

***If you are behind on your mortgage payment, please contact your lender. If you are three payments or more behind ask to speak with someone in the “Loss Mitigation Department.”***

What is “Loss Mitigation”? Loss mitigation is a process that lenders use to help consumers who are behind on their mortgage payments. Some loss mitigation methods include -- repayment plans; forbearance agreements; loan modifications; loan assumptions; partial claims, and the dismissal of the foreclosure lawsuit filed against you. For any lender not listed here, call the “Customer Service” phone number on your monthly mortgage statement, and ask to speak with someone in the Loss Mitigation Department.

[Click here](#) for a list of a local housing counseling agency or attorney who can assist you if you have been unable to resolve this matter with your lender.

<b>LOSS MITIGATION DEPARTMENT</b>	<b>TELEPHONE NUMBER</b>
ABM AMRO Mortgage	800-783-8900
America’s Servicing	877-222-7875
AmTrust Bank	866-476-0022
Beneficial/HFC	800-333-5848
CHASE Home Finance	800-446-8939
Charter One	800-234-6002
CitiFinancial Mortgage	800-422-1498
Citimortgage	800-283-7918
Countrywide Home Loan	800-262-4218
Deutsche Bank National	See Mortgage Statement
Fifth Third Bank	800-375-1745 Option 3
First Merit Bank	800-562-6694
GMAC Mortgage	800-850-4622
HSBC Mortgage	888-648-3124
Huntington Bank	800-323-4695
KeyBank	800-669-6607
LaSalle National Bank	800-783-8900
Mortgage Electronic Registration Systems	800-679-6377
National City Mortgage	800-523-8654
Ocwen Federal Bank	877-596-8580
Select Portfolio Servicing	888-818-6032
Third Federal Savings	888-844-7333
US Bank	800-365-7900
Wachovia Bank of Delaware	866-642-8608
Wells Fargo Mortgage	877-216-8448