

# HUD-Approved Counseling Agencies come to Mortgage Fraud Rescue

## Protecting Homeowners Empowering Victims



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



JUSTICE FOR VICTIMS  
JUSTICE FOR ALL

Office for Victims of Crime  
**OVC**



Working together for strong  
communities

# SESSION SPEAKER



**Barbara Floyd Jones**  
Program Manager  
Local Support for Foreclosure Solutions  
NeighborWorks America



# SESSION OBJECTIVES

AWARENESS

EDUCATION

REPORTING

# NEIGHBORWORKS® AMERICA

- Creates opportunities for people to live in affordable homes, improve their lives and strengthen their communities
- Congressionally chartered with statutory board
- Over 235 NeighborWorks organizations
- 263,000 Homebuyers (FY 1993 – FY 2011)
- National Foreclosure Mitigation Counseling Program: 1.33 million families counseled

# CAMPAIGN OVERVIEW

- Initiated by 2009 request from Congress
- Launched October 26, 2009
- National and local partners
- Targets areas with high foreclosures
- Media outreach, tools and collateral

# CAMPAIGN OVERVIEW

- Materials in six languages: English, Spanish, Chinese, Korean, Vietnamese and Haitian Creole
- Two web sites: [LoanScamAlert.org](http://LoanScamAlert.org) and [AlertaFraudeDeHipoteca.org](http://AlertaFraudeDeHipoteca.org)
- Localizable materials, many are free

# PARTNERS

- NeighborWorks® America
- U.S. Department of Housing and Urban Development (HUD)
- Federal Trade Commission
- U.S. Department of Justice
- U.S. Department of Treasury
- State Attorneys General
- Homeownership Preservation Foundation
- Federal Deposit Insurance Corporation (FDIC)
- AARP
- Fannie Mae
- Freddie Mac
- Lawyer's Committee for Civil Rights Under Law
- HOPE Now Alliance
- Home Free USA
- National Urban League
- National Council of La Raza
- National Coalition for Asian Pacific American Community Development
- National Fair Housing Alliance
- National Association of REALTORS®
- American Bar Association



*Several national, state and local organizations have partnered with the campaign.*



# WHAT IS A LOAN MODIFICATION SCAM?

Unscrupulous companies or individuals that create loan modification or foreclosure rescue companies promising that in exchange for a fee in advance, that they will work with a lender to modify a mortgage.

# POSSIBLE TITLES OF SCAM ARTISTS

- Loan modification or foreclosure consultant
- Foreclosure prevention specialist
- Mortgage consultant
- Real estate agent
- Forensic loan auditor
- Attorney

# TOP TEN SCAMMER PHRASES

1. “Pay us \$1000, and we’ll save your home.”
2. “I guarantee I will save your home – trust me.”
3. “Sign over your home, and we’ll let you stay in it.”
4. “Stop paying your mortgage.”
5. “If your lender calls, don’t talk to them.”

# TOP TEN SCAMMER PHRASES

6. “Your lender never had the legal authority to make a loan.”
7. “Just sign this now; we’ll fill in the blanks later.”
8. “Call 1-800-Fed Loan.”
9. “File for bankruptcy and keep your home.”
10. “Why haven’t you replied to our offer? Do you want to live on the streets?”

# SIGNS OF A LOAN MODIFICATION SCAM

- Asks for a fee, especially in advance
- Guarantees they will stop a foreclosure or get a loan modification
- Asks homeowners to stop paying the mortgage lender and pay the company or person instead

# SIGNS OF A LOAN MODIFICATION SCAM

- Pressures homeowners to sign paperwork they haven't read or don't understand
- Claims to offer “official government” or “government-approved” modifications
- A company the homeowner doesn't know asks for financial information over the phone or online

# COMMON LOAN MODIFICATION SCAMS

- Foreclosure “rescue” and refinance fraud
- Fake “government” modification programs
- Leaseback/rent-to-buy scheme
- Bait-and-Switch
- Bankruptcy foreclosure

# ALERT!

## SCAMS ON THE RISE

- \$25 Billion National Mortgage Settlement
- Forensic Loan Audit
- Mass Joinder Lawsuit
- Short Sale
- Bait and Switch “We Buy Houses”

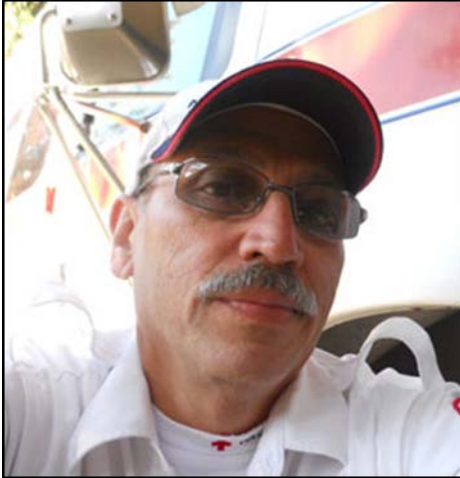


# RENATE BREVARD



- Mortgage rose, found company to pay it and she leased back
- Signed title over without knowing
- Scammed, sought lawyer
- Told to send mortgage to lawyer
- No payments made to lender
- Scammed by lawyer and lost home
- Reported scam, \$13,000 returned

# JOSE CHORINO

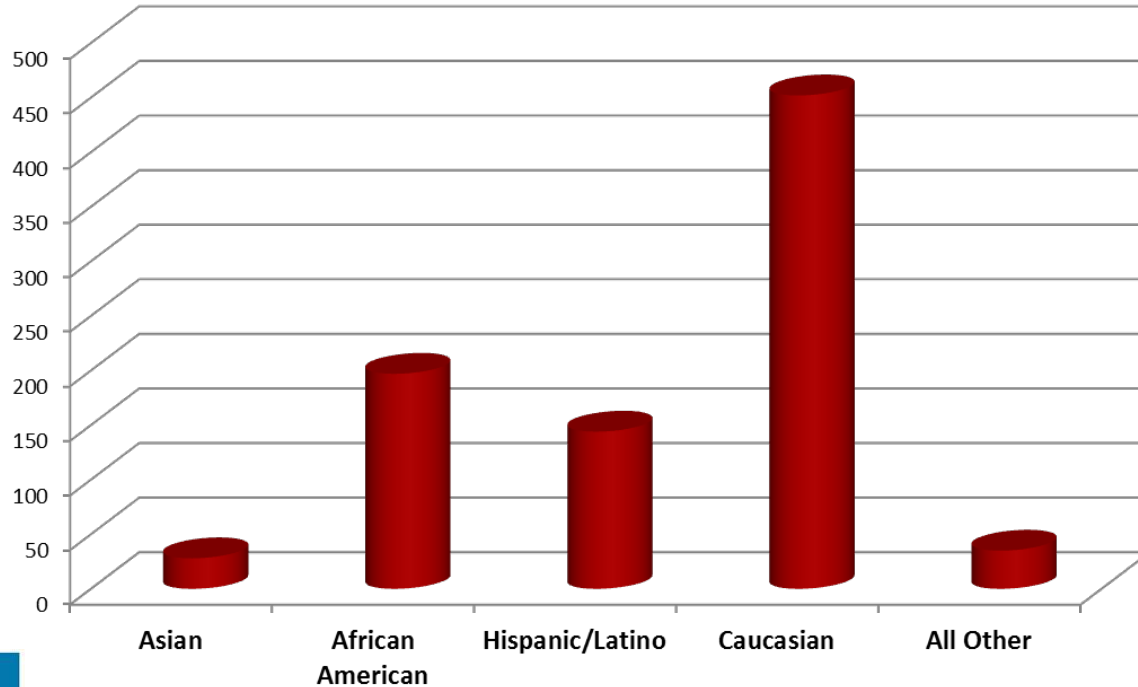


- Current on mortgage
- Forensic audit to lower mortgage
- Paid \$1,500 for forensic audit
- No audit, lender not contacted
- Company stopped answering calls
- Contacted local nonprofit about scam
- Nonprofit wrote demand letter
- \$1,500 returned, did not lose home

# SCAM REPORTS BY AUDIENCE

31,002 scams reported since October 2009

**February  
Scams**



# HOW TO PROTECT YOUR COMMUNITY?

## *What organizations can do*

1. Make homeowners aware of loan modification scams
2. Educate them about the signs
3. Encourage them to report scams to authorities

# HOW TO PROTECT YOUR COMMUNITY?

## *Where to report scams*

1. Call the HOPE Hotline at 1-888-995-HOPE (4673).
2. Go to [LoanScamAlert.org](http://LoanScamAlert.org) and click “How to Report Scams” to report online in five languages.

***4% of consumers in a recent tracking study cited local, state, and federal law enforcement as the location to report scams, a 67% decrease from 2009.***

# LOAN MODIFICATION SCAM **ALERT**

VIEW SITE IN: [ENGLISH](#) / [ESPAÑOL](#)

 MATERIALS ALSO AVAILABLE IN: [한국어](#) / [中文](#) / [Tiếng](#)

For loan modification guidance or to report a scam, visit

**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](#)

**FORECLOSURE**

## ALERT!

If your home was part of a foreclosure action in 2009-2010, you may be eligible for compensation as part of an Independent Foreclosure Review. [Learn more here.](#)

Find us on Facebook

[Sign Up](#)

Create an account or [log in](#) to see what your friends like.



**Loan Modification Scam Alert Campaign**

 Like

702



**Loan Modification Scam Alert Campaign**

Lawyers are getting roped into loan modification scams. Get the facts and avoid becoming a victim!

### 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](#)



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FRAUDE A LA MODIFICACIÓN DE PRÉSTAMO



VIEW SITE IN: [ENGLISH](#) / [ESPAÑOL](#)

MATERIALS ALSO AVAILABLE IN: [한국어](#) / [中文](#) / [Tiếng Việt](#)

Llame para recibir orientación sobre la modificación de préstamos hipotecarios o para reportar una estafa:

**1(888)995-4673**

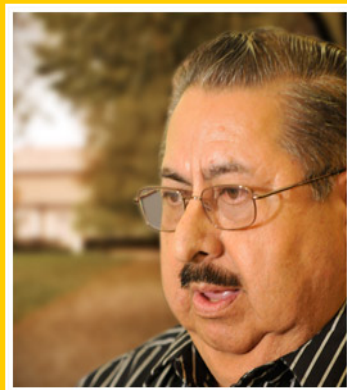
[PÁGINA PRINCIPAL](#)

[CÓMO IDENTIFICAR LAS ESTAFAS](#)

[CÓMO REPORTAR ESTAFAS](#)

[CONVIÉRTASE EN SOCIO](#)

[ACERCA DE LA CAMPAÑA](#)



## TESTIMONIOS DE PERSONAS ESTAFADAS

Es un problema cada vez mayor en todo el país: los propietarios que están enfrentando el embargo de sus casas, están perdiendo además su dinero – y sus hogares – a causa de las estafas de modificación de hipotecas. Si obtiene información y aprende a reconocer las señales, podrá protegerse de estas estafas. Lea los testimonios de las víctimas.

[→ Lea los testimonios](#)

 **¡ALERTA!**

Si perdió su casa en el proceso de ejecución hipotecaria durante el 2009-2010, usted puede ser elegible por compensación como parte de una **Revisión Independiente de Ejecución**.  
[Aprende más aquí.](#)

### Find us on Facebook

[Sign Up](#)

Create an account or [log in](#) to see what your friends like.



**Loan Modification Scam Alert Campaign**

[Like](#) 711



**Loan Modification Scam Alert Campaign**

If you were scammed, approached by a scam loan mod scam, report it! <http://bit.ly/OhM5>

### ESTAFAS MÁS COMUNES

Las modificaciones de préstamos hipotecarios cambian diariamente. Aquí están algunas de las estafas más comunes.

### AUTORIDADES CONFIABLES

La información es su mejor protección. Obtenga más información de estas fuentes.

[→ Obtenga ayuda ahora](#)

### ¿ENFRENTANDO UN EMBARGO HIPOTECARIO?

Obtenga ayuda real, gratuita y confiable de las agencias aprobadas por HUD.

[→ Infórmese aquí](#)



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## BECOME A PARTNER

### GETTING STARTED

#### JOINING OUR NATIONWIDE PUBLIC EDUCATION CAMPAIGN IS EASY!

NeighborWorks® America is taking action to send a clear, straightforward message to beware of and report loan modification scams.

We need help from partners like you to reach homeowners in your area with our important information to:

- Alert them about scams
- Help them spot a scam before it's too late
- Encourage them to report scammers to authorities

#### SPREAD THE WORD WITH EDUCATION MATERIALS

Simply register as a campaign partner through the link below to request access to our toolkit of ready-made graphics, creative elements and written materials for distribution in your community. Some campaign materials are downloadable directly from the campaign Web site ([click here to preview](#)), while others will be available on-demand for purchase through the Loan Modification Scam Alert Store ([click here to preview](#)). Many of these materials can be customized with your brand and contact information. Multilingual materials are also available in Spanish, Chinese, Korean and Vietnamese.

We hope you will use some or all of these pieces to help homeowners recognize the signs and get the facts about loan modification scams.



[Download the Partner Toolkit](#)

### REGISTER AS A CAMPAIGN PARTNER TODAY!

*Note: All registration requests must be approved before access to campaign materials is granted. All approvals can be expected within a timeframe of 24-48 hours.*

Already Registered? [Log in here.](#)



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## BECOME A PARTNER

### DIRECT DOWNLOAD PREVIEW

#### MATERIALS AVAILABLE FOR DIRECT DOWNLOAD

The following materials are available for direct download from this Web site. To access, [login in](#) or [register here](#).

*Note: All downloadable materials will be available in a universal PDF format, which can easily be converted to alternate formats using any graphics program.*

### PROMOTIONAL CAMPAIGN MATERIALS



**CAMPAIGN LOGOS**  
Suitable for placement on materials to demonstrate support of this campaign. High resolution, low resolution and vector files for multiple languages including Spanish, Chinese, Korean and Vietnamese are available.



**FLIER / PRINT AD**  
This 8.5" x 11" informational flier features the logo, URL and tips on how to avoid loan modification scammers. Available in Spanish, Chinese, Korean, and Vietnamese.



**POSTER**  
The 22" x 28" poster feature tips on how to avoid loan modification scammers. Available in Spanish, Chinese, Korean and Vietnamese.



**DOOR HANGER**  
4.125" x 9" double sided door hangers for street teams to distribute in conjunction with campaign events to help alert the community about loan modification scams. Available in Spanish, Chinese, Korean and Vietnamese.



**POST CARD**  
The 6" x 11" double-sided postcards feature tips on how to avoid loan modification scammers. Available in Spanish, Chinese, Korean and Vietnamese.



**OUTDOOR BILLBOARD**  
This 44" x 65" outdoor advertisement will raise awareness about the Loan Modification Scam Alert campaign.



**TIP CARD**  
3.375" x 2.125" credit card sized item can be used as a reminder.



**CAMPAIGN LETTERHEAD**  
Letterhead to use for communication about the campaign.



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# SAMPLE REPORT FORM

English

Spanish

**Loan Modification Scam Prevention Network**

**PREVENT LOAN SCAMS**  
www.PreventLoanScams.org

**1 Before you fill out this form:**

1) Did anyone offer to help modify your mortgage, either directly, through advertising, or by other means such as a flyer? ☐ YES ☐ NO  
2) Were you ☐ guaranteed a loan modification or asked to do any of the following:  
☐ pay a fee, ☐ sign a contract, ☐ redirect mortgage payments, ☐ sign over title to your property, or ☐ stop making loan payments? ☐ YES ☐ NO

If the answer to both questions is no, you do not need to submit this form.

**NOTE:** This form is designed to provide a way to submit a complaint regarding companies or individuals that may be fraudulent or illegally claiming they can help you obtain a loan modification or avoid foreclosure. With the homeowner's permission, the complaint will be forwarded to law enforcement agencies for their review and any action they deem appropriate. While you may receive a follow-up call or information from legal volunteers for the Network, it does not provide direct legal representation to complainants.

**2 Information about Person Who Offered Help**

If you paid money check here: ☐ Total paid \$ \_\_\_\_\_  
If any of the money was paid before services were provided, check here: ☐  
If you were guaranteed a loan modification, check here: ☐  
What services did the company or individual offer? (check all that apply):  
☐ Loan Modification assistance/counseling ☐ Foreclosure relief  
☐ Legal Representation ☐ Bankruptcy ☐ Reverse Mortgage ☐ Refinancing  
☐ Offer to purchase homeowner's property

If you signed a contract, did the person perform the services agreed to in the contract? ☐ YES ☐ NO  
When was your last contact with the person? \_\_\_\_\_

**3 Contact Information for Person Who Offered Help**

Company/Individual Name: \_\_\_\_\_  
Main Contact (if different than company/individual): \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Website: \_\_\_\_\_

**4 Homeowner Information**

First Name\*: \_\_\_\_\_  
Last Name\*: \_\_\_\_\_  
Address of Property: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone\*: \_\_\_\_\_  
City: \_\_\_\_\_ State\*: \_\_\_\_\_ Zip\*: \_\_\_\_\_

Homeowner race/ethnicity (not required):  
☐ American Indian or Alaska Native ☐ Hispanic/Latino ☐ White/Caucasian  
☐ Asian ☐ Native Hawaiian/Other Pacific Islander ☐ Other ☐ Prefer not to say

Loan Modification Scam Prevention Network | Basic Complaint Form | Page 1 of 2

Formulario proporcionado por: \_\_\_\_\_ Fecha llenado: ☐ \_\_\_\_/\_\_\_\_/\_\_\_\_

**Loan Modification Scam Prevention Network**

**PREVENT LOAN SCAMS**  
www.PreventLoanScams.org

**1 Antes de completar este Formulario:**

1) ¿Recibió alguna oferta para modificar su hipoteca directamente o a través de algún tipo de publicidad, volante o panfleto? ☐ SI ☐ NO  
2) ¿A usted ☐ le garantizaron una modificación de préstamo o le pidieron que hiciera cualquiera de las siguientes cosas: ☐ pagar una tarifa, ☐ firmar un contrato, ☐ redirigir los pagos de su hipoteca, ☐ ceder el título de su propiedad, o ☐ detener los pagos de su préstamo? (marque todas las que apliquen)

Si la respuesta para ambas preguntas es no, usted no necesita someter este formulario.

**NOTA:** Este formulario está diseñado para facilitar el sometimiento de cualquier queja relacionada con las empresas o individuos que fraudulentamente le hayan asegurado que podrán ayudar a obtener una modificación de préstamo o a evitar un embargo hipotecario. Con la autorización de los propietarios de viviendas, dicha queja será remitida a agencias defensoras del cumplimiento de la ley para que la revisen y apliquen cualquier acción que consideren apropiada. Mientras tanto es posible que reciba una llamada de seguimiento o información por parte de voluntarios legales pertenecientes a la Red, esto no implica una representación legal directa frente a su queja.

**2 Información de la Persona que le Ofreció Ayuda:**

Si usted pagó una tarifa marque aquí: ☐ ¿Cuánto? \$ \_\_\_\_\_  
¿Usted pagó antes de recibir cualquier servicio? ☐ SI ☐ NO  
Si alguien le garantizó una modificación de préstamo marque aquí: ☐  
¿Qué servicios le ofreció la empresa o el individuo? (marque todos los que apliquen):  
☐ Asistencia en Modificación de Préstamos/consuloría ☐ Ayuda de embargo/consuloría  
☐ Representación Legal ☐ Bancarrotas ☐ Reversión de la hipoteca ☐ Refinanciación  
☐ Compra de su propiedad

Si usted firmó un contrato cumplió la persona con los servicios que le ofreció en el contrato? ☐ SI ☐ NO  
¿Cuándo tuvo usted el último contacto con esa persona? \_\_\_\_\_

**3 Información de Contacto de la Persona que le Ofreció Ayuda:**

Empresa/Nombre de la Persona: \_\_\_\_\_  
Contacto principal (Si es distinto del de la compañía o individuo anterior): \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_  
Teléfono: \_\_\_\_\_  
Correo Electrónico: \_\_\_\_\_  
Sitio Web: \_\_\_\_\_

**4 Información del Propietario de la Vivienda:**

Nombre\*: \_\_\_\_\_  
Apellido\*: \_\_\_\_\_  
Dirección de la propiedad: \_\_\_\_\_  
Correo Electrónico: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_  
Teléfono\*: \_\_\_\_\_

Si eres una persona de tercera edad por favor marque el rango que corresponde con un círculo: 51-65 66 o mayor

Raza/Pertenencia étnica (no requerido):  
☐ Amerindio o Nativo de Alaska ☐ Hispano/Latino ☐ Caucásico/Blanco  
☐ Asiático ☐ Nativo de Hawaii/Isleño del Pacífico ☐ Otro ☐ Prefiere no decirlo

Loan Modification Scam Prevention Network | Formulario de Quejas | Página 1 de 2







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1. preventloanscams.org
2. Get Involved Tab
3. Look in Partner Toolkit
4. Download 2-pg form in English, Spanish, Chinese, Korean, Vietnamese

Form provided by: \_\_\_\_\_ Date Filled Out: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Loan Modification Scam Prevention Network**

www.PreventLoanScams.org

**1 Before you fill out this form:**

1) Did anyone offer to help modify your mortgage, either directly, through advertising, or by other means such as a flyer? ☐ YES ☐ NO

2) Were you ☐ guaranteed a loan modification or asked to do any of the following:  
☐ pay a fee, ☐ sign a contract, ☐ redirect mortgage payments, ☐ sign over title to your property, or ☐ stop making loan payments? (check all that apply)

If the answer to both questions is no, you do not need to submit this form.

NOTE: This form is designed to provide a way to submit a complaint regarding companies or individuals that may be fraudulently or illegally claiming they can help you obtain a loan modification or avoid foreclosure. With the homeowner's permission, the complaint will be forwarded to law enforcement agencies for their review and any action they deem appropriate. While you may receive a follow-up call or information from legal volunteers for the Network, it does not provide direct legal representation to complainants.

**2 Information about Person Who Offered Help**

If you paid money check here: ☐ Total paid \$ \_\_\_\_\_

If any of the money was paid before services were provided, check here: ☐

If you were guaranteed a loan modification, check here: ☐

What services did the company or individual offer? (check all that apply)

<input type="checkbox"/> Loan Modification assistance/consulting	<input type="checkbox"/> Foreclosure relief consulting
<input type="checkbox"/> Legal Representation	<input type="checkbox"/> Bankruptcy
<input type="checkbox"/> Reverse Mortgage	<input type="checkbox"/> Refinancing
	<input type="checkbox"/> Offer to purchase homeowner's property

If you signed a contract, did the person perform the services agreed to in the contract? ☐ YES ☐ NO

When was your last contact with the person? \_\_\_\_\_

**3 Contact Information for Person Who Offered Help**

Company/Individual Name: \_\_\_\_\_

Main Contact (if different than company/individual): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Website: \_\_\_\_\_

**4 Homeowner Information**

First Name\*: \_\_\_\_\_ Address of Property: \_\_\_\_\_

Last Name\*: \_\_\_\_\_

Email: \_\_\_\_\_

Phone\*: \_\_\_\_\_ City: \_\_\_\_\_ State\*: \_\_\_\_\_ Zip\*: \_\_\_\_\_

Senior? If Yes, please circle the appropriate age range: 51-65    66 or older

Homeowner race/ethnicity (not required):

<input type="checkbox"/> American Indian or Alaska Native	<input type="checkbox"/> Hispanic/Latino	<input type="checkbox"/> White/Caucasian
<input type="checkbox"/> Asian	<input type="checkbox"/> Native Hawaiian/Other Pacific Islander	<input type="checkbox"/> Other
<input type="checkbox"/> Black/African-American		<input type="checkbox"/> Prefer not to say

**5 Other Relevant Information**

Please use this space to include any other relevant information. For example, how you were contacted or how you paid.

**6 Contact Information—for this form to be processed, you must fill out (a), (b), or (c) below.**

(a) I am the homeowner and my contact information is listed in section 4 on the previous page—check here: ☐

(b) I completed this form on behalf of a family member or friend. My contact information is:

First Name\*: \_\_\_\_\_  
 Last Name\*: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Phone: \_\_\_\_\_

(c) I am a counselor, lawyer, or volunteer, and I filled out this form on behalf of a homeowner.

My company/organization's contact information is:

Group/Organization Name\*: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 City\*: \_\_\_\_\_ State\*: \_\_\_\_\_ Zip\*: \_\_\_\_\_  
 Phone: \_\_\_\_\_

**7 TO SUBMIT THIS COMPLAINT YOU MUST READ AND RESPOND TO BOTH:**

ARE YOU willing to be contacted by the Loan Modification Scam Prevention Network, including the Lawyers' Committee for Civil Rights Under Law and their legal volunteers, for a follow up interview concerning information provided in this form about the potential mortgage rescue scam?  
 (Please note: Selecting yes does not guarantee that homeowner will be contacted for follow-up.)

☐ YES    ☐ NO

ARE YOU willing to have this information shared with state and federal agencies and our coalition partners involved in the enforcement of laws banning mortgage rescue scams?  
 (Please note: If homeowner agrees to such sharing, the information in this complaint form will be entered into the Federal Trade Commission's Consumer Sentinel Network, a secure online database that is used by thousands of civil and criminal law enforcement authorities worldwide. The FTC does not resolve individual consumer complaints but this information can be valuable to law enforcement in efforts to stop mortgage rescue scams.)

☐ YES    ☐ NO

**To Return Completed Form:**

**Mail to:**  
 Loan Modification Scam Prevention Network—Intake  
 Lawyers' Committee for Civil Rights Under Law  
 1401 New York Ave NW, Suite 400  
 Washington, DC 20005

**Scan and email to:** info@preventloanscams.org  
**Fax to:** 202-783-0857 (ATTN: LMSPN Intake)

**Fill out this form online at:**  
 http://intake.preventloanscams.org



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# Again, Permissions are Required to Process Reports

## 7 TO SUBMIT THIS COMPLAINT YOU MUST READ AND RESPOND TO BOTH:

ARE YOU willing to be contacted by the Loan Modification Scam Prevention Network, including the Lawyers' Committee for Civil Rights Under Law and their legal volunteers, for a follow up interview concerning information provided in this form about the potential mortgage rescue scam?

(Please note: Selecting yes does not guarantee that homeowner will be contacted for follow-up.)

☐ YES

☐ NO

ARE YOU willing to have this information shared with state and federal agencies and our coalition partners involved in the enforcement of laws banning mortgage rescue scams?

(Please note: If homeowner agrees to such sharing, the information in this complaint form will be entered into the Federal Trade Commission's Consumer Sentinel Network, a secure online database that is used by thousands of civil and criminal law enforcement authorities worldwide. The FTC does not resolve individual consumer complaints but this information can be valuable to law enforcement in efforts to stop mortgage rescue scams.)

☐ YES

☐ NO

### To Return Completed Form:

#### Mail to:

Loan Modification Scam Prevention Network—Intake  
Lawyers' Committee for Civil Rights Under Law  
1401 New York Ave NW, Suite 400  
Washington, DC 20005

Scan and email to: [info@preventloanscams.org](mailto:info@preventloanscams.org)

Fax to: 202-783-0857 (ATTN: LMSPN Intake)

#### Fill out this form online at:

<http://intake.preventloanscams.org>



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# BECOME A PARTNER!

- Contact NeighborWorks in your area. Go to [nw.org](http://nw.org) to find the office near you.
- Become a partner on [www.LoanScamAlert.org](http://www.LoanScamAlert.org)
- Download and order outreach materials on [www.LoanScamAlert.org](http://www.LoanScamAlert.org)

# ALERT!

*Thank you for  
joining today's  
session!*



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# For More Information



## **National Crime Prevention Council**

2001 Jefferson Davis Highway Suite 901

Arlington, VA 22202

202-466-6272

[www.ncpc.org](http://www.ncpc.org)

## **NeighborWorks America**

1325 G St., NW, Suite 800

Washington, DC 20005-3100

Phone: (202) 220-2300

<http://nw.org>





# Don't Forget...

**Take the time to visit  
the Exhibition Hall and  
Resource Center!**