

“Too Big To Fail”  
and  
HAMP  
The Government Scam

by  
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*“If you would be perfect,  
go, sell what you possess and give to the poor,  
and you will have treasure in heaven;  
and come, follow Me.”*

*(Matthew 19:21)*

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## **Fear Only God**

Do not fear the powerful,  
because nobody is more powerful than the Almighty.  
Nor fear the rich,  
because all of their money is worthless  
and it cannot buy their salvation if they ever abandon God.

Do not fear the murderers either,  
because they cannot kill the soul.  
"Rather fear him who can destroy both soul and body in hell."  
(Mt 10:28)

Always trust God  
because He never abandons you,  
His most precious child.  
"Fear not, therefore; you are of more value than many sparrows."  
(Mt 10:31)

Never lose your faith.  
The rich already received their reward in this world.  
But it is you, the poor, who will rejoice in the kingdom of God.

The government's Home Affordable Modification Program is just a scam. Banks should be ashamed to give homeowners false hopes, when they really have no intention of helping them. Their greed caused the economy to suffer and then they took the taxpayers' money to save themselves because they were "too big to fail." Then they turned around and defrauded the poor homeowners who ended up losing their homes because of the banks' cruel games. Any of those little ones that the banks defrauded and stole his/her home from is much greater than all of them. Heartless people! It is they that our Lord Jesus Christ was referring to when He said, "It is easier for a camel to go through the eye of a needle than for a rich person to enter the kingdom of God." (Mark 10:25) Those thieves who like to profit from the pain of the poor. Therefore, do not love money more than justice and be fair to the poor.

Therefore the kingdom of heaven may be compared to a king who wished to settle accounts with his servants. When he began to settle, one was brought to him who owed him ten thousand talents. And since he could not pay, his master ordered him to be sold, with his wife and children and all that he had, and payment to be made. So the servant fell on his knees, imploring him, "Have patience with me, and I will pay you everything." And out of pity for him, the master of that servant released him and forgave him the debt. But when that same servant went out, he found one of his fellow servants who owed him a hundred denarii, and seizing him, he began to choke him, saying, "Pay what you owe." So his fellow servant

fell down and pleaded with him, "Have patience with me, and I will pay you." He refused and went and put him in prison until he should pay the debt. When his fellow servants saw what had taken place, they were greatly distressed, and they went and reported to their master all that had taken place. Then his master summoned him and said to him, "You wicked servant! I forgave you all that debt because you pleaded with me. And should not you have had mercy on your fellow servant, as I had mercy on you?" And in anger his master delivered him to the jailers, until he should pay all his debt. So also my heavenly Father will do to every one of you, if you do not forgive your brother from your heart.  
(Matthew 18:23-35)

It was the banks' greed that affected the economy, but the poor homeowners were the ones who had to pay for their mistakes. The banks were rescued from bankruptcy with taxpayers' money. But the banks turned around and took away their homes, when they could have helped them save their homes by refinancing them and lowering their interest rate. But they were more interested in making money and did not care about the suffering of the poor.

Banks need to be held accountable for their actions, just like anybody else, especially when they have received money from the federal government to rescue them from bankruptcy. There are some financial institutions that are violating federal laws and guidelines. The unscrupulous people who work there like to play games with their customers, while they do whatever they want to fatten their pockets. There is widespread corruption, among these financial institutions, that have gotten too big and believe that they are out of reach of justice.

But believe me when I say this: Nobody is "too big" to fail. If you continue to take advantage of the poor and keep violating their rights, you will see how insignificant you really are. Never forget what happened to Lucifer, the fallen angel, who became so proud that he even thought that he should be God. Only God is great. He likes to exalt the humble, but the powerful He humiliates.

# Consumer Financial Protection Bureau

## López' First Letter - February 14, 2013

Mr. Luis Angel López  
[REDACTED]

February 14, 2013

Consumer Financial Protection Bureau  
PO Box 4503  
Iowa City, Iowa 52244

Dear Sir or Madam:

I wish to complain against Ocwen Loan Servicing, LLC for deliberately hindering our application for the Home Affordable Modification Program, for which we qualify. My mother has appointed me to handle her case, due to health problems, which were caused by the stress of dealing with Ocwen, and her limited English. My brother, [REDACTED], is the borrower; my mother, Olivia Salazar, is the co-borrower; and the loan number is [REDACTED]. I have never dealt with any corporation that was as unprofessional and unethical as Ocwen, and I need your help so that they may do their job and be held accountable for their actions.

On December 4, 2012, my mother and my brother attended a Making Home Affordable conference, where they spoke with a representative from Ocwen, Mr. Hector Pérez. Mr. Pérez made photocopies of all of the documents that he needed, and he said that there were only four documents that were missing. He said that Ocwen needed a copy of my brother's 2011 tax return, a form listing how much my brother had earned in the last six months, a letter from my sister stating how much she paid my mother for rent and for babysitting, and a document that proved that my mother was receiving food stamps.

My sister, [REDACTED], who was also helping my mother with her HAMP application, promptly gathered and faxed all the documents that Ocwen requested. After that, Ocwen began sending many letters requesting documents that we had already sent, more than once. My mother tried contacting her Ocwen Relationship Manager, Mrs. Tamy White, to speak with her and make sure that she had received the documents that she kept requesting. She left her a message but Mrs. White never called her back. Instead, we received another notice of missing application documents. My sister got upset because Mrs. White was only wasting her time and her money, and she faxed all the documents again, so that Mrs. White could not object that she was missing anything. After she faxed all the documents, she called and also sent Mrs. White an e-mail to complain about having sent the same documents over five times, and asked her to contact us by phone, as soon as possible. But that was useless because Mrs. White never called

us back, and instead we received yet another notice of missing application documents.

According to Ocwen, if an application package is incomplete or incorrect, “Ocwen will notify [the applicants] through a letter indicating what documents are missing or incorrect. They will also follow up with a phone call, and schedule a phone appointment with our Relationship Manager, to review the missing documents with [us].” Ocwen has failed to communicate with us. We have tried many times to contact our Relationship Manager and left messages for her, so that she can clarify what exactly she needs. But she never returns our phone calls or replies to our e-mails. It just seems like Ocwen does not care.

My mother got sick because of the stress of having to deal with Ocwen. Therefore, she asked me to help her with this application. At first, I considered filing another application with the Neighborhood Assistance Corporation of America. But the result would have been the same because we would still have to deal with Ocwen, our lender. I tried contacting Ocwen to find out what was happening, because my sister was sending the documents that they requested, and they kept sending letters requesting those same documents. The first time that I spoke with an Ocwen representative, she was very rude to me. After my mother authorized her to speak with me, she kept arguing that she could not talk with me, only with my mother. I asked her for her name and to be transferred to her supervisor, but instead she hung up on us. I also called Mrs. Tamy White and left a message for her, but she did not return my call. Therefore, I contacted Money Management International to file a complaint against Ocwen.

On January 30, 2013, we spoke with Mrs. Gloria Cantu, a counselor from Money Management International. Our client number is [REDACTED]. She was very helpful, answering all our questions and providing us with resources, such as the names of food assistance programs, that we could use to mitigate our financial hardship and be able to save our home. She also informed us that we qualified for the Home Affordable Refinance Program. And thanks to her, we were finally able to communicate with Ocwen. We called Ocwen and spoke with Mrs. Gloria, an Ocwen representative, and Mrs. Cantu informed her that the call was being recorded for quality assurance purposes. Mrs. Gloria confirmed that we qualified for the HAMP program, but she also said that they needed a few documents from us. She said that Ocwen needed a copy of my brother's most recent tax return because the one that it had was from 2008 and it was too old. We denied having ever sent Ocwen a copy of my brother's 2008 tax return and, after a while, she corrected herself and said that they did have my brother's two most recent tax return documents, from 2010 and 2011. But she also said that she needed copies of the identification cards of my mother and brother. We told her that Mr. Hector Pérez, an Ocwen representative, had made photocopies of those documents already, when my mother and my brother attended the Making Home Affordable conference, on December 4, 2012. But we agreed to fax copies of these documents, just in case they had lost them. She also requested a copy of my brother's most recent bank statement because she said that the statement that Ocwen had was from December of 2012 and that it was too “old.” If they had not been so negligent, failing to communicate with us in a timely manner, we could have provided them with any and all of the documents that they needed, and the December bank statement would not have gotten too “old.” I asked Mrs. Gloria, emphatically, if these were the only documents that Ocwen needed, in order to move forward

with the application process, and she said yes. Mrs. Gloria also stated that she was going an extra mile for us, trying to help us. In fact, she was only doing her job, reluctantly, because she knew that the conversation was being recorded.

On February 1, 2013, I called Ocwen to confirm that they had received the documents that Mrs. Gloria had requested. I called Mrs. Tamy White, but nobody answered the phone, as usual. I spoke with another representative, from Ocwen, and she said that she could not access our account because Mrs. White was our Relationship Manager. I informed her that Mrs. White was not communicating with us and that I needed to speak with Mrs. White's supervisor. She said that her manager, Mr. Eduardo, had sent an e-mail to Mrs. White's supervisor, Mrs. Natasha Sabugo, and that she would be calling us, within 48 hours. I also asked to speak with Mr. Eduardo, and after being put on hold for a long time, she said that her supervisor was ready to speak with me and she transferred me to Mr. Eduardo, who did not answer the phone and whose voice mail was full.

On February 5, 2013, I tried to contact Ocwen, again, to verify that they had received all the documents that they requested. This time I spoke with Mr. Martin who said that he could not access my information on the computer. I reminded him that Mrs. Gloria, a co-worker from the same department, had been able to access it, in the past. He was very apologetic because he said that he understood what we were going through. He was honest with me and said that he just did not want to get into trouble with his supervisors because the conversation was being recorded, and therefore he did not want to access my account to confirm that Ocwen had received the documents that Mrs. Gloria requested. I also told him that it had already been over 48 hours, and Mrs. Natasha Sabugo, Mrs. White's supervisor, had not called us yet. He said that he did not know her phone number, but he would ask his supervisor to send another e-mail to Mrs. Sabugo to ask her to contact us. It has been two weeks since we first asked to speak with Mrs. Sabugo, and she still has not contacted us.

On February 12, 2013, we were finally able to speak with Mrs. Tamy White, for the first time, since she became our Relationship Manager, on December 11, 2012. Unfortunately, she called us to ask for even more documents, even after Mrs. Gloria had stated previously that the only documents that Ocwen needed were copies of my brother's and my mother's identification cards and my brother's latest bank statement. Mrs. White said that they had received those documents, but now they needed a signed copy of my brother's 2011 tax return. I told her that we had sent it to her several times already and that it had been electronically signed. But she said that my brother needed to physically sign it, in order for Ocwen to accept it. Why did she not specify, in her letters, that an electronic signature was not enough, and let us know what page my brother needed to sign? She also requested documents, from the last two months, that proved that my mother was receiving food stamps. I informed her that we were no longer receiving food stamps. I also told her that when we were still receiving that assistance, we had tried to explain to her several times that we only got a statement every six months, and that Mr. Hector Pérez, from Ocwen, had said that Ocwen only needed one document that proved that we were indeed receiving food stamps. Mrs. White was condescending and said that she had dealt with these situations in the past, and that we could have gone to the Welfare department to request a



statement that proved that we had received food stamps, in the last two months. It would have been very easy for Mrs. White to give us a call and clarify what Mr. Pérez had told us. But since we no longer received this assistance, she asked for a letter that stated that we had stopped getting food stamps. She also asked for a written statement that specified how much my mother had earned in the last three months, signed and dated. I told her that my sister had written a letter, like Mr. Pérez requested in December of 2012, in which she states that she is paying my mother [REDACTED], for rent and for babysitting. But she said that that letter was not enough... Here, we have two Ocwen employees, Mr. Pérez and Mrs. White, that are contradicting each other, and whose negligence has only delayed our HAMP application process and caused us even more hardship.

I also asked Mrs. White why Ocwen kept sending us letters in which it requested the same documents that we have already sent many times. She just excused herself and said that she did not have control over those letters that were being sent. Nobody else, at Ocwen, wants to help us because Mrs. White is our Relationship Manager, but she has been very negligent and says that she does not have control over the letters that we receive, from Ocwen. But according to Ocwen, the “Relationship Manager is responsible for monitoring [our] account, making sure that [Ocwen] has all of [our] critical information and carefully reviewing [our] situation.” If she is not responsible, then who is? She also said that she was only doing her job by informing me which documents Ocwen needed, and that it was up to me whether or not I complied with Ocwen's requirements. This is the same person who failed to communicate with us, in over two months, in spite of the many attempts that we made to contact her. I asked her what was the best way for us to communicate with her, and she said that it was via e-mail. But I want to point out that she never replied to the e-mail that we sent her, on January 18, 2013.

On February 13, 2013, a woman, who did not want to give her name, called and asked for my brother or my mother. I told her that neither of them was home and I asked her if she wished to leave a message. She declined. I asked where she was calling from, but she did not want to tell me, and only said that it was a “courtesy call.” Before I could ask her if she was calling from Ocwen, she said good-bye and hung up. I had to dial the number that appeared on my caller ID, in order to find out that she was indeed calling from Ocwen.

As my mother's representative, I needed to find out why Ocwen was calling us. I had been waiting for two weeks to speak with Mrs. White's supervisor, Mrs. Natasha Sabugo, and I believed that she was the person who called us. However, when I called Ocwen and spoke with Mrs. Argelia, she said that she could not help me because my mother had not authorized me to speak with them. I told her that my mother had already authorized me three times to speak with them, on different occasions, and that it had even been recorded by Money Management International. But she said that her supervisor, Michael, had also told her that I was not authorized to speak with them, and that she was only trying to “protect” my mother's private information. I asked to speak with her supervisor but, after being put on hold for some time, she said that he was busy on the phone. I asked her to transfer me to any supervisor who could help me. After being on hold for some time again, she said that another supervisor had just told her that I was not authorized to speak with them. I re-stated that I needed to speak with any

supervisor that was available and she put me on hold again. After waiting for a long time, I was finally disconnected.

This is the kind of treatment that we have received from Ocwen. They have only been playing games with us, from the very beginning. My mother is elderly and her health has suffered because of the stress of having to deal with Ocwen. Even though we qualify for the Home Affordable Modification Program, Ocwen does not want to help us lower the interest rate because it only wants to make more money off of us. Those people think that by being negligent and irresponsible, we will get disheartened and give up. Since nobody at Ocwen wants to help us, we are asking you to please assist us in this matter.

Sincerely

Luis López

## López' Second Letter - February 20, 2013

Mr. Luis Angel López  
[REDACTED]

February 20, 2013

Consumer Financial Protection Bureau  
PO Box 4503  
Iowa City, Iowa 52244

Dear Sir or Madam:

I needed to write to you to inform you of serious violations of our consumer rights and abuses of power by Ocwen Loan Servicing, LLC. I realize that it has not been a week since I wrote to you, on February 14, and you probably have not received my letter yet, but it was very important that you knew this additional and crucial information. I am managing the account of my mother, Olivia Salazar, and my brother, [REDACTED], and the loan number is [REDACTED]. Ocwen has deliberately tried to obstruct our HAMP application process in many ways. What kind of company intimidates its employees so that they will not help their customers modify their mortgages, in compliance with the Home Affordable Modification Program? There is a serious problem with corruption at Ocwen, and there needs to be more transparency.

On February 18, 2013, I spoke with the Ocwen Relationship Manager, Mr. Iginio Rodriguez. I asked him to confirm that Ocwen had received the documents that Mrs. Tammy White had requested on February 12, and which we sent the same day, via e-mail. He said that the system showed that the last documents that Ocwen had received from us were the ones that we sent on January 9, 2013. However, on February 12, Mrs. White confirmed that Ocwen did receive the documents that Mrs. Gloria had requested. Mrs. Gloria requested copies of the identification cards of my mother and my brother and my brother's latest bank statement, on January 30, 2013. We faxed those documents to Ocwen the next day and have proof that we sent them. Therefore, what happened to those documents? Did they vanish from the system? Mr. Rodriguez said that I had told him that "I did not want to send them [the documents that Ocwen needed]." I corrected him and said that I wanted to cooperate with Ocwen and provide them with any and all the documents that they need, in order to modify our loan. However, I said that I was not willing to be another victim of the games that they play.

I also told Mr. Rodriguez that I wanted to complain about the bad treatment that we were receiving from Ocwen. I had tried calling Ocwen on several occasions, and every time I was told that I was not authorized to speak with them, even though my mother had authorized me, permanently, to manage her account, on three different occasions. Mr. Rodriguez said that Ocwen had the largest portfolio of Freddy Mac, and that he could not help me with any complaints. I asked to speak with anybody who could help me. He said that he did not know of

anybody who could help me, and that he did not think that even the vice president of Ocwen could help me. Then, I asked to speak to his supervisor, but he did not want to transfer me to him, or even give me his name. He said, "I am not willing to give you my supervisor's information." According to him, it was Ocwen's policy to not give customers that information. I reminded him that, in the past, other Ocwen representatives had given me their supervisor's name and even transferred me to them. Mr. Rodriguez argued that they had violated Ocwen's policies and that he was not willing to do that. Furthermore, he said that at that time there was no supervisors available. Thus, if a worker makes a mistake, a customer will not be able to complain to his or her supervisor about it... Being a large bank does not mean that Ocwen is a reputable or honest corporation.

Since he could not help us, Mr. Rodriguez offered to make us an appointment to speak with Mrs. Tammy White, our Relationship Manager. I said that I had been trying to do that for a long time and thanked him. After a while, Mr. Rodriguez said that the system was malfunctioning and that he was unable to make the appointment. I asked him if he could do me a favor and write my name and my phone number, in a piece of paper, to remind him to make that appointment once the system came back on-line. He refused because he said that he could not enter that note into the system. He said, "there is no way for me to be able to write any note, recommendation or request." Instead, he gave me two phone numbers. He gave me an Ocwen Customer Service number, 407-737-6300, which was not working. He also gave me another phone number, 800-746-2936, where I could call to make an appointment with Mrs. White. I told him that I had tried calling that number already but they did not want to speak with me because they said that I was not authorized to manage my mother's account. He assured me that the system was showing that I was authorized to speak with Ocwen, and that I would not have any more problems.

Mr. Rodriguez was very rude to me. I wanted to complain about the lack of professionalism of Ocwen's representatives, and Mr. Rodriguez said that I was insulting them because I called those employees negligent. But how can you insult somebody when you are only stating the truth? He also complained that I had interrupted him several times when he wanted to speak. In fact, it was he the one who had interrupted me many times. I was trying to say something important, and he would try to say something before I had finished speaking. But I did not stop in the middle of my sentence to listen to him, and he called that "interrupting him." Furthermore, he said that I was angry from the very beginning. I denied that accusation. I became very frustrated when he stated that the last time that we had sent them any documents was on January 9, 2013, and implied that we were not cooperating with Ocwen and complying with Ocwen's requirements. I said that I had the right to be frustrated because of the lack of professionalism and integrity of Ocwen. However, I never raised my voice or insulted him. Finally, he said that "I was a very difficult person to work with." I am sure that Ocwen would rather work with my mother because her health is not very good, due to the stress of having to deal with Ocwen and the games that they play, and it would be much easier to take advantage of her.

Twenty minutes after I spoke with Mr. Rodriguez, I called Ocwen, at 800-746-2936, to

make an appointment to speak with my Relationship Manager. I spoke with Mrs. Melissa, who did not want to help me because she said that I was not authorized to speak with them. I told her that I had just spoken with Mr. Rodriguez, who confirmed that I was authorized to manage my mother's account, and that I needed to speak with a supervisor. She said that I might have to leave a message and that the supervisor would return my call in 24 hours. I left a message for Mr. Tim; it has been over 24 hours and he has not returned my call, and I doubt that he will ever call me back.

On February 19, 2013, I received a call from Mr. William Jennings, from Ocwen. He wanted to speak with my mother, Olivia, or my brother, [REDACTED]. I told him that neither one of them was available, at that time, and tried to tell him that my mother had authorized me to speak with Ocwen so that I could manage her account. But before I could finish my sentence, he hung up. He did not even bother to verify that information, before he hung up.

A few minutes later, I called Ocwen to complain about Mr. Jennings, and to find out why he was calling us. I spoke with Mrs. Gloria, again. At first, she said that she could not help me because I was not authorized to speak with Ocwen. I reminded her that she had helped us in the past, on January 30, 2013. She asked me how I knew that it was her, because there were many Glorias who worked at Ocwen. I told her that I remembered her voice and that the conversation had been recorded my Money Management International, for quality assurance purposes. Suddenly, she remembered me. She said that on that date the system was malfunctioning and that she could not enter my mother's authorization into the system, correctly. That is why I was having so many problems, she said.

However, I would like to point out that my mother and I had emphatically asked Mrs. Gloria to put a note in the system that said that my mother was permanently authorizing my sister, [REDACTED], and myself to speak with Ocwen, in regards to my mother's account, so that we would not have any more problems in the future. Mrs. Gloria assured us that she had entered the authorization into the system, and that I would not have any more problems dealing with Ocwen, again. Back then, the system was not malfunctioning, like Mrs. Gloria claimed, on February 19, and I know for a fact that she entered that authorization into the system, because I was able to speak with Ocwen, on February 1, February 5, and also February 12, when I spoke with our Relationship Manager, Mrs. Tammy White. The first time that Ocwen denied my mother's authorization was on February 13. But I was still able to speak with Mr. Iginio Rodriguez, on February 18, who also confirmed that the authorization had indeed been entered into the system.

Mrs. Gloria recommended that I send a letter stating that my mother or my brother have authorized me to manage their account, in order to make it legal. I corrected her and said that we were not doing anything illegal because my mother had already authorized me to speak with Ocwen, and that it was Ocwen the one that was violating the law, by refusing to respect my mother's verbal authorization. However, I agreed to send Ocwen that authorization letter. She also assured me that, now that the system was working, she was able to enter the authorization into the system and that I would not have any more problems, in the future.

Mrs. Gloria was not very helpful. I wanted to know if she could confirm that Mrs. White had received the documents that she requested and that we e-mailed her, on February 12. She lied, like Mr. Iginio Rodriguez, and said that the last time that we had sent any documents to Ocwen was on January 9, 2013. I informed her that, on February 12, Mrs. White had confirmed that Ocwen had received the documents that she, Mrs. Gloria, had requested, on January 30. Mrs. Gloria excused herself and said that whenever we send a document to Ocwen, we should fax or e-mail it to the Modifications Department, and not to Mrs. Tammy White. In fact, I did fax the documents that Mrs. Gloria requested to the Modifications Department, on January 31. But on February 12, when I spoke with Mrs. White, our Relationship Manager, she said that she preferred that we sent any requested documents to her email, at [tamy.white@ocwen.com](mailto:tamy.white@ocwen.com). Therefore, I went ahead and re-sent all the documents that Mrs. Gloria and Mrs. White had requested to the Modifications Department, at [mod@ocwen.com](mailto:mod@ocwen.com)

Then, I asked Mrs. Gloria to please make me an appointment to speak with Mrs. White and with her supervisor, Mrs. Natasha Sabugo. She said that the system had been blocked, with a “customer advocacy” error message that she did not understand, and that she could not make the appointment. She tried to contact Mrs. White to have a conference call, but Mrs. White did not answer her phone, as usual. She advised me to call Mrs. White every single day, until she called me back. I asked to speak with her supervisor but she said that he was busy in a conference. She wrote and sent e-mails to Mrs. White, Mrs. White's supervisor, Mr. Iginio Rodriguez, and her own supervisor, Mr. Rick, to let them know what was going on and ask them what they could do to correct these problems. Then she asked me when I wanted the appointment with Mrs. White; I told her that as soon as possible, at any time. She put me on hold and went to look for any supervisor who could help us. After a long time, she came back and said that she had made me an appointment, for March 8, to speak with Mrs. Maribel Graves, another Relationship Manager who could give me a different perspective.

I accepted that appointment but I said that I still wanted to make an appointment to speak with my Relationship Manager and with her supervisor. She said that unfortunately the system was designed to make only one appointment at a time. Then I asked her to cancel the appointment with Mrs. Graves and give me an appointment with my Relationship Manager. At this point Mrs. Gloria was even more hesitant about helping me anymore, because she did not want to get into trouble with her supervisor. So she claimed that the system was not letting her make an appointment with Mrs. White. I asked her why it was possible to make an appointment with Mrs. Graves, a Relationship Manager from the Modifications Department, but they could not make me an appointment to speak with my own Relationship Manager, Mrs. Tammy White, who worked in the same department. She could not give me a good excuse and said that she would cancel the appointment with Mrs. Graves and try to make another appointment with a different Relationship Manager, but that she could not guarantee that it would be Mrs. White. She put me on hold, for a long time, while she went to speak with a supervisor. When she came back, she told me that she had canceled the appointment with Mrs. Graves and made a new appointment. I reminded her that, in an official document, Ocwen states that its customers have the right to make an appointment to speak with their Relationship Manager to review any

missing or incorrect documents. But after 137 minutes, Mrs. Gloria simply decided to hang up, without even having given me the name of the Relationship Manager, the day, and time of my appointment.

When Mrs. Gloria realized that she had already spoken with me, in the past, she was a little bit paranoid and wanted to know if somebody had given me her direct number or if I had asked somebody else to speak with her. I told her that it had just been a coincidence. She told me that she was afraid to help me because she did not want to get fired, and asked me to please never ask to speak with her -which I had not- in the future. I believed her because she sounded fearful and also because that was the same concern of one of her coworkers, Mr. Martin, with whom I spoke on February 5. Neither one of them wanted to help me, not because they could not access the system, like they claimed, but because they did not want to get into trouble with their supervisors. I reassured Mrs. Gloria that I had not asked anybody to speak with her, and that she was not doing anything illegal. I said that she was only trying to do her job and that it was the other negligent and rude Ocwen workers who needed to be educated and disciplined. I also informed her that if Ocwen fired her for trying to help me, she had the legal right to sue Ocwen for an unjustified termination of her employment.

Before Mrs. Gloria hung up on me, I asked her if she could give me a customer service phone number, because the one that Mr. Rodriguez had given me was not working, and I needed to speak with somebody who could help me with my mother's HAMP application. She gave me two phone numbers. One of them was disconnected. I called the other number and left a message.

That same day, I called Ocwen back and spoke with Mrs. Rosy who was very rude and unprofessional. After I spoke with Mrs. Gloria and she assured me that my mother's authorization had been entered into the system, Mrs. Rosy claimed that I was not authorized to manage my mother's account. I tried to explain to her that my mother had already authorized me to speak with Ocwen, but she did not let me finish and hung up.

I called back to make an appointment with my Relationship Manager, and spoke with Mrs. Melissa. She said that the system was not letting her access my account, and that she would speak with her supervisor, Mrs. Marissa, to see if she could make me the appointment. After she spoke with her, she said that she had made me an appointment with Mrs. Maribel Graves, on February 20. I would like to point out that I had asked Mrs. Gloria for the earliest appointment that was available, and she had given me an appointment to speak with the same person, Mrs. Maribel Graves, on March 8. Then I asked to speak with Mrs. Melissa's supervisor, and she transferred me to Mrs. Marissa. I explained to her that many Ocwen representatives had been very rude to me and that my rights were being violated. She apologized to me but said that the system was not letting them make me an appointment to speak with my Relationship Manager. I told her that I needed to speak with Mrs. White's supervisor to find out why Mrs. White was being so negligent. She said that she would send Mrs. Natasha Sabugo an e-mail to ask her to call me. I also asked her for Mrs. Sabugo's e-mail so that I could keep in touch with her, but she refused to give it to me because she said that it was against Ocwen's policy. Then I asked her if

she could tell me which documents Ocwen needed from us, so that I could e-mail them to Ocwen, before I spoke with Mrs. Graves the next day. But she said that she could not give me that information because my account belonged to a different department. However, Mrs. Gloria, who works in the same department and who is not even a supervisor, had been able to access the system and gave us that information, on January 30.

I had an appointment to speak with Mrs. Maribel Graves, on February 20, at 9 AM. Instead, another Relationship Manager, Mr. Spaniel, called. He did not want to give me his last name and only said that Mrs. Graves was "busy with another call." I told him that that was unacceptable and that I wished to speak with Mrs. Graves. Mr. Spaniel said that he could not reschedule my appointment with Mrs. Graves and that he could not make me an appointment with Mrs. White, either, because the system was not letting him. He did confirm, however, that Ocwen had received all the documents that I re-sent, on February 19, and said that they were going to be reviewed in two or three days. I asked him if there were any more documents that Ocwen needed but he could not tell me. Then I asked him to make me an appointment to speak with him, after the documents had been reviewed in three day. He said that unfortunately he could not give me an appointment to speak with him or anybody else, because of "system issues." I asked to speak with a supervisor and he asked me why. I said that I needed to find out why I could not make an appointment to speak with our own Relationship Manager, and I wanted to know why the system had not been fixed in so many months, as we had been having that same problem since December of 2012. He gave me Ocwen's customer service phone number, 800-746-2936, where they never want to help us because they say that our account belongs to the Modifications Department, where Mrs. Tammy White, Mrs. Maribel Graves and Mr. Spaniel work, and that they cannot access the account. Finally, he said that he would send another e-mail to Mrs. White and Mrs. Graves to ask them to call me. I agreed and proceeded to ask him to transfer me to a Modifications Department supervisor but he just hung up, without letting me finish speaking.

Later that day, I finally was able to speak with my Relationship Manager, Mrs. Tammy White, after having made many attempts to contact her. She apologized to me for not having called earlier. She said that she had not gotten the documents that I had sent her, on February 12. I told her that I was a computer scientist and that I knew for a fact that the e-mail had been delivered, because I did not get any error messages after I sent it. Mrs. White argued that I had sent it to the wrong e-mail address, at tamy.white@ocwen.com. However, I never spelled the address where I sent it to... How did she know that I had sent it to that address? She knew because that was the e-mail address that she had given me. Remember that other Ocwen employees have also given me customer service phone numbers that were disconnected. I called Mrs. White the next day, after I e-mailed the documents that she requested, to make sure that she had received them. Why did she not contact me sooner, to let me know that she had not received them? Instead she decided to wait one week before she called me back. We are suffering economic hardships and we wish to expedite our HAMP application process. Ocwen is not communicate with us, in a timely manner.

I also asked Mrs. White why there was a discrepancy, among Ocwen employees, in



regards to the last time that we sent documents. Mrs. Gloria and Mr. Iginio Rodriguez claimed that the last time that we had sent any documents to Ocwen was on January 9, 2013, but Mrs. White had confirmed that Ocwen had received our documents that we sent on January 31. Mrs. White excused herself and said that that was a problem with a different department.

Mrs. White said that the review process took about one week, and this time I asked her to give me an appointment to speak with her on February 27, because nobody else could make me an appointment to speak with her. She also transferred me to her supervisor, Mrs. Natasha Sabugo, and I left a message for her to contact me.

Ocwen claims that "Helping Homeowners Is What [They] Do," but it has only been a nightmare working with them, since the beginning, and things are only getting worse. Ocwen continues to ignore my mother's authorization to manage her account, in spite of the fact that it was recorded by Money Management International, and has refused to speak with me, on several occasions. The employees blame the system for missing documents, and claim that they cannot access our account because it belongs to our Relationship Manager, Mrs. Tammy White. However, they cannot give us an appointment to speak with her, either, because the system does not let them. Mrs. White never answers her phone nor returns my messages, in a timely manner. Ocwen does not communicate with us, by letter and phone, to review any missing or incorrect documents, like Ocwen claims that it does. Things have only gotten worse, since we spoke with Money Management International to complain about Ocwen's bad treatment. Many of Ocwen employees have become more unscrupulous and rude. Since nobody wants to help us at Ocwen, for fear of being fired, I am asking you, again, to please help us.

Sincerely

Luis López

## Ocwen's Response - March 25, 2013

The Office of the Consumer Ombudsman for Ocwen Loan Servicing, LLC (Ocwen) would like to take this opportunity to respond to your recent concern regarding the referenced loan. The Consumer Ombudsman was created to provide Ocwen's customers with a resource to assist with unresolved concerns and issues.

Ocwen's first priority is to attempt to ensure that their borrowers remain homeowners and continue to make their payments. As an accommodation to customers experiencing financial hardship, delinquency, foreclosure, or an adjustable rate loan that makes their mortgage payment unaffordable, Ocwen may be able to offer their customers a loan modification. If a loan modification is offered it is based on many items, including Ocwen's servicing guidelines, the borrower's financial status, and the status of the loan.

Ocwen received additional information on March 2, 2013, for the "Home Affordable Modification Program (HAMP)"; upon review, it was determined that the information received was still incomplete. In order for Ocwen to continue reviewing the loan for the modification, you need to submit the following missing documents:

1. Please send a copy of your most recent quarterly profit and loss statement documenting yourself employment income. [REDACTED]
2. We did not receive your completed, signed and dated uniform Borrower Assistance Form
3. Your P&L was not legible. Please resend a copy with all pages in a legible format. [Olivia Salazar]

Please provide the requested missing documents in their entirety, clearly indicating the loan number on all documents, to Ocwen via fax to (407) 737-6174, in order that Ocwen may determine if a modification to the loan, or other alternative, may be possible. Please note that a modification to the loan may have income tax implications. As much as Ocwen would like to assist every customer, unfortunately Ocwen may not be able to modify the loan, or offer a modification with terms that you request.

The Office of the Consumer Ombudsman is your advocate in ensuring that Ocwen's servicing of the loan remains fair, reasonable and proper. If you still have unresolved issues, please feel free to contact this office at (800) 390-4656.

Sincerely,  
The Office of the Consumer Ombudsman  
NMLS # 1852

# CFPB Letter - March 25, 2013

**cfpb** Consumer Financial  
Protection Bureau  
P.O. Box 4503  
Iowa City, Iowa 52244

March 25, 2013

Luis Lopez  
[REDACTED]

Subject: Your submission, number 130221-000561

Dear Luis Lopez:

The company responded to your complaint (number: [REDACTED]).

Log in to [help.consumerfinance.gov/app/account/complaints/list](http://help.consumerfinance.gov/app/account/complaints/list) or call us at (855)-411-CFPB (2372) to review the company's response.

#### Company's response

The company's response describes the steps the company has taken or will take in response to your complaint and help you understand what happened. For many people, the company's response addresses their complaint. Getting this response to you for review typically means we have completed our work on your individual complaint.

#### Your feedback

While you're reviewing the response, you have an opportunity to give feedback about how the company responded to your complaint. Log in to [help.consumerfinance.gov/app/account/complaints/list](http://help.consumerfinance.gov/app/account/complaints/list) or call us at (855)-411-CFPB (2372).

We also welcome feedback on how our complaint process has worked for you. If you would like to share your story, go to [help.consumerfinance.gov/app/tellyourstory](http://help.consumerfinance.gov/app/tellyourstory).

#### Next

In the meantime, if you're having trouble paying your mortgage and need immediate assistance, call us at (855) 411-CFPB (2372). We can connect you to a free, HUD-approved housing counselor who can help you explore options available to avoid foreclosure, including modifications, short sales, repayment plans and government

programs. Special assistance may be available to military members or veterans. You can also explore your options at:  
<http://www.makinghomeaffordable.gov/programs/Pages/default.aspx>. Please note that filing a complaint with us will not automatically stop or delay a foreclosure.

If you have questions about consumer financial products or services, visit [consumerfinance.gov/askcfpb](http://consumerfinance.gov/askcfpb).

We take complaints very seriously and thank you for reaching out to us. Complaints help us identify trends and problems in the marketplace and better understand the challenges American consumers face.

Thank you,

Office of Consumer Response  
Consumer Financial Protection Bureau  
[consumerfinance.gov](http://consumerfinance.gov)  
(855)-411-CFPB (2372)

## López' Third Letter - April 8, 2013

Mr. Luis Angel López  
[REDACTED]

April 8, 2013

Consumer Financial Protection Bureau  
PO Box 4503  
Iowa City, Iowa 52244

Dear Sir or Madam:

I would like to dispute my bank's response to my complaints. My case number is [REDACTED]. In their response, Ocwen does not address any of my concerns. It does not explain why the consumer rights of my mother, Olivia Salazar, and my brother, [REDACTED], are being violated, or describe any steps the company can take in order to remedy the problem. Therefore, I would like you to open an investigation.

Ocwen ignored any of my complaints and simply stated that it needs more documents in order to process our application for a loan modification. Ocwen stated that on March 2, 2013, it received additional information for the Home Affordable Modification Program, but that upon review, it was determined that the information received was still incomplete.

First of all, I did not send Ocwen any documents for the Home Affordable Modification Program, on March 2, 2013. Mrs. Gloria and Mrs. Tammy White both assured us that the documents they were requesting, on January 31 and February 12, respectively, were the last documents that Ocwen needed in order to process our application for a loan modification. The last time I spoke with Mrs. White, on February 27, she said that she had received all the information that she needed to complete our application and that it was going to be reviewed within the next 30 days. However, she failed to mention that she had already sent us another letter requesting more documents, which I received the day after I spoke with her. I called and left her messages and sent her two emails, one on March 1 and another one on March 18. She has not yet contacted us to explain what is going on. Mrs. Natasha Sabugo, Mrs. White's supervisor, has also failed to contact us, in spite of our many efforts to speak with her, since February 1, 2013.

In its response, Ocwen claims that it needs three more documents in order to process our application for the Home Affordable Modification Program. However, they already have the information that they are requesting.

1. A copy of the most recent quarterly profit and loss statement for my brother, [REDACTED], who is self-employed. They already have this information. It was first provided to them on December of 2012, and we have sent them several copies of the same document when they have requested it.

2. A complete, signed and dated uniform Borrower Assistance form. When we first applied for a loan modification in 2012, Mr. Hector Perez gave us another form to fill out, the Making Home Affordable Program – Request for Mortgage Assistance. My. Perez never mentioned that we needed to fill out the Borrower Assistance form. Both forms are very similar and contain all the information that Ocwen needs in order to process our application.
3. Another copy of my mother's Profit and Loss statement because, according to Ocwen, the one we submitted was not legible. I scanned it myself and e-mailed it to Mrs. White. The information that my mother entered is quite legible. What was a little bit hard to read was the form that Mrs. White sent to us. I would also like to mention that, on December of 2012, Mr. Perez told us that Ocwen only needed a letter from my sister, [REDACTED], stating how much money she gave my mother for rent and babysitting. It was not until February of 2013 that Mrs. White requested a Profit and Loss statement because she said that the letter that Mr. Perez had requested was not enough.

On February 28, 2013, we received the first notice of missing documents, after I spoke with Mrs. Tammy White the previous day. This time, Ocwen requested the following documents:

1. Documentation specific as to the reason for our Hardship, as outlined on page 3 of the Borrower Assistance form. However, they have this documentation already. It is found on page 1, section 2, of the Making Home Affordable Program (RMA) form.
2. Most recently filed tax return for each borrower on the account. On January 30, Mrs. Gloria confirmed that Ocwen also had this information. It has the 2010 and 2011 tax returns of my brother, [REDACTED]. My mother does not file taxes because she is not working.
3. Statement or award letter for public assistance benefits. This document is irrelevant and I do not understand why Ocwen is requesting it. When I spoke with Mrs. Tammy White, on February 12, I told her that my mother was no longer receiving those benefits and e-mailed her documents showing this.
4. Two consecutive paystubs. My brother is self-employed and does not get paystubs. My mother does not get any paystubs for taking care of her grand-daughter either.

In its response, Ocwen failed to respond to any of my complaints. I would like Ocwen to explain why the following things are happening and I want it to take steps so that they do not happen anymore.

1. Two employees from Ocwen stated that they were afraid to speak with us because they did not want their supervisors to find out that they were trying to help us and get fired.
2. Ocwen does not respect its promises. We send all the documentation that Ocwen says it needs in order to complete our application, only to receive more letters in the mail, a few weeks later, requesting additional documents, which many times we have already sent, on more than one occasion.
3. Many employees have been very rude. They have not respected my mother's authorization to speak with me, and have hung up on me several times, when they do not feel like speaking with me.

4. Our Relationship Manager, Mrs. Tammy White, has been very unprofessional. She has failed to communicate with us, in a timely manner, despite our many attempts to speak with her.
5. We cannot even make an appointment to speak with our Relationship Manager because the system seems to always be “malfunctioning.”

I would like you to open an investigation. We have tried to cooperate with Ocwen and provide any documentation that it might need to process our application. But it is Ocwen the one that does not want to work with us. It has only delayed the application process with its carelessness and lack of professionalism. This has caused great stress and grief for my entire family. We are suffering economic hardship and we want Ocwen to stop playing games with us, and process our application for the Home Affordable Modification Program.

Sincerley,

Luis López

Enclosures: 4

Two latest notices of missing application documents from Ocwen

Last two e-mails to Mrs. Tammy White

Request for Mortgage Assistance documents

Proof that we have been faxing all the documents that Ocwen has requested from us

# CFPB Letter - May 10, 2013



P.O. Box 4503  
Iowa City, Iowa 52244

May 10, 2013

[REDACTED]

Subject: Your submission, number [REDACTED]

Dear [REDACTED] Lopez:

Thank you for reviewing the company's response to your complaint (number [REDACTED]).

We regret that the company's response did not fully address the issues in your complaint, and have noted your dispute in our records. While we're likely done working on your individual complaint, here's what's next:

- We've sent a copy of your complaint to the Federal Trade Commission, where they've added it to a database for state and federal law enforcement agencies.
- The information you shared with us will inform our work to supervise companies, enforce federal consumer financial laws, and write better rules and regulations.
- Details about your complaint are available at [help.consumerfinance.gov/app/account/complaints/list](http://help.consumerfinance.gov/app/account/complaints/list).
- We welcome feedback on how our complaint process has worked for you. If you would like to share your story, go to [help.consumerfinance.gov/app/tellyourstory](http://help.consumerfinance.gov/app/tellyourstory).

If you still need help:

- Call 311 to find your local consumer protection offices.
- You are free to seek legal help on this issue. Certain laws may limit the time period in which you can file a legal claim. If you need help finding free or low



cost legal help, visit [lsc.gov](http://lsc.gov). The Office of Consumer Response cannot represent individuals in legal matters.

- If you have questions about consumer financial products or services, visit [consumerfinance.gov/askcfpb](http://consumerfinance.gov/askcfpb).

Thank you,

Consumer Response Team  
Consumer Financial Protection Bureau  
[consumerfinance.gov](http://consumerfinance.gov)  
1-(855)-411-CFPB (2372)

## López' Fourth Letter - May 15, 2013

Mr. Luis Angel López



May 15, 2013

Consumer Financial Protection Bureau  
PO Box 4503  
Iowa City, Iowa 52244

Dear Sir or Madam:

The purpose of my letter is to inform you of more fraudulent crimes committed by Ocwen Loan Servicing, LLC. My case number is [REDACTED]. My mother, Olivia Salazar, my brother, [REDACTED], and myself have been trying to modify our mortgage loan, since December of 2012. We have complied with everything that Ocwen has requested from us, but Ocwen does not want to cooperate with us and has finally decided to close our case.

The last time I spoke with our Relationship Manager, Mrs. Tammy White, on February 27, she said that she had received all the documents that she had requested and that our HAMP application would be processed within 30 days. However, we received another notice of missing application documents, dated February 21, the very next day. Some of the documents that Ocwen was requesting were not relevant to our case anymore, and others were documents that we had already sent.

I called Mrs. White on February 28 and left her a message. I also sent her an e-mail on March 1. She did not reply to my e-mail or return my phone call. I called her several more times after that, and sent her another e-mail, on March 18. When she failed to contact me, I called Ocwen, at (800) 746-2936, on April 12, to make an appointment to speak with Mrs. White. However, I was told that they could not give me an appointment to speak with my own Relationship Manager. Instead, they gave me an appointment to speak with Mr. Maximo, another Relationship Manager.

On April 18, I spoke with Mr. Maximo. However, he said that he could not help me because he was not my Relationship Manager. He said that I needed to call Ocwen's 800 number again, and make another appointment to speak with Mrs. White. I called Ocwen again and this time I was able to schedule an appointment to speak with Mrs. White on May 6.

However, on May 6, Mrs. White failed to contact us. Instead, Mr. Iginio Rodriguez called us and said that Mrs. White was busy on the phone. This is an excuse that Mrs. White had used, in a previous occasion, to not speak with us. Mr. Rodriguez was very rude and informed me that our case was closed. According to him, the documents that we sent Ocwen were not

valid anymore because they were only valid for 60 days, and we had not sent any more documents since February. I tried to explain to him that I had been trying to contact Ocwen, since February, but nobody was helping me. He did not care. He only said that if we wanted to re-open the case, we had to send Ocwen all the documents that it already has and are still valid. I asked him to give me another appointment to speak with Mrs. White and to be transferred to his supervisor. He did not want to do either one. Instead, he said that I should call back Ocwen's 800 number and hung up.

According to Ocwen, if an application package is incomplete or incorrect, "Ocwen will notify [the homeowner] through a letter indicating what documents are missing or incorrect. [They] will also follow up with a phone call, and schedule a phone appointment with [the homeowner's] Relationship Manager, to review the missing documents with [the homeowner]." But this is a lie. We received many bogus notices of missing application documents and nobody ever called us to clarify our questions. And in spite of our many attempts to speak with Ocwen, it refused to help us.

We are suffering economic hardship and Ocwen's scam has caused my family great stress and grief. We qualify for the Home Affordable Modification Program, but Ocwen has refused to process our application without a reason. It only played games with us, since the very beginning, deceiving, hindering, and ultimately closing our case. We cannot ignore these crimes anymore. I would welcome the opportunity to speak further with you about our case, and discuss a way in which we can proceed with our complaint.

Sincerely,

Luis López

Enclosures: 2

E-mail to Mrs. Tammy White, March 1

E-mail to Mrs. Tammy White, March 18

## E-mails to Ocwen's Relationship Manager

### March 1 e-mail

Loan # [REDACTED]. Urgent: please contact us.

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Fri, Mar 1, 2013 at 9:00 AM

To: "White, Tammy" <Tammy.White@ocwen.com>, mod@ocwen.com

March 1, 2013

Mrs. Tammy White:

We received another notice of missing application documents. The letter was written on February 21 but was not delivered until February 28. I spoke with you on February 20 and you said that the documents that you requested on February 12 were being reviewed and it would take a week. But on February 27 I spoke with you again and you said that the review process might take up to thirty days, and that after that, Ocwen might request even more documents. You failed to mention that you had already sent us another letter requesting more documents. Some of these documents we have already sent to you several times and another one, the award letter for public assistance benefits, is irrelevant because we already sent you a letter in which we state that we no longer receive those benefits.

We have complied with everything that Ocwen has requested. On December 4, 2012, we filled out the Making Home Affordable application with Mr. Hector Perez to request mortgage assistance, and we sent Ocwen all the documents that Mr. Perez said were missing. After that we have just been receiving notices of missing documents from you. On January 31, 2013, we spoke with Mrs. Gloria and she said that the only documents that Ocwen needed to complete the application were copies of the identification cards of my mother and my brother and my brother's latest bank statement. We gathered those documents and sent them to you immediately. However, when we spoke with you, on February 12, you requested even more documents. You requested my brother's 2011 signed tax return, a form stating how much my mother had earned in the last three months, and a letter stating that my mother was no longer receiving food stamps. You assured us that those were the last documents that Ocwen needed in order to process our HAMP application.

On February 19, I re-sent the documents that you and Mrs. Gloria had requested, because you claimed that you had not gotten them; I had sent those documents to you on January 31 and February 12. On both occasions you and Mrs. Gloria assured us that the documents that you were requesting were the last documents that Ocwen needed to process our application. Why are you playing games with us? Ocwen and Money Management International have both confirmed that we qualify for the Home Affordable Modification Program. But you have deliberately hindered and delayed our application, and this is causing us great stress and grief.

I need to speak with you as soon as possible so that you can explain what is going on. Please call me at [REDACTED]. [REDACTED] I also want to make an appointment to speak with your supervisor, Mrs. Natasha Sabugo. I have tried to speak with her since February 1, but she has failed to return my calls.

Sincerely,  
Luis Lopez

## March 18 e-mail

March 18, 2013

Mrs. Tammy White:

I am writing you again because you have not contacted us, since I e-mailed you and left a phone message for you more than two weeks ago, on February 28 and March 1. Instead, we have received two more notices of missing application documents from Ocwen; one on March 4 and another one on March 14.

We have complied with everything that Ocwen has requested, in a timely manner. I want to know why Ocwen is requesting documents that we have already sent to you several times, in the past, instead of processing our application for the Making Home Affordable Program. Please contact us as soon as possible. Our phone number is [REDACTED].

Sincerely,  
Luis Lopez

July 7, 2014

## Negligence and Corruption in the CFPB

Mr. Luis Ange López



July 7, 2014

Consumer Financial Protection Bureau  
PO Box 4503  
Iowa City, Iowa 52244

Dear Sir or Madam:

The Consumer Financial Protection Bureau knows that Ocwen has violated the law and continues to commit crimes against its customers, despite having reached a settlement with it. The CFPB Director, Mr. Richard Cordray stated that Ocwen was “violating consumer financial laws at every stage of the mortgage servicing process.” I want to complain against the CFPB for negligence and corruption. My case, case # [REDACTED], was closed in January of this year, without even notifying us. Nobody within this organization knows the results of the investigation that it supposedly conducted or even the name of the investigator. We were not notified of any settlement with Ocwen, either, even though we were and still are victims of the crimes that Ocwen commits against its customers.

We have suffered greatly for the crimes that Ocwen has committed against us, and we had been patiently waiting for months to learn about the outcome of our complaint against Ocwen. We trusted the CFPB and we cooperated with it and gave it the time that it needed in order to conduct its investigation. But the CFPB failed to notify us that it decided to close our case in January of 2014. We wanted to know the name of the person who investigated our case and the results of the investigation. But, on July 7, 2014, I spoke with Mr. Green, the supervisor of Aisha, an escalations representative supervisor, and he stated that nobody within his organization, not even his supervisor or the CFPB Director, Mr. Richard Cordray, would be able to give us this most important and essential information. They simply did not have access to it... What happened to its performance goal 2.1.1, in which the CFPB strives to facilitate an efficient handling of a consumer complaint by providing “targeted, meaningful, and accessible assistance and information to empower consumers?”

How do we know that our complaint was even investigated, if the CFPB does not even know who investigated our case and nobody ever contacted us to get our statement of the facts! Mr. Green claimed that the investigator probably did not need to contact us because we had sent

them a ton of letters. But I reminded him that even though we had sent them four very detailed and specific letters, the CFPB had done nothing to protect us from Ocwen's crimes, and had decided to close our case after Ocwen responded to our complaint with a letter asking for more documents. This proved that our complaints were true and that Ocwen was just playing games with its customers, because it did not address any of our concerns nor correct its mistakes and stop violating federal financial laws. But the CFPB was content that it simply received a response from Ocwen and decided to close our case. If it had taken the time to review Ocwen's response, it would have learned that it was a joke on us. We appealed the CFPB's decision to close our case, on April 8, 2013.

Mr. Green said that one could assume that a CFPB case is closed after 60 days. I told him that on November 21, 9 months after we initially complained with the CFPB, our case was still open and being investigated, but nobody could give us the name of the person who was investigating our case. On July 17, 2013, I spoke with the supervisor Stacy, who informed me that our case was still open. She told me that she would call me back once she reviewed our case so she could give me more information. I waited and waited for her to call me back... But after she failed to contact me, I spoke with Beatriz, on August 19, who said there was no note in the system that somebody was supposed to call me. She informed me that our case was still open but she did not know who was in charge of investigating our complaint. On November 18, I contacted the CFPB again, and I was told that Stacy would call me back the next day. On November 20, after Stacy failed to contact me yet again, I spoke with the supervisor Mayra, who told me that Stacy knew more about our case and she would call me back that same day. As usual, she never called... On November 21, I spoke with the supervisor Lupe who informed me that our case was still open and being investigated. But she did not know the name of the investigator. She also said that the CFPB could not send us a letter stating that our case was still open and being investigated.

The CFPB also failed to notify us that it had reached a settlement with Ocwen. We were victims of fraud and have suffered a year and a half trying to work with a company that does not respect federal financial laws and does not let its customers refinance their homes, in compliance with the government's Home Affordable Modification Program. Ocwen "lied about loan modification services when borrowers requested them; misplaced documents and ignored loan modification applications, causing homeowners to slip into foreclosure; illegally denied eligible borrowers a loan modification, then lied about the reasons why [...]" (David Dayen) My mother, who is elderly, even got sick because of all the stress of having to deal with this criminal company and the cruel games that it plays with its customers. She has been harassed and has received many calls from rude and ruthless Ocwen employees, trying to intimidate her because she is sick and fragile and cannot defend herself. The last thing that Ocwen dared to do to her was threaten her to take away her home and sell it! Yet, the CFPB did not think that it was important or necessary to notify us, the victims, about its settlement with Ocwen...

When I called the CFPB, on July 7, 2014, I was told by the supervisor Aisha that this organization "does not comment on any crimes or violations committed by the banks." Why would the CFPB want to protect a bank that is violating the law? This goes against its second

goal of “working to arm consumers with the knowledge, tools, and capabilities they need in order to make better-informed financial decisions by engaging them in the right moments of their financial lives, in moments when they are most receptive to seeking out and acting on assistance.” If it knows that banks are committing crimes against poor people and it keeps quite about it, the CFPB, a government institution, only becomes an accomplice to these crimes. So much for its goals of ensuring that consumers get the information they need, enforcing federal consumer financial protection laws, and enforcing laws that outlaw discrimination and other unfair treatment in consumer finance... There needs to be more transparency in this organization!

Even though the CFPB has reached a settlement with Ocwen, it has failed to enforce the law. Nothing has changed... Ocwen is still violating federal consumer financial protection laws and abusing homeowners! We do not ask, and have never asked, for any legal representation from the CFPB. But we do have the right to know the results of the investigation that the CFPB supposedly did in regards to our case, and we demand to have this information. If you are unable to provide it, we can conclude that you did not take our complaint seriously, you lied to us, you wasted our time and you did not investigate anything! As victims of Ocwen's fraudulent crimes, we are also entitled to be part of the settlement that you reached with Ocwen, on Decemeber 19, 2013, and be compensated. As part of your settlement, Ocwen would “provide \$2 billion to homeowners at risk of foreclosure to reduce the principal on their loans and help them keep their homes.” Again, you violated your performance goal 4.3.3 of “distributing funds collected through enforcement actions to identified victims within 24 months.” Remember that you are supposed to protect consumers, not lie to them and take advantage of them by protecting banks that commit crimes. “Consumers deserve to have someone who will stand on their side, who will protect them against fraud, and who will ensure that they are treated fairly. The new Consumer Bureau was created to make sure that these things are achieved for all Americans.” (Richard Cordray)

Sincerely,

Luis López



## Another Slap on the Wrist for a Company That Abused Homeowners

By David Dayen

The year just wouldn't be complete without one final dubious financial fraud settlement. A consent order between the Consumer Financial Protection Bureau, every state but Oklahoma, and the mortgage servicing company Ocwen again shows the continued, systemic mistreatment of American homeowners. Ocwen stands accused of "violating consumer financial laws at every stage of the mortgage servicing process," according to CFPB Director Richard Cordray. But under this settlement, their executives will face no criminal charges, the firm will not actually pay the large majority of the penalties themselves, and they did not even have to admit wrongdoing in the case. Merry Christmas.

Ocwen built their servicing empire in part by purchasing the rights to handle mortgage accounts from big banks like JPMorgan Chase, Bank of America and Ally Bank, the same ones that settled their own cases of mortgage servicing abuse in the \$25 billion National Mortgage Settlement in February 2012. So to recap, big bank servicers abused homeowners, paid a nominal fine, and sold their servicing operations to non-bank servicers like Ocwen, who routinely engaged in identical practices. This game of Whack-a-Mole, with customer accounts passed around from one rogue business to another like a hot potato, shows that the problem lies with the design of the mortgage servicing industry itself, not the individual companies.

"Too often trouble began as soon as a loan transferred to Ocwen," said CFPB Director Cordray on a conference call announcing the enforcement action. The complaint, filed in federal district court in D.C., alleges that Ocwen charged borrowers more than stipulated in the mortgage contract; forced homeowners to buy unnecessary insurance policies; charged borrowers unauthorized fees; lied in response to borrower complaints about excessive and unauthorized fees; lied about loan modification services when borrowers requested them; misplaced documents and ignored loan modification applications, causing homeowners to slip into foreclosure; illegally denied eligible borrowers a loan modification, then lied about the reasons why—the list goes on.

These violations are almost exactly what big bank servicers did to homeowners, triggering the National Mortgage Settlement. As a result, homeowners who found themselves in trouble during the Great Recession could not get an effective shot at saving their home, were improperly shuffled through the foreclosure process with false documents, and were stolen from up and down the line. Ocwen's conduct affected an estimated 185,000 borrowers who faced foreclosure from 2009 to 2012, as well as millions more still hanging on in their homes.

If the crimes are familiar, the punishment is similarly reminiscent of the toothless way regulators

and law enforcement penalize financial firms. Ocwen does not have to admit wrongdoing in the consent order, shielding them and their executives from any legal exposure. Foreclosure victims who already lost their homes from Ocwen's abuse will get a share of \$127.3 million in restitution. Florida Attorney General Pam Bondi admitted on the conference call that this is likely to translate into a \$1,200 check per family, which sounds more like an insult than just compensation for the pain and suffering of an illegal eviction. An additional \$2 billion will go toward principal reduction for "underwater" homeowners who owe more on their loans than their houses are worth.

But Ocwen will pay that penalty with someone else's money. As a non-bank servicer, they don't actually own any of the loans. They merely service loans, collecting monthly payments and dealing with loan modifications and foreclosures, for investors who purchased them as part of mortgage-backed securities. So principal reductions on these loans hit the investors, not Ocwen. While it's true that principal reductions often generate better outcomes for investors than letting a home go into foreclosure, Ocwen itself suffers no actual penalty for what was solely their misconduct. Ocwen also noted in a regulatory filing that they would split nearly half of the \$127.3 million cash payout to foreclosure victims with the servicers who previously serviced the loans. So their total exposure for all this is \$66.9 million, which they have already mostly covered with a dedicated cash reserve.

The CFPB's Richard Cordray objected to this critique, claiming that arranging the principal reductions will cost Ocwen in manpower and administrative expenses, and that if the company does not achieve the \$2 billion in principal reductions within three years, they will have to pay the balance off in cash. But that's hardly a big hurdle, and I don't think any reasonable observer would argue that trivial administrative costs—which Ocwen undertakes as a matter of course in its role as a loan servicer—fit the crime of turning hundreds of thousands of homeowners into the street under false pretenses, and cheating millions of others.

As with the recent JPMorgan Chase settlement that mandated principal reductions, it's homeowners who may suffer the most. The Mortgage Forgiveness Debt Relief Act is set to expire December 31, and after that, any principal reduction will be treated as earned income for the homeowner, exposing them to large tax bills they cannot afford. Attorney General Bondi at least stressed the need to extend the relief and protect homeowners from huge tax liabilities. "Struggling homeowners are depending on this relief," she said on the call. Bondi co-authored a letter to Congress signed by 42 attorneys general asking for an extension. But the House has already left for the year, and Senate Republicans blocked consideration of an extension on Thursday.

Ocwen's unlawful procedures are symptomatic of the entire industry. They grew to become the nation's fourth-largest servicer, and the largest one that's not also a bank, by scooping up servicing rights discarded by those also caught abusing homeowners. If the new standards become too burdensome, presumably Ocwen will just dump off servicing rights to a new fleet of fly-by-night operations with even worse business practices. And homeowners, who don't get to choose their servicer, will get caught in the middle.

Indeed, the wrongdoing alleged in the Ocwen case occurred through 2012, showing that **this misconduct is ongoing**, despite a massive settlement with the industry's biggest players earlier that year. A recent CFPB report discovered similar ongoing abuses among servicers, and overseers of the National Mortgage Settlement have **documented non-compliance with their court-mandated rules**. New York Attorney General Eric Schneiderman sued Wells Fargo for violating settlement terms. Banks are still robo-signing and illegally foreclosing on borrowers. This just seems like an endless race that regulators never win.

CFPB believes the new servicing rules which trigger January 10 will give them more leverage to battle misconduct, with higher penalties. For the first time, non-bank servicers like Ocwen will be covered under the rules (making the servicing standards Ocwen must adhere to in this settlement mostly redundant). And settlements like this, Richard Cordray said, will gradually extend protections and secure relief over the whole market. "We intend to improve the performance of the mortgage servicing industry for all homeowners," Cordray said.

But constantly finding violations of exactly the same type over and over again suggests that servicing itself is the culprit. **Its business model relies on the types of fees generated by defaults and foreclosures; they would rather foreclose on a loan than modify it.** And CFPB's new servicing rules do not change the compensation structure that creates these mismatched incentives.

Until the entire business of mortgage servicing is overhauled, we're likely to see more and more one-off settlements that come too late for abused homeowners, and which seemingly offer no deterrent for the abusers. "There's no one solution to this enormous problem that we've seen for homeowners," acknowledged Iowa Attorney General Tom Miller. Actually, with the current thinking among regulators, there's no solution at all.

<http://www.newrepublic.com/article/116010/ocwen-mortgage-fraud-settlement-servicer-fined-homeowner-abuse>

## **A Star's Warning**

Behold ESRI and horrify yourselves! Like you, they thought they were big and powerful. They thought they were above the law. They thought their crimes would never be revealed and would go unpunished. But then they saw God and their hearts were filled with fear. He warned them that He would not let them hurt me. But they were used to doing evil and they disobeyed and rebelled against our Lord. Because of that, God punished them and devoted them to destruction.

Do you want to end up like them? You also thought you were above the law and so you played games with people's suffering and stole from the poor. There may be no justice in this world... But God sees everything and judges everything. You are not as powerful as you think. There are true powerful forces at work in the universe that not even you understand. Good always triumphs against evil. God does not abandon His children. What side do you choose? My Father gave me the power to tie and untie anything in this world. And I promise you this: If you do not repent and correct your mistakes, I will testify against you before the Almighty, and He will not have compassion on you like you did not have compassion on the people that you defrauded and stole from. Stop playing games with poor people's suffering!

This is what you need to do: Return the homes that you stole to the people that you left in the street without compassion. If you can't give them their old home, give them a new one, and stop abusing the poor. This is good and just and it pleases the Lord. If you repent for your sins and do this, you will earn a great reward in Heaven. But if you ignore my warning and continue to steal from the poor, you will suffer greatly for your crimes. Will you follow the Lord and be free and happy, or will you choose your worldly possessions like the rich young man? You decide.