



Lender/Service Foreclosure Prevention Contact Information

Is your lender or servicer here? The lenders listed below have provided contact information for their clients who may be having difficulty making their mortgage payments.

ABN AMRO Mortgage Group

(800) 783-8900 (ask for loan resolution department), 9:00 a.m.–6:00 p.m. CST, Monday–Friday
Most languages
www.mortgage.com/C3/_Start.do

Accredited Home Lenders

(877) 273-4599
9:00 a.m.–5:00 p.m. PST, Monday–Friday
English and Spanish
www.accredhome.com

Ameriquist Mortgage

(800) 211-6926
8:00 a.m.–5:00 p.m. PST, Monday–Friday
www.ameriquistmortgage.com

Aurora Loan Services

(800) 550-0508
All languages
www.alservices.com

Avelo Mortgage LLC

(866) 992-8356
8:00 a.m.–6:00 p.m. CST
English and Spanish

Bank of America

(800) 846-2222
Home Equity or Line of Credit: (800) 451-6362
English and Spanish
www.bankofamerica.com
(select Service My Mortgage or Payment Counseling)

BB&T Mortgage

(800) 827-3722
8:30 a.m.–5:15 p.m. EST, Monday–Thursday
8:30 a.m.–6:00 p.m. EST, Friday
All languages
<http://www.bbt.com>

Central Pacific Bank

(800) 342-8422
Hawaii

Charter One Bank

(800) 234-6002
9:00 a.m.–5:00 p.m. EST, Monday–Friday
All languages
www.charteronebank.com/pf/mortgages

Chase Home Finance

(800) 848-9136 (customer service)
(858) 605-2181 (delinquency customer service)
English and Spanish
www.chase.com

Chase Home Finance—New Jersey

(800) 446-8939
8:00 a.m.–9:00 p.m. EST, Monday–Friday
English and Spanish
<http://chasehomemortgage.com>

Chevy Chase Bank

(800) 933-9100
8:30 a.m.–4:30 p.m. EST, Monday–Friday
All languages
www.chevychasebank.com/htm/mortgages.html

CitiMortgage—Prime Loans

(866) 272-4749
(800) 695-0384
(800) 926-9783
7:00 a.m.–4:00 p.m. CST, Monday–Friday
English and Spanish
www.citimortgage.com

CitiMortgage—Subprime

(800) 422-1498
7:00 a.m.–4:00 p.m. CST, Monday–Friday
www.citifinancialmortgage.com

Countrywide Financial—California

(800) 669-0102
8:00 a.m.–5:00 p.m., Monday–Friday
English and Spanish
www.countrywide.com

Countrywide Home Loans

(877) 744-7691
8:00 a.m.–9:00 p.m. CST, Monday–Thursday
English and Spanish
www.countrywide.com

Downey Financial Corp.

(800) 824-6902, ext. 6696
8:30 a.m.–4:30 p.m. PST, Monday–Friday
English and Spanish
www.downeysavings.com

EMC Mortgage Corp.

(888) 577-4011
7:00 a.m.–7:00 p.m. Monday–Friday
English and Spanish
www.emcmortgagecorp.com

Equity One

(866) 361-3460
English and Spanish
www.equityone.com

EverBank

(800) 669-9721
8:00 a.m.–5:00 p.m. EST, Monday–Friday
English and Spanish
www.everbank.com

First Horizon Home Loans

(800) 816-7796
English and Spanish
www.firsthorizon.com/loans.home.cfm

Flagstar Bank

(800) 968-7700, ext. 9780
8:30 a.m.–5:00 p.m. EST
All languages
www.flagstar.com/lending/mortgage

Fremont Investment & Loan

(866) 484-0291
6:00 a.m.–6:00 p.m. PST, Monday–Friday
English and Spanish
www.1800fremont.com

GMAC Mortgage

(800) 850-4622
9:00 a.m.–11:00 p.m. CST
English and Spanish
www.gmacmortgage.com

Home Loan Services

(800) 622-5035
8:00 a.m.–7:00 p.m. EST, Monday–Thursday
8:00 a.m.–5:00 p.m. EST, Friday
Most languages
hls_hope@hls.ml.com

Homecomings Financial

(800) 850-4622
7:00 a.m.–6:00 p.m. CST, Monday–Friday
English and Spanish
www.homecomings.com

HomeEq Mortgage Servicing

(866) 822-1471
6:00 a.m.–2:30 p.m. PST, Monday–Friday
English and Spanish
www.homeeq.com

HSBC Mortgage Services

(800) 365-6730
8:00 a.m.–10:00 p.m. CST, Monday–Thursday
English and Spanish
www.hsbcmortgageservices.com

Indymac Bank

(877) 736-5556
7:00 a.m.–7:00 p.m. CST, Monday–Friday
English, Spanish and Korean
www.indymachls.com/loanworks

Litton Loan Servicing

(800) 999-8501
9:00 a.m.–6:00 p.m. CST, Monday–Friday
All languages
www.littonloan.com

National City Home Loan Services

(800) 367-9305
8:00 a.m.–5:00 p.m. EST, Monday–Friday
English and Spanish
www.nationalcity.com

National City Mortgage

(800) 367-9305, ext. 57066
8:00 a.m.–4:00 p.m. EST
Most languages
www.nationalcitymortgage.com

NationStar Mortgage

(888) 850-9398
8:00 a.m.–8:00 p.m., CST, Monday–Friday
English and Spanish
www.nationstar.com

Nationwide Advantage Mortgage Company

(800) 356-3442, ext. 6002
custserv@nationwide.com
www.nationwide.com

New Century Financial

(888) 477-0193
7:00 a.m.–6:00 p.m. PST, Monday–Friday
English and Spanish
www.myloan.newcentury.com

NovaStar Financial

(888) 289-1231
English and Spanish
www.novastarmortgage.com

NovaStar Mortgage Loan Resolution Department

(888) 743-0774
Non-English: (888) 743-0774, ext. 4523
English and Spanish
Loanresolution@novastar1.com

Ocwen Financial Corp.

(877) 596-8580
English and Spanish
www.ocwen.com

Ocwen Loan Servicing LLC

(866) 513-2947
English and Spanish
rapidresolution@ocwen.com

Ohio Savings Bank

(888) 987-5626
24 hours a day, 7 days a week
English and Spanish
www.amtrust.com/productcenter/mortgagepaymentassistance/mortgagepaymentassistancemain.aspamtrust.mortgagewebcenter.com

Option One Mortgage

(800) 648-9605, ext. 48826
8:00 a.m.–9:00 p.m. PST, Monday–Friday
English and Spanish
www.oomc.com

PHH Mortgage

For borrowers facing possible delinquency:
(800) 330-0423
8:30 a.m.–8:30 p.m. EST, Monday–Thursday
For borrowers in the foreclosure process:
(800) 750-2518
8:30 a.m.–5:00 p.m. EST, Monday–Friday
MBSlossmitigation@mortgagefamily.com
www.phhmortgage.com

Saxon Mortgage Services Inc.

(Previously Meritech Mortgage Services and CRAM Mortgage Services)
(888) 325-3502
English, Spanish; can accommodate most languages
lossmit@saxonmsi.com
www.saxononline.com
(users log in to see workout options and financial plans)

Select Portfolio Servicing

(888) 818-6032
7:00 a.m.–8:00 p.m. Monday–Thursday
English and Spanish
www.spservicing.com

SunTrust Mortgage Inc.

(800) 443-1032
8:00 a.m.–5:00 p.m. EST, Monday–Friday
English and Spanish
www.suntrustmortgage.com

U.S. Bank Home Mortgage

(877) 334-0453
7:00 a.m.–5:00 p.m. CST
All languages
www.usbank.com

Wachovia Corporation

(866) 642-9405
8:00 a.m.–8:30 p.m. EST
Many languages
www.wachovia.com

Washington Mutual

(866) 500-8507
8:00 a.m.–7:00 p.m. CST
Most languages
www.wamuhomeloans.com

Wells Fargo

(888) 231-0757
6:00 a.m.–6:30 p.m., Monday–Friday
English and Spanish
www.wellsfargo.com

Wilshire Credit Corp.

(888) 952-7339
7:00 a.m.–4:00 p.m. PST, Monday–Friday
Most languages
wcc_hope@wcc.ml.com
www.wfsg.com