

Are You a Victim of Mortgage Fraud? There's HOPE NOW!

Protecting Homeowners Empowering Victims



BJA
Bureau of Justice Assistance
U.S. Department of Justice



NATIONAL
CRIME
PREVENTION
COUNCIL


JUSTICE FOR VICTIMS
JUSTICE FOR ALL

Office for Victims of Crime
OVC



Support & Guidance For Homeowners

HOPE NOW Alliance

Outreach and Fraud Prevention Efforts Through 2013



NATIONAL
CRIME
PREVENTION
COUNCIL



Support & Guidance For Homeowners

Session Speaker



Eric Selk

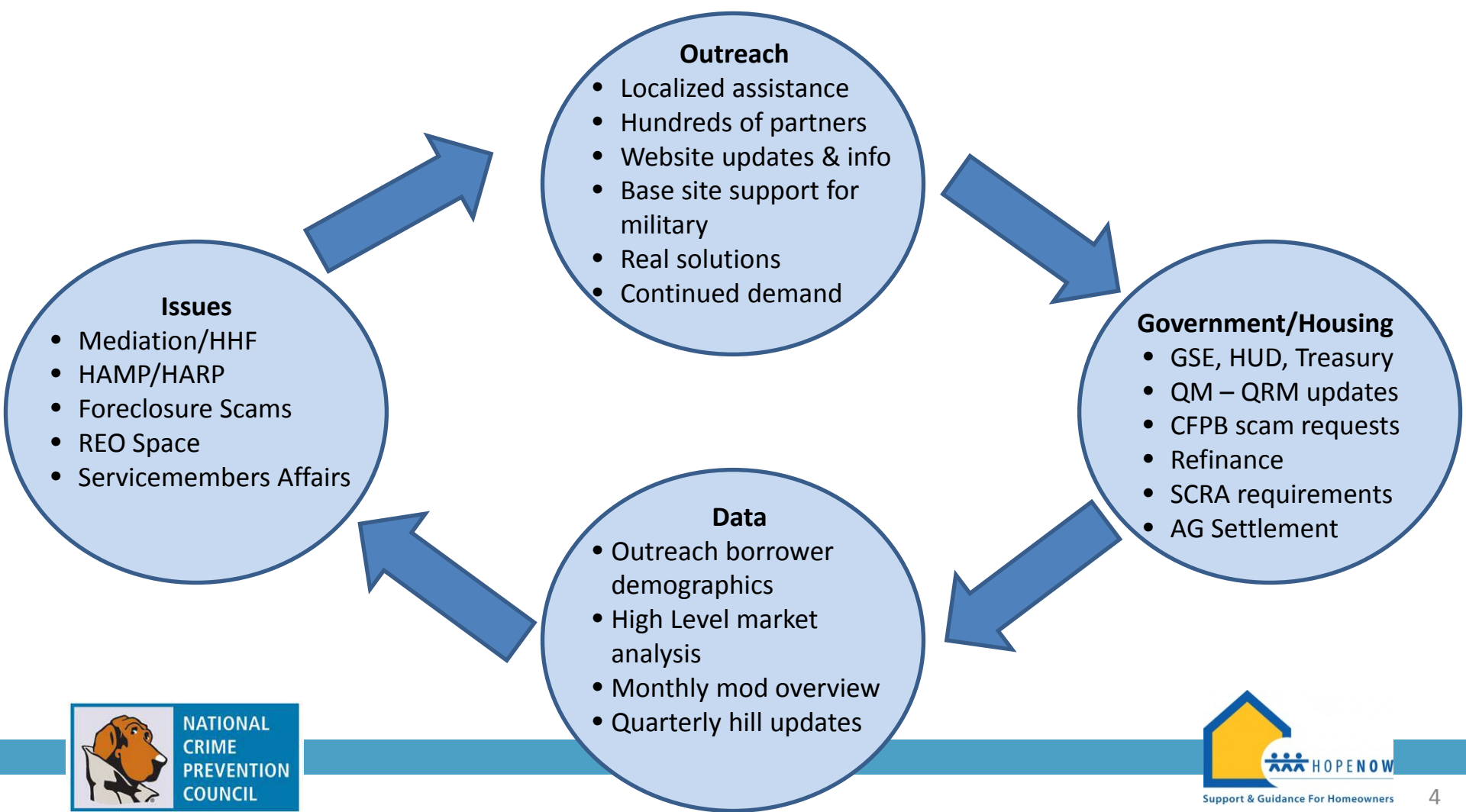
Executive Director, HOPE NOW

Eric@hopenow.com

202-589-2449

www.hopenow.com



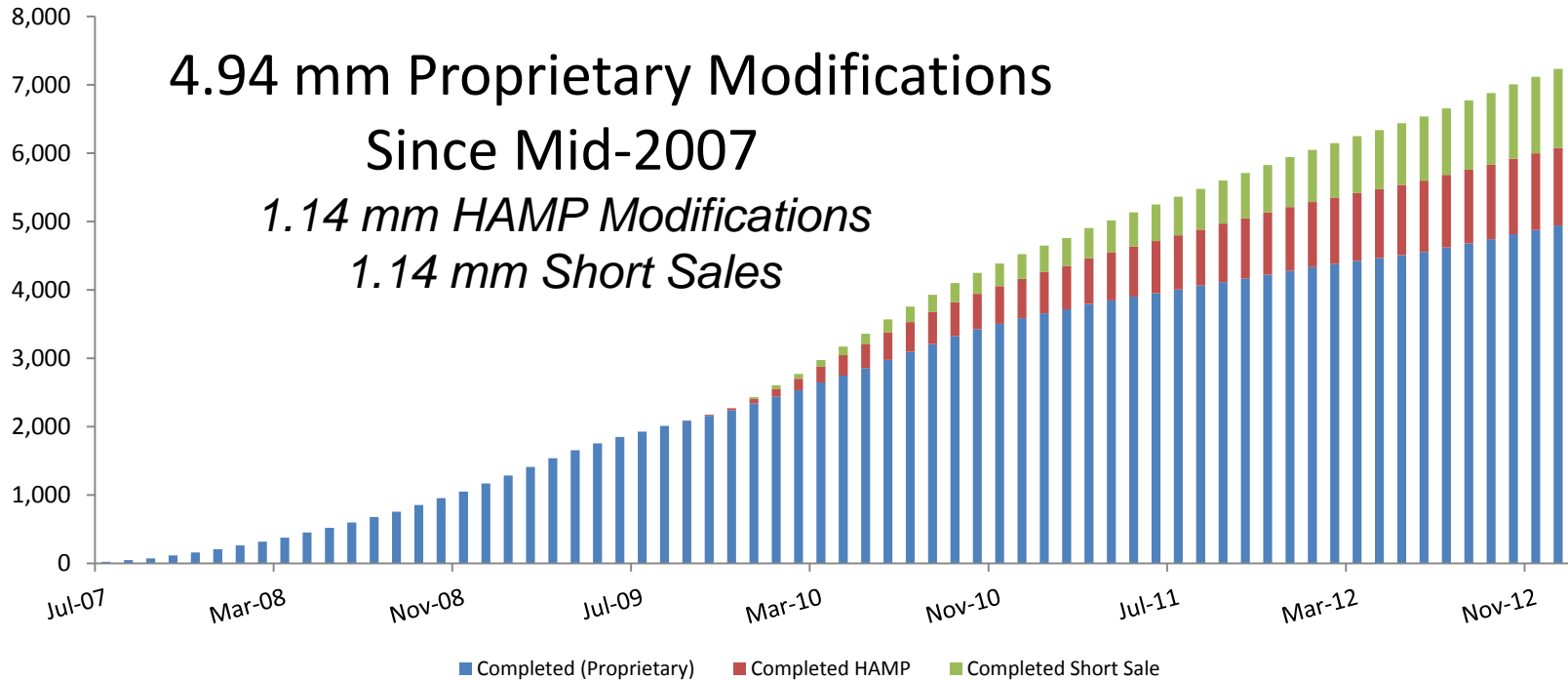


Modifications Life to Date

	Q3-Q4 2007	2008	2009	2010	2011	2012	Sep-12	Oct-12	Nov-12	Dec-12	"Life to Date" Total
Total Completed Modifications	206,240	961,355	1,239,428	1,758,469	1,046,062	850,034	74,239	88,583	77,626	80,608	6,061,589
HAMP Permanent Modifications ¹	N/A	N/A	66,938	512,712	353,677	188,671	13,849	16,003	15,399	14,484	1,121,998
Proprietary Modifications Completed ²	206,240	961,355	1,172,490	1,245,757	692,385	661,363	60,390	72,580	62,227	66,124	4,939,591

¹Source - Making Home Affordable. Estimated.
²Extrapolated.
 Modifications Completed was revised in December 2009 to include Current Modifications and specifically exclude HAMP.

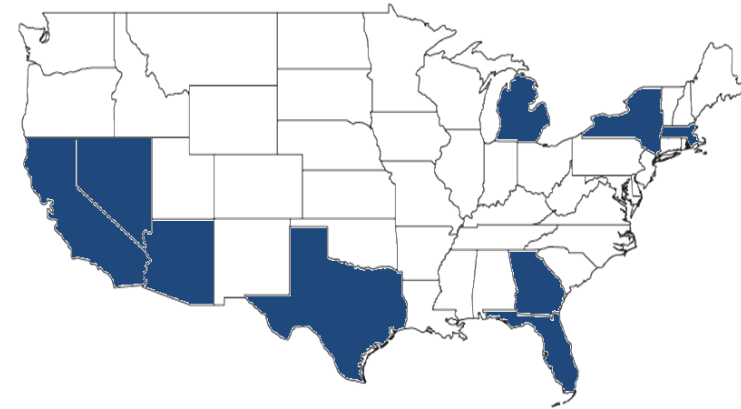
Cumulative Total Modifications and Short Sales Completed (thousands of loans)



HOPE NOW Outreach – Top 10 States

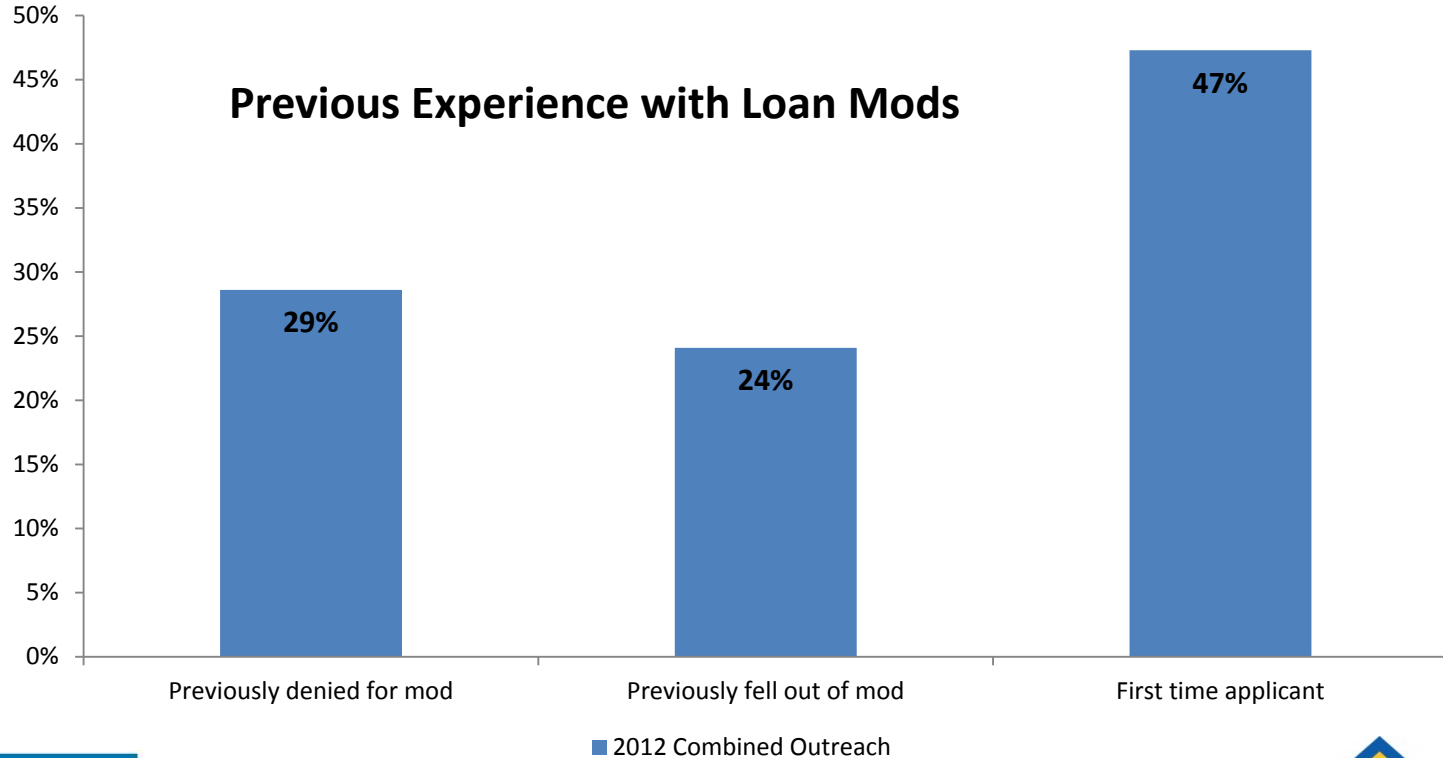
Over 70 Total Major Markets Visited and 105,493 Borrowers Reached Since 2008

State	Borrowers Reached (2008-2012)
CA	21,299
FL	18,457
GA	12,096
NV	10,046
AZ	8,757
MA	3,857
TX	3,676
MI	3,217
NY	2,938
NY	2,471

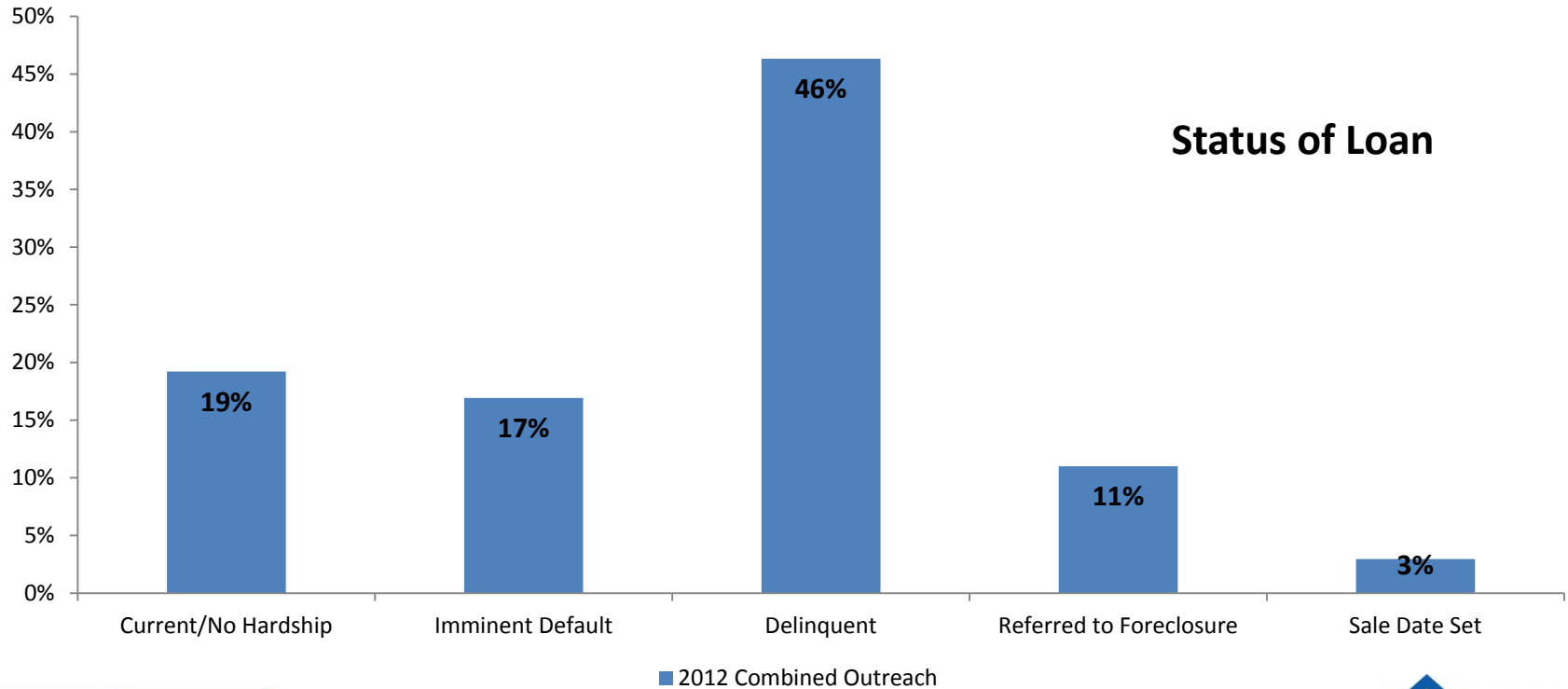


NATIONAL
CRIME
PREVENTION
COUNCIL

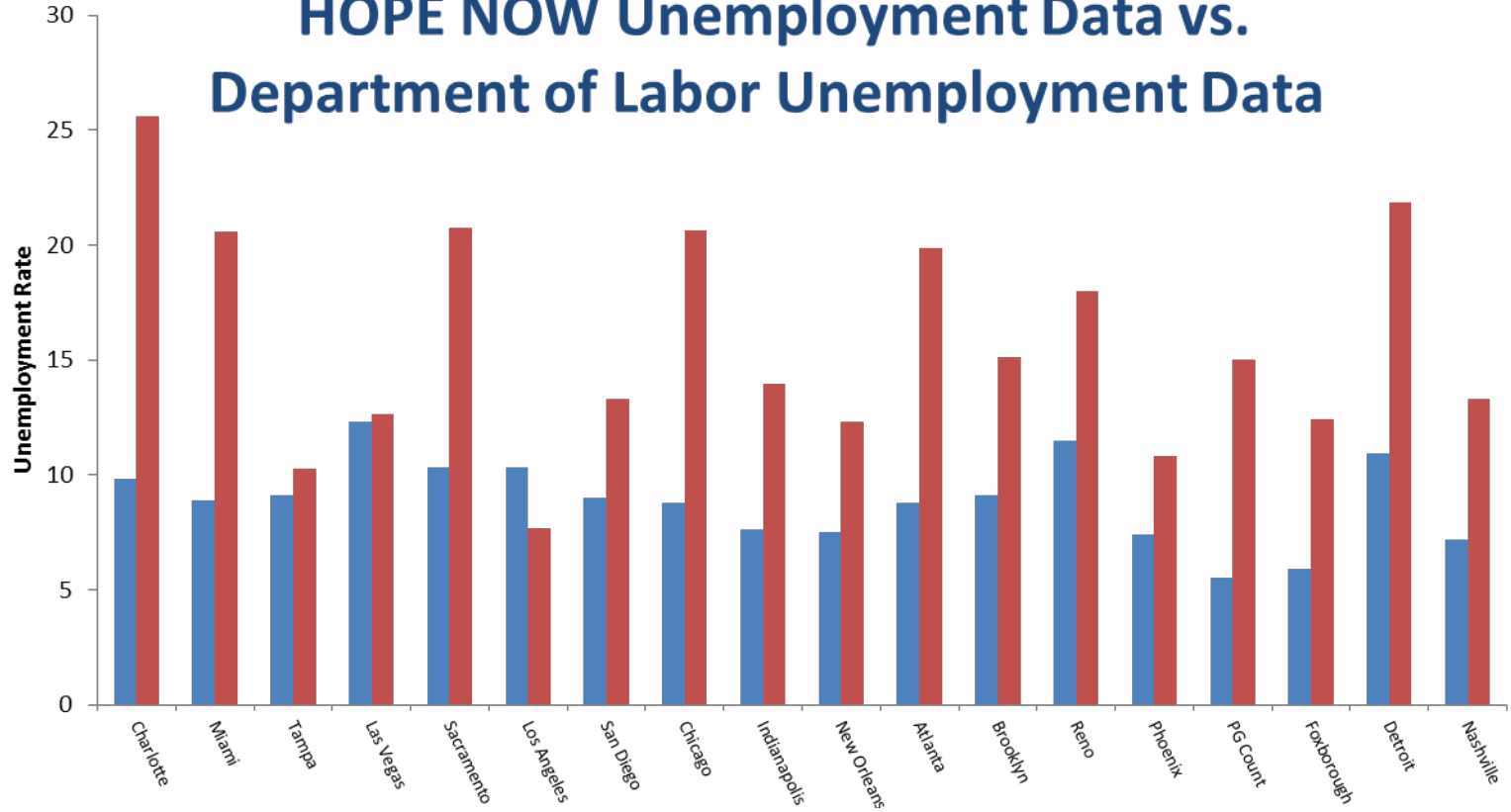
Borrower Profiles 2012



Borrower Profiles 2012



HOPE NOW Unemployment Data vs. Department of Labor Unemployment Data

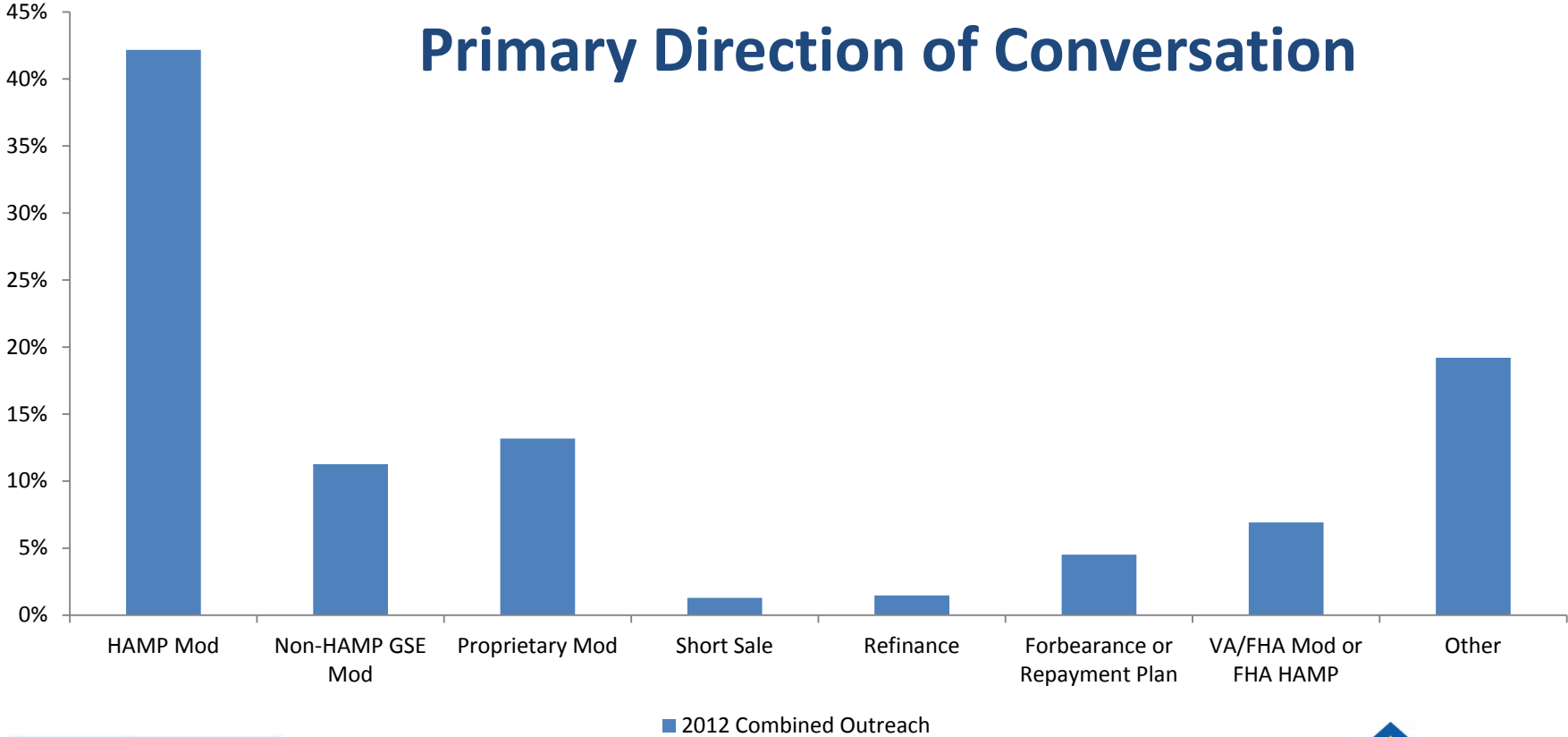


■ Unemployment Rate for Metro Area, August 2012 (NSA)
 ■ Unemployment Rate for HOPE NOW Event

HOPE NOW Homeownership Preservation Event Locations, 2012



Primary Direction of Conversation



Event Satisfaction of Hope Now Events

Satisfaction with Lender/Service Discussion?

	Cumulative Total - All Workshops	
	Count	Percent
Very Unsatisfied	956	4.8%
Unsatisfied	934	4.7%
Neutral	3,080	15.4%
Satisfied	5,802	29.0%
Very Satisfied	9,243	46.2%
Not Applicable	948	N/A
Not Answered	1,266	N/A
TOTAL	22,229	100.0%
MEAN** (All Data)	4.1 (Satisfied)	

Military Specific Outreach Events (2012)

Base	Service members Reached
Oceanside	12
San Diego National Guard Armory	15
Fort Gordon (GA)	132
Fort Jackson (SC)	162
Fort Bragg (VA)	68
Joint Base Fort Lewis-McChord (WA)	142
Ft. Lee (VA)	47



12 HOPE NOW – MHA Events Will Be Held in 2013

2013 Targeted Cities

Miami (February 27-28)

Las Vegas (March 19-20)

Los Angeles (April 16)

Chicago (May 16)

South Carolina (June)

Alabama (July)



NATIONAL
CRIME
PREVENTION
COUNCIL



Support & Guidance For Homeowners

Key Partner- Loan Scam Alert

LOAN MODIFICATION SCAM ALERT

VIEW SITE IN: [ENGLISH](#) / [ESPAÑOL](#) MATERIALS ALSO AVAILABLE IN: [한국어](#) / [中文](#) / [Tiếng Việt](#)

For loan modification guidance or to report a scam, call:
1(888)995-4673

HOME HOW TO SPOT SCAMS HOW TO REPORT SCAMS BECOME A PARTNER ABOUT THIS CAMPAIGN

REAL SCAM STORIES

With the national foreclosure rate persistently high, many homeowners have turned to loan modification or foreclosure "rescue" companies for help – only to realize they've been scammed. Anyone can become a victim of a loan modification scam. Learn from past victims, so you don't have to be.

[Read the Stories](#)

MOST COMMON SCAMS

Loan modifications scams are changing every day. Read descriptions of some of the most common scams to avoid.

[Know the Scams](#)

TRUSTED AUTHORITIES

There are many resources available to you for information on foreclosure counseling and loan modification scams.

[Get Help Avoiding Scams](#)

FACING FORECLOSURE?

Get real help, free of charge, from HUD-approved counseling agencies.

[Learn More Here](#)

Find us on Facebook

Loan Modification Scam Alert Campaign

You like this 823

Loan Modification Scam Alert Campaign

The Lawyers' Committee for Civil Rights Under Law (Lawyers' Committee) recently filed a lawsuit in the United States District Court for the Northern District of Georgia, Atlanta Division, against a loan modification company accused of targeting African American homeowners.

"This case provides a sad example of how minority



NATIONAL
CRIME
PREVENTION
COUNCIL

Scam Survey: 2012 Data - Markets Sample

Scam Prevalence by Market	Has the Client been offered a retention option or liquidation option for a fee? (Outside their lender or non-profit agency)		Has the client been encouraged to sign over their home or title by a for-profit company? (Outside their lender or non-profit agency)	
	Yes	No	Yes	No
Atlanta	11	27	7	29
Brooklyn	12	20	2	31
Reno	2	23	0	25
Prince Georges County, MD	8	33	1	38
Foxborough, MA	2	11	0	13
Detroit	3	14	1	16
Nashville	5	19	0	24
Orlando	3	29	0	32
Totals	46	176	11	208

Scam Survey: 2012 Data - Markets Sample

How did the scammer contact the client?

Event Location	Regular Mail	TV	Email or Online	Radio	Telephone	Other
Atlanta	2	0	0	1	2	1
Brooklyn	4	0	1	1	4	5
Reno	2	0	2	0	2	0
Prince Georges County, MD	2	0	1	0	5	1
Foxborough, MA	1	0	0	0	0	0
Detroit	2	0	0	1	1	0
Nashville	1	0	1	1	1	2
Orlando	0	0	0	1	0	2
Totals	14	0	5	5	15	11

Scam Survey: 2012 Data - Markets Sample

Did the Client accept the Scammers offer?		
Event Location	Yes	No
Atlanta	7	5
Brooklyn	7	13
Reno	2	2
Prince Georges County, MD	4	4
Foxborough, MA	0	2
Detroit	1	2
Nashville	2	22
Orlando	3	29
Totals	26	79

Scam Survey: 2012 Data – Markets Sample

Scammer Impersonation Identities				
Atlanta	Reno	PG County	Detroit	Nashville
New Life Financial Services	Consumer Advocates Group	Making Home Affordable USA	American Interstate Law	AMMG
Round Point		Posed as B of A employee		All State (impersonator)
Nahr Housing				
Mortgage Relief Advisory				
Brand Banking				
The Integrity Business Group				
Leverage Capital Inc				
US Home Owner Assistance				
Home Loan Mod USA				

Scam Survey: 2012 Data - Seven Markets Sample

Event Location	Financial Losses Suffered by Homeowners
Brooklyn	\$15,650
Reno	\$4,800
Prince Georges County, MD	\$11,422
Foxborough, MA	\$0
Detroit	\$600
Nashville	\$2,000
Orlando	\$3,700
Totals	\$38,172



Scam Survey: 2012 Data - Seven Markets Sample

Event Location and 2012 Event Date	Number of Homeowners-Housing Counselor Meetings	Number of Homeowners that Participated in Survey	Survey Participation Rate
Atlanta (6/1-6/2)	98	38	39%
Brooklyn (6/25)	43	33	77%
Reno (7/17)	58	25	43%
PG County, MD (8/8)	48	40	83%
Foxborough, MA (8/28)	31	13	42%
Detroit (9/11)	22	17	77%
Nashville (10/24)	47	24	51%
Orlando (11/2)	50	32	64%
Totals	397	222	56%

Key Partner—Homeownership Preservation Foundation

- HPF's 888-995-HOPE Hotline is part of the Hope Now Alliance national outreach strategy
 - Through this partnership HPF's Hotline has received over 7 million calls from homeowners nationwide since 2008.
 - Consumers call:
 - To report having been a victim of a mortgage foreclosure scam.
 - To receive answers to their questions regarding MHA programs, National Mortgage Settlement and other federal programs.
 - To receive comprehensive homeowner education and foreclosure prevention counseling from HPF's Network of Agencies.
 - To be put in contact with community based services provided by our non-profit partners.
- Housing counseling plays two important roles:
 1. It provides a trusted, third-party resource for homeowners to reach out to find a sustainable outcome to their immediate mortgage crisis.
 2. It works with homeowners to address their entire balance sheet, helping address non-mortgage debt, build financial capability, and long-term individual financial empowerment.

- Data shows, working with an independent nonprofit housing counseling organization works:
 - Homeowners who obtain a mortgage modification through counseling save an average of \$176 more each month than if they had not had counseling (NeighborWorks/Urban Institute Report, 2012).
 - Counseling increased the probability of a homeowner receiving a loan modification by 200% (M. Collins. And M.Schmeiser, *Estimating the Effects of Foreclosure Counseling for Troubled Borrowers*, 2011).
 - 67% of counseled homeowners remained current on their mortgage 9 months after counseling (NeighborWorks NFMC/Urban Institute Report, 2012).



Over one million families called the Homeowner's HOPE Hotline in 2012



**NATIONAL
CRIME
PREVENTION
COUNCIL**



Support & Guidance For Homeowners

2012 YTD Call Volume

* This is the 5th straight year
the Hotline has received over
one million calls

	January	February	March	April	May	June	July	August	Sept	October	November	December	Total
AK	89	75	87	68	51	61	93	69	69	66	60	60	848
AL	1737	1314	1076	1165	1208	1259	1293	1274	1152	1238	1020	787	14,523
AR	399	366	319	288	293	334	383	372	327	391	329	295	4,096
AZ	2663	2556	2933	2492	2312	2011	2060	2024	1538	1557	1269	1263	24,678
CA	18106	17624	19618	15828	14838	13651	14396	13697	12086	12150	10535	10013	172,542
CO	1993	1815	1827	1657	1486	1559	1691	1626	1391	1440	1282	1151	18,918
CT	1267	1212	1185	997	936	928	1034	1099	934	886	861	683	12,022
DC	805	842	906	736	794	636	792	795	678	699	642	553	8,878
DE	354	352	324	279	301	265	285	307	253	278	264	236	3,498
FL	8481	9881	9056	7989	8088	7283	7593	7204	6789	7425	6473	5572	91,834
GA	4040	4241	4124	3886	4500	4266	4924	5058	3384	3158	2696	2696	48,072
HI	333	307	346	299	282	299	281	289	246	288	229	220	3,419
IA	396	363	275	278	318	277	290	281	247	289	261	213	3,488
ID	470	402	435	389	315	292	317	297	277	264	247	236	3,941
IL	4940	4603	4385	4552	3966	3772	5090	5216	3493	4005	3369	2830	50,221
IN	1276	1118	1012	1114	1011	893	975	1091	1025	1011	829	727	12,082
KS	423	411	357	319	330	342	355	383	303	293	255	212	3,983
KY	658	630	548	534	533	550	566	543	580	582	480	419	6,623
LA	1164	900	1122	1013	1164	968	1297	1280	959	1035	798	644	12,344
MA	2289	2264	2338	2034	1883	1747	1813	1934	1571	1540	1311	1094	21,818
MD	2930	2780	2627	2455	2194	2069	2353	2618	1977	2130	1920	1834	27,887
ME	324	330	264	243	220	185	246	258	219	200	158	153	2,800
MI	3120	3174	3119	2461	2212	2074	2459	2411	2227	2064	1811	2047	29,179
MN	1302	1385	1380	1036	900	932	938	974	771	844	734	656	11,852
MO	1394	1410	1312	1129	1032	1138	1260	1277	1150	1258	1149	880	14,389
MS	656	647	560	594	553	589	898	892	617	694	563	459	7,722
MT	182	150	160	139	141	145	119	126	109	92	104	70	1,537
NC	2985	2422	2236	2115	2147	2207	2467	2393	2142	2406	1958	1614	27,092
ND	27	33	33	42	33	27	35	34	30	24	25	20	363
NE	250	209	176	190	165	199	264	267	214	207	166	141	2,448
NH	406	468	461	387	347	361	403	365	308	315	206	208	4,235
NJ	3171	3524	3646	2842	2762	2885	3029	3058	2973	2839	2252	2138	35,119
NM	587	584	485	441	457	459	403	401	362	424	355	273	5,231
NV	1385	1370	1423	1131	1145	1087	1341	1199	820	953	795	962	13,611
NY	5172	4859	4498	3891	3997	3923	3890	3899	3721	3671	3074	2993	47,588
OH	3387	2755	2454	2060	1974	2106	2160	2204	2047	2128	1960	1567	26,802
OK	493	438	417	354	372	332	461	482	362	394	328	263	4,696
OR	1440	1386	1443	1184	1060	1032	1018	903	791	817	763	679	12,516
PA	2960	2718	2691	2415	2339	2289	2357	2400	2180	2404	1908	2144	28,805
PR	611	444	326	206	355	247	340	488	417	398	197	205	4,234
RI	301	323	373	312	294	232	247	288	207	209	197	185	3,168
SC	1528	1167	1245	1011	1030	1095	1102	1199	1040	1233	1004	920	13,574
SD	92	85	93	69	79	66	74	94	88	95	75	78	988
TN	1608	1593	1485	1871	1320	1339	1487	1541	1423	1941	1452	1063	18,030
TX	5657	4753	4571	4219	4482	4516	5468	5733	4208	4473	3841	4210	56,131
UT	712	664	791	607	562	545	563	498	409	417	426	356	6,550
VA	4342	4368	4284	3717	3471	3344	3838	3573	3136	3399	3321	3660	44,453
VT	119	76	82	88	54	63	69	68	61	60	59	48	847
WA	2129	2293	2389	1981	1887	1906	2167	2074	1485	1589	1452	1285	22,337
WI	1600	1527	1447	1111	1107	965	1061	1089	944	1062	873	672	13,458
WV	274	252	222	158	172	194	214	204	183	177	174	149	2,373
WY	67	72	75	58	74	68	65	57	53	55	32	26	703
TOTAL	103094	99,535	99,041	86,434	83,546	80,012	88,324	87,906	73,976	78,204	67,147	61,626	1,008,846



The Homeownership Preservation Foundation's National Scam Prevention Hotline

- In partnership with the LoanScamAlert.org Campaign, HPF set up dedicated anti-scam team within our Hotline to respond to homeowners who had been a victim of a mortgage related scam.
 - June 2011 to date, HPF has worked with 47,121 homeowners who reported being a victim of a mortgage foreclosure scam.
 - A specially trained team of housing counselors play two key roles:
 1. They gather data from the homeowner on the scam into our database, we then share that data with federal investigators, who work to bring down the scammers
 2. As many of the homeowners are also facing broader financial distress, we are able to provide them with holistic housing counseling to help them find a sustainable solution to their financial crisis.
- Through analysis of our data we have discovered important trends:
 - Seniors and minorities are being targeted
 - Homeowners hand over, on average, \$2,500.
 - 47% of the homeowners were 30 days or less delinquent at the time they were scammed, by the time they called HPF to report the scam, only 25% were 30 days or less delinquent on their mortgage.
- HPF's Hotline has seen a 30% increase in reports of mortgage related scams in 2013.
- In partnership with the Hope NOW alliance, we are working hard to ensure consumers across the country know of the availability of **free** help through nonprofit HUD approved housing counseling agencies.

The Homeownership Preservation Foundation's National Scam Prevention Hotline

Month	Scam Calls	English	Spanish	Span %
January-13	3030	2620	410	13.53%
December-12	2234	1747	487	21.80%
November-12	2171	1774	397	18.29%
October-12	2267	1997	270	11.91%
September-12	1880	1711	169	8.99%
August-12	2226	1989	237	10.65%
July-12	2424	2118	306	14.45%
June-12	2279	2038	241	11.83%
May-12	2308	1986	322	13.95%
April-12	2686	2383	303	11.28%
March-12	3137	2663	474	15.11%
February-12	2824	2419	405	14.34%
January-12	2519	2238	281	11.16%
December-11	1990	1764	226	11.36%
November-11	1940	1705	235	12.11%
October-11	1962	1743	219	11.16%
September-11	2381	2050	331	13.90%
August-11	2399	2029	370	15.42%
July-11	2367	2040	327	13.81%
June-11	2097	1762	335	15.98%



NATIONAL
CRIME
PREVENTION
COUNCIL



Support & Guidance For Homeowners

Touch-points of Consumer Confidence

Difficult to “take control” when many resources are available and understanding service offerings is key.

Check Agency and Principal on the **Prevent Loan Scams.org National Prosecutions** page for state actions: http://www.preventloanscams.org/resources/for_counselors_and_partners?id=0007

If **Attorney, then State BAR** License check and review for disciplinary action – CA example - CA State BAR: <http://www.calbar.ca.gov/>

Check **State Attorney General** site (search agency name and principal) – use this Natl Assn site for links to all State AGs: <http://www.naag.org/current-attorneys-general.php>

CA example to check if **foreclosure consultant is registered** (i.e. ATP has to be registered in CA): <http://oag.ca.gov/consumers/loan-modification>

Check Agency on **State Secretary of State** to determine if actual business and who is principal: CA example: <http://www.sos.ca.gov/business/be/>

Better Business Bureau check (and if below a “B” rating, then red flag but not automatic decline): <http://www.bbb.org/>

Federal Trade Commission-FTC search <http://www.ftc.gov/bcp/edu/microsites/moneymatters/your-home-foreclosure-rescue-scams.shtml>

Google internet search of Agency and Principal

Google search agency and principal AND “FRAUD” or “SCAM” key word attached (wild card)

Search Agency and Principal on **Rip-off Report.com**: <http://www.ripoffreport.com/>



NATIONAL
CRIME
PREVENTION
COUNCIL

Data based on Hope Now surveys from Ft. Bragg, Ft. Lewis and Ft. Lee



Development of HOPE Loan Portal

Hope LoanPort® is a web-based tool that streamlines home retention applications on behalf of homeowners at risk of foreclosure, allowing housing counselors to efficiently transmit completed applications to mortgage companies.

It eliminates lost paperwork and allows for a faster decision on a homeowner's application.

Hope LoanPort® provides peace of mind for families at risk of foreclosure or struggling with their mortgage.

List of lenders on the portal

- » Bank of America
- » Bayview Loan Servicing
- » Chase
- » Citi
- » GMAC
- » Homeward Residential
- » Indymac Mortgage Services (Division OneWest Bank)
- » Metlife Home Loans
- » NationStar
- » Ocwen Loan Servicing
- » PNC
- » Resurgent Capital Services LLP
- » Select Portfolio Servicing
- » SunTrust Mortgage, Inc.
- » Vericrest Financial Inc
- » Wells Fargo Home Mortgage

Development of Third Party Authorizations

HELPING YOU STAY IN YOUR HOME.



Third-Party Authorization Form

Mortgage Lender/Service Name ("Servicer")

[Account][Loan] Number

The undersigned Borrower and Co-Borrower (if any) (individually and collectively, "Borrower" or "I"), authorize the above Servicer and the following third parties

[Counseling Agency]

[Agency Contact Name and Phone Number]

[State HFA Entity]

[State HFA Contact Name and Phone Number]

[Other Third Party]

[Third Party Contact Name and Phone Number]

[Relationship of Other Third Party to Borrower and Co-Borrower]

(individually and collectively, "Third Party") to obtain, share, release, discuss, and otherwise provide to and with each other public and non-public personal information contained in or related to the mortgage loan of the Borrower. This information may include (but is not limited to) the name, address, telephone number, social security number, credit score, credit report, income, government monitoring information, loss mitigation application status, account balances, program eligibility, and payment activity of the Borrower. I also understand and consent to the disclosure of my personal information and the terms of any agreements under the Making Home Affordable or Hardest Hit Fund Programs by Servicer or State HFA to the U.S. Department of the Treasury or their agents in connection with their responsibilities under the Emergency Economic Stabilization Act.

The Servicer will take reasonable steps to verify the identity of a Third Party, but has no responsibility or liability to verify the identity of such Third Party. The Servicer also has no responsibility or liability for what a Third Party does



NATIONAL
CRIME
PREVENTION
COUNCIL



Support & Guidance For Homeowners

For More Information



National Crime Prevention Council

2001 Jefferson Davis Highway Suite 901

Arlington, VA 22202

202-466-6272

www.ncpc.org

HOPE NOW

1001 Pennsylvania Avenue,

NW Suite 500 South

Washington DC 20004

888-995-HOPE

www.hopenow.com



Support & Guidance For Homeowners



THANKS!

Thank you for attending NCPC's
2013 Virtual Conference on
Mortgage Fraud

Please take a moment to visit the
exhibit hall, which will be
available for the next 3 months