Mortgage Fraud

SAMPLE INTAKE FORM

PART I: PERSONAL CONTACT INFORMATION

Name ______________________________

Address ______________________________

Email address ______________________________

Phone number ______________________ Cell phone number ______________________

PART II: DESCRIPTION OF EVENTS AND ACTIONS

A. Victim Statement

Describe what happened ______________________________

Victim Signature ______________________ Date ______________________

B. Relevant Information

Parties involved with name, title, and agency ______________________________

Alleged perpetrator(s) and relationship to victim(s) ______________________________

Victim(s) ______________________________

Important dates (mortgage payment deadline, transactions, etc.) ______________________________

Damage(s) or harm alleged or perceived ______________________________

Has mortgage servicer or lender been contacted? ☐ yes ☐ no

If yes, with whom did victim speak?

Name ______________________ Title ______________________

Agency ______________________________

Phone number ______________________ Email address ______________________

What did the mortgage servicer or lender representative say? Identify what options or alternatives were presented.

____

If the lender stated that there were no options, why not? Does the victim have any concerns about engaging with the mortgage servicer or lender? If so, what are those concerns?

Has a HUD-approved housing counselor been contacted? ☐ yes ☐ no

If yes, was HUD-approved status confirmed? ☐ yes ☐ no

With whom did the victim speak? Identify name and title if possible.

Name ______________________ Title: ______________________

What did the counselor say?

Did the victim follow advice? ☐ yes ☐ no

What did the victim do?

If the victim did not follow the counselor's advice, why not? Does the victim have any concerns about engaging with a housing counselor? If so, what are those concerns?

Has the victim reported the fraud or filed a complaint? ☐ yes ☐ no

If yes, with whom? ______________________

If there was no report filed, why not? Does the victim have any concerns about reporting the mortgage fraud to the proper authorities?

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Has anyone else been contacted about the mortgage fraud? ☐ yes ☐ no

Identify anyone whom the victim believes was acting in some official advisory capacity.

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PART III: ASSESSMENT AND RECOMMENDATIONS

A. Assessment

Is mortgage fraud likely? ☐ yes ☐ no ☐ unable to determine at this time

Explain ____

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If yes, identify fraud type:

☐ Foreclosure rescue scheme
☐ Loan modification and advanced fee scheme
☐ Loan origination fraud scheme
☐ Home Equity Conversion Mortgage (HECM) scheme
☐ Air loans
☐ Other ____________________

What, if any, documents were provided? ____

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Is additional information needed? ☐ yes ☐ no

If yes, identify documents and other information needed ______________________________

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B. Recommended Actions

☐ Contact mortgage service or lender ______________________________

☐ Speak with a HUD-approved housing counselor ______________________________

☐ Report mortgage fraud or suspicious activity to appropriate authorities:

■ Consumer Financial Protection Bureau	www.consumerfinance.gov; (855) 411-CFPB (2372)
■ Federal Bureau of Investigation field office	Go to www.fbi.gov/contactus.htm to locate nearest field office; (800) CALLFBI (225-5324)
■ Housing and Urban Development Office of the Inspector General	hotline@hudoig.gov; (800) 347-3735
■ Federal Trade Commission	www.ftccomplaintassistant.gov or Spanish: www.ftccomplaintassistant.gov/Consumer_HomeES.htm for complaints against companies, organizations, or business practices: (877) FTC-HELP (382-4357)
■ Loan Modification Scam Prevention Network	www.loanscamalert.org; (888) 995-HOPE (4673)

☐ Contact human service agency or support group that addresses needs of fraud victims

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☐ Look at additional information and resources from ______________________________

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☐ Other ______________________________

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PART IV: ACTION PLAN

A. Action(s) to which victim commits to taking

I, ______________________________, commit to doing the following to address my mortgage fraud concerns:

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________

B. Materials provided

I, ______________________________, will review the following materials to help protect me from ongoing or future mortgage fraud concerns:

- ☐ National Crime Prevention Council Fact Sheet for Victims
- ☐ ______________________________
- ☐ ______________________________
- ☐ ______________________________
- ☐ ______________________________
- ☐ ______________________________

Victim Signature ______________________________ **Date** ______________________________

Completed by ______________________________ **Date** ______________________________

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This document was produced by the National Crime Prevention Council under cooperative agreement 2011-VF-GX-K021, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this document are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.