What are consumers saying about their experiences with the five mortgage servicers? From mid-April 2012 to the end of January 2013, individuals from across the country submitted complaints through our website about the issues they are facing.

Number of Consumer Issues Reported per State

Consumer Form Submission Complaints by Issue

- Loan Modification 4541
- Customer Service 3090
- Documentation 2527
- Fees 1549
- Third Party Vendors 981
- Bankruptcy 740
- Force Placed Insurance 544
- Tenant Rights 242
- Military Personnel 202
- Community Blight 188

Consumer Form Submissions by Servicer

- Bank of America 2762
- Wells 1280
- Chase 892
- Citi 489
- Ally 340

Most complaints
Fewest complaints