846-2222

BB&T Mortgage (800) 827-3722\*

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

HFC Beneficial (800) 333-5848

Central Pacific Bank (800) 342-8422\*

Charter One (CCO) (800) 234-6002

Chase (800) 548-7912

Loss Mitigation (877) 838-1882 ext 52195.

The Number you will be directed to after you give your loan number: (866) 316-9218  
(business hours are 11AM-8PM M-TH, 8AM-12PM F)

Chase Home Finance (800) 848-9136 (customer service)

Chevy Chase Bank (800) 933-9100\*

Chase Manhattan Mortgage  
(800) 446-8939 (Ohio Servicing Center)  
(800) 526-0072 (Customer service for Non-Prime Loans)  
(800) 527-3040 x533 (Florida Servicing Center)

Citi Financial Mortgage (800) 753-3673

CitiMortgage (800) 283-7918

Countrywide (800) 262-4218  
(800) 669-6093

Ditech (800) 852-0656

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

EMC 800-723-3004

EverBank (800) 669-7724 ext. 4730

First Horizon Home Loans is now MetLife (800) 785-3316

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

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

Green Tree (877) 816-9125

Homecomings Financial (800) 850-4622\*

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

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

HSBC Mortgage (800) 338-6441 (888) 648-3124 Loss Mit

Huntington National Bank (800) 323-9865

Indymac Bank (877) 736-5556

Irwin Mortgage (888) 218-1988 has transferred it's mortgages and sent packets to lendees with new numbers

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

Key Bank (800) 422-2442

LaSalle National Bank (now Citi) (800) 783-8900

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

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

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

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

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

New Century Financial Now Carrington Mortgage Services (877) 206-9904

Ocwen Federal Bank (800) 746-2936 or 877-226-2936

Option One Mortgage (American Home Mortgage Servicing) 1-877-304-3100 or 800-505-3706

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

For borrowers facing possible delinquency: (800) 330-0423\*

For borrowers in the foreclosure process: (800) 750-2518

Saxon (888) 325-3502

Select Portfolio Servicing (888) 818-6032

Sun Trust Mortgage (800) 634-7928

US Bank (800) 365-7900

Wachovia Bank of Delaware (866) 642-8608 press 2 for foreclosure, 3 for loss mitigation

Washington Mutual (866) 926-8937 or (888) 453-3102 (home retention team)

Wells Fargo (866) 261-5642 or (800)766-0987 or (800) 678-7986 for payment assistance

Wilshire Credit Corporation (888) 502-0100