



## Office of WV Attorney General Darrell McGraw MORTGAGE FORECLOSURE SETTLEMENT

### **AG McGraw’s “Project: Save Our Homes” INFORMATION FOR CONSUMERS**

#### **A quick guide to navigating the financial relief provided by the settlement**

The **Joint Federal-State Mortgage Servicer Settlement**, also referred to as the Mortgage Foreclosure Settlement, is limited to the resolution of flawed foreclosure and mortgage servicing practices, including documentation errors and other “robo-signing” conduct.

This settlement involves agreements with the nation’s five largest mortgage servicers – **GMAC/ Ally Financial, Bank of America/Countrywide, Citibank, JP Morgan Chase** and **Wells Fargo**.

It will provide at least \$33.8 million in relief to West Virginia’s homeowners, including *principal reduction on loans, free refinancing for borrowers who are current but “underwater,” direct payments to those whose homes were foreclosed between January 1, 2008 and December 31, 2012,* and other assistance including *deferred payments for homeowners between jobs, relocation assistance, waving of deficiency balances, and funds for fixing blighted properties.*

#### **What steps must WV consumers follow to take advantage of the settlement?**

The settlement’s guidelines were set so that a maximum number of people can participate. Each of the mortgage servicers must satisfy several billion dollars in relief obligations nationwide. All consumers who think they might be eligible should ask their banks to be considered.

- ***There is no one standard application process or form to submit.*** The five mortgage-servicing banks taking part in this settlement, which will be performed over a three-year period, will each have their own processes and do not yet know who will receive benefits.
- ***West Virginians can call 1-800-368-8808, the Consumer Hotline of the WV Attorney General’s Office,*** for help with settlement options and routing to the participating mortgage servicers. Additional information can be found at the AGO website, [www.wvago.gov](http://www.wvago.gov) or through Attorney General McGraw’s **Project: Save Your Home** initiative (more details below).

For *loan modifications and refinance options*, borrowers may be contacted directly by one of the five participating mortgage servicers. For *payments to foreclosure victims*, a settlement administrator approved by Attorney General McGraw will send claim forms to eligible persons.

- ***Consumers can also contact*** their mortgage servicer directly.  
**Bank of America:** 1-877-488-7814. **CitiGroup:** 1-866-272-4749. **Wells Fargo:** 1-800-288-3212.  
**JPMorgan Chase:** 1-866-372-6901. **GMAC/Ally Financial:** 1-800-766-4622.
- ***A special website, [www.NationalMortgageSettlement.com](http://www.NationalMortgageSettlement.com),*** will be updated with helpful information and details on how to proceed as information becomes available. A tab on the Attorney General’s homepage will link directly to the website.

#### **Attorney General McGraw’s “Project: Save Our Homes” — Helping Homeowners Get Financial Relief to Stay in Their Homes**

The West Virginia Attorney General’s Office established **Project: Save Our Homes** to offer assistance with the foreclosure settlement on a broader and more personal level. **Save Our Homes**

will help the state's homeowner navigate the opportunities and options available to them in the settlement and get the relief to which they are entitled.

- **“Save Our Homes” Fairs in counties throughout the state** will help consumers with the application processes for the different participating banks. A second series of “follow-up” events will help homeowners track the progress of their claims.
- **Walk-in Foreclosure Settlement Navigation Centers will be established** to help “navigate” consumers to direct homeowner and consumer relief as well as offer foreclosure counseling. These centers will be coordinated at legal assistance locations throughout the state.
- **Foreclosure Settlement Information Workshops**, presented by the AG’s Consumer Protection Division, will be scheduled around the state that will explain foreclosure relief and loan modification options for West Virginians.

### **What is a mortgage servicer and how do I know who services my loan?**

A mortgage servicer administers home mortgage loans, including collecting and recording payments from borrowers. A servicer also handles loan defaults and foreclosures, and may offer loss-mitigation programs to assist delinquent borrowers.

- **The company that you make your monthly payment to is your mortgage servicer.** Your mortgage servicer may or may not be a lending institution and may or may not own your loan. Many of the loans administered by servicers are owned by third-party investors.
- **Loans owned by Fannie Mae or Freddie Mac are not impacted by this settlement.** You may visit the following websites to learn if your loan is owned by either Fannie Mae or Freddie Mac:
  - [www.fanniemae.com/homeaffordable](http://www.fanniemae.com/homeaffordable)
  - [www.freddie.mac.com/avoidforeclosure](http://www.freddie.mac.com/avoidforeclosure)

### **Can I request mortgage or foreclosure relief if my servicer is not one of the companies that signed the agreement?**

- **Only loans serviced by mortgage servicing companies that are part of this agreement are impacted.** The mortgage servicers initially participating in the foreclosure settlement are Bank of America/Countrywide, Citibank, JPMorgan Chase, Wells Fargo, and GMAC/ Ally Financial. Other companies and banks are expected to join in this agreement once its terms are announced. If your mortgage servicer signs on, you can then request to be considered for the appropriate relief provided by the settlement.
- **This settlement does not affect the rights of any individuals or entities to pursue their own claims for relief.** The servicers will be released only from government lawsuits regarding improper foreclosures and abuses in originating and servicing mortgage loans.



NationalMortgageSettlement.com



www.WVAGO.gov

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