

HOMEOWNER'S HOPE  
HOTLINE:

**888-995-HOPE**



## **Servicer Contact Numbers for Homeowners**

Below are the customer contact telephone numbers of HOPE NOW servicer members. If you are a homeowner having trouble with your mortgage, please call your servicer's hotline for assistance (please have your account number ready when calling).

If you would like to talk to a HUD-approved homeownership counselor, please call the Homeowner's HOPE Hotline, 888-995-HOPE, operated by the Homeownership Preservation Foundation. Free counseling is available 24 hours a day, 7 days a week. You can also visit [www.995hope.com](http://www.995hope.com) for more assistance.

| <b><u>Servicer</u></b>   | <b><u>Hotline</u></b> |
|--|-----------------------|
| Aurora Loan Services   | 800-550-0509          |
| Avelo Mortgage, LLC.   | 866-992-8356          |
| Bank of America  | 800-846-2222          |
| Carrington Mortgage Services   | 800-790-9502          |
| CitiFinancial/Citi Trust Bank  | 800-422-1498          |
| CitiMortgage Conv/FNMA   | 800-695-0384          |
| CitiMortgage/Gov't & Freddie Mac   | 866-272-4749          |
| CitiResidential Customer Care  | 800-430-5262          |
| Countrywide Home Loans   | 800-669-6650          |
| EMC Mortgage, Inc.   | 877-362-6631          |
| First Horizon Home Loans   | 800-364-7662          |
| GMAC/Homecomings/ResCap  | 800-799-9250          |
| Home Loan Services, Inc. (d/b/a First<br>Franklin Loan Services and NationPoint Loan Services) | 800-500-5022          |
| HomEq Servicing  | 888-270-6663          |
| HSBC Consumer Lending  | 800-333-5848          |
| HSBC Mortgage Services   | 800-365-6730          |
| HSBC Mortgage Corporation  | 888-648-3124          |
| IndyMac Bank   | 800-880-6848          |
| JPMorgan Chase Prime Loans   | 800-446-8939          |
| JPMorgan Chase Non-Prime   | 877-838-1882          |
| JPMorgan Chase Home Equity   | 866-582-5208          |
| JPMorgan Chase Default HPO Help Line   | 866-345-4676          |
| Litton Loan Servicing  | 800-999-8501          |

| <b><u>Servicer</u></b>             | <b><u>Hotline</u></b> |
|------------------------------------|-----------------------|
| National City Mortgage Corporation | 800-523-8654          |
| Nationstar Mortgage, LLC.          | 888-480-2432          |
| Ocwen Loan Servicing, LLC.         | 877-596-8580          |
| Option One Mortgage Corporation    | 888-275-2648          |
| Saxon Mortgage Services            | 888-325-3502          |
| Select Portfolio Servicing         | 888-818-6032          |
| SunTrust Mortgage, Inc.            | 800-443-1032          |
| Washington Mutual, Inc.            | 866-926-8937          |
| Wells Fargo Home Mortgage          | 877-216-8448          |
| Wells Fargo Financial              | 800-275-9254          |
| Wilshire Credit Corporation        | 888-917-1050          |