

Ocwen Loan Servicing Consumer FAQs Sheet

FAQs

What is happening with Ocwen?

- Numerous States, including Nebraska, have issued a Cease and Desist Order (or other kind of regulatory enforcement Order specific to that State) to Ocwen. This means in the States where an Order, or other enforcement action, are issued Ocwen cannot acquire more mortgages to service. Ocwen, also, cannot originate any new mortgage loans in these same states.

Why did Nebraska issue the Cease and Desist Order?

- A multi-state examination of Ocwen revealed a large number of escrow accounts are not reconciled, or properly documented as correct. The examination also revealed that Ocwen's financial condition may be deficient. The NDBF concluded that the best way to protect Nebraska consumers was to issue the Cease and Desist Order to make Ocwen address its current issues.

Was Ocwen servicing my loan?

- The best way to find out if Ocwen was servicing your loan is to review your mortgage loan paperwork. Check for any letters, or notices, which state who is currently servicing your loan. The Department has requested information from Ocwen to find out which Nebraska consumers have loans serviced by Ocwen but the Department cannot guarantee when it will receive the requested information.

Will Ocwen continue to service my loan?

- At this time the Department does not know if Ocwen will continue, or stop, servicing any specific loans. If your loan is transferred, for any reason, you should get two notices: One from your current servicer 15 days before the transfer takes effect and one from the new servicer within 15 days of the transfer.
 - o The notice should include a statement that the transfer will not affect any terms or conditions of your mortgage contract, except those related to the servicing of your loan.
 - o You also have a 60 day grace period after a transfer to a new servicer where you can't be charged a late fee if you send your mortgage payment to the old servicer by mistake.
 - o The Department encourages all mortgage consumers affected to read their monthly statements. If your payment is late call the mortgage company to track it down.
 - Keep written records of your payments and correspondence regarding your mortgage.
 - Continue to make your mortgage payments, and challenge any servicing mistakes in writing, keep a copy, send by certified mail with return receipt.

Watch out for Ocwen and mortgage servicing related scams.

- It is possible scammers may try to send you real-looking correspondence designed to get you to send your mortgage payments to them instead of Ocwen or the real new servicer. Always look over any mortgage related letters, and notices, carefully. If something doesn't look right make sure you call Ocwen to verify who they transferred any loan to.

How can I make sure my taxes and insurance are being paid through my escrow account?

- The Department recommends consumers stay diligent regarding their property taxes, HOA Dues, and insurance accounts. Contact your local county treasurer's office to make sure they received your property tax amounts and contact your insurance company to make sure they receive payment.

What if my escrow monies were not applied properly for taxes and insurance?

- Consumers need to stay diligent and contact the current servicer of their mortgage loan for any misapplied escrow funds. Consumers should be aware they need to protect their interests, in regard to their real property, and contact a qualified attorney should the need arise.

Can I choose a different loan servicer?

- Due to language in your mortgage contract you likely will not be able to choose a different mortgage loan servicer. You should read the terms of your mortgage contract to understand your rights under the contract.

Will the action against Ocwen stop a foreclosure on my home?

- The Cease and Desist order does not prevent Ocwen from pursuing foreclosure actions, whether they are already in progress, just beginning, or may happen in the future. Consumers are encouraged to contact qualified legal counsel in the event they may have received a foreclosure notice from Ocwen.

What happens if Ocwen files for bankruptcy?

- When any company files for bankruptcy a Trustee is appointed. It is likely the Trustee will arrange for the assets (the mortgage servicing rights) to be transferred to another company.

Do I still need to make my mortgage payments if Ocwen is in bankruptcy?

- Yes. You will need to make payments as you normally do until you are notified to send your payments elsewhere. A bankruptcy by Ocwen does not affect mortgage contract obligations, it may only affect who those obligations transferred to.

Basic Ocwen Information:

- www.ocwen.com
- Customer Care 800-746-2936
- Customer Contact Option with Document Upload Feature:
https://www.ocwencustomers.com/T001/secure/contactcompany/csc_contactoptions.jsp?clickByEmailLink=true
- Founded in 1988 Ocwen Financial Corporation is one of the largest mortgage companies in American with over 9,000 employees. Ocwen originates both traditional and reverse mortgages. Also provides floorplan financing and commercial mortgage servicing solutions. Ocwen is headquartered in West Palm Beach, FL.