

RESPA Online Complaint - Microsoft Internet Exp

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Address <http://lnshhq01d/DEV/HSNG/updates/RESPAOnlineComplai>

Homes & Communities
U.S. Department of Housing and Urban Development

Housing

En español | Text only | S

Housing

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Keywords

Single Family

- Audience groups
- Buying a home
- Events & training
- FHA insured loans
- Common questions
- Housing counseling
- HUD homes/ REO
- Owning a home
- Reference guide
- Regulatory programs

Hospitals
Multifamily
OAHF
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RESPA - Complaint

Welcome to the RESPA Complaint web page. We appreciate receiving information from consumers and settlement service providers who can assist us in the enforcement of the Real Estate Settlement Procedures Act (RESPA). Through this site you will be able to electronically file a complaint against a settlement service provider whose actions may have violated RESPA. Please read the questions below carefully and provide documentation to support your allegations. For general information on RESPA, visit our website at:

<http://www.hud.gov/respa>

[Instructions on Filing a RESPA Complaint Online](#)

[What happens once you file a complaint?](#)

[RESPA Privacy Information](#)

[Information by State](#)
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Complainant's Information

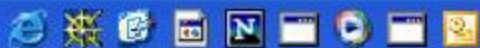
Please complete the following information about your involvement in this dispute.
* Denotes Required fields.

Source:

Prefix:



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- **Owning a home**
- **Reference guide**
- **Regulatory programs**

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Multifamily
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allegations. For general information on RESPA, visit our website at:

<http://www.hud.gov/respa>

- [Instructions on Filing a RESPA Complaint Online](#)
- [What happens once you file a complaint?](#)
- [RESPA Privacy Information](#)

Complainant's Information

Please complete the following information about your involvement in this dispute.
* Denotes Required fields.

Source:

Prefix:

*First Name:

*Last Name:

* Address:

Address 2:

* City:

* State:

* Zip Code:

* Daytime Telephone Number:

Alternate Telephone Number:

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Alternate Telephone Number:	<input type="text"/>
Fax Number:	<input type="text"/>
* Email Address:	<input type="text"/>
* Confirm Email Address:	<input type="text"/>

Subject of Complaint # 1

Please complete the following information about the company/individual against which complaint.

*Subject Name:	<input type="text"/>
Company Contact, if known:	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
* State:	Select One <input type="text"/>
Zip Code:	<input type="text"/>
Daytime Telephone:	<input type="text"/>
Alternate Telephone Number:	<input type="text"/>
Fax Number:	<input type="text"/>
Email Address:	<input type="text"/>



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Email Address:

Web Site Address:

Comments (limit to 1000 characters):

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Open Sections below to give us additional information about your complaint:

1. Have you previously submitted a complaint of this matter to the Office of RESPA?

n/a Yes No

2. Have you contacted an attorney regarding this matter?

n/a Yes No

3. Have you filed a complaint with any other state or federal agency regarding this matter?

n/a Yes No



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A. Settlement Disclosures and/or Settlement Costs

Please check appropriate information

1. Does your complaint involve not receiving a Good Faith Estimate after completing your application (not loan pre-qualification)?

n/a Yes No

2. Does your complaint involve not receiving a Special Information booklet?

n/a Yes No

3. Does your complaint involve not receiving a Mortgage Servicing Disclosure Statement?

n/a Yes No

4. Does your complaint involve settlement charges on your HUD1/HUDA Settlement Statement that are higher than those disclosed on the Good Faith Estimate?

n/a Yes No

5. Does your complaint involve not receiving a HUD-1 Settlement Statement one (1) day before settlement after a specific request was made?

n/a Yes No

6. Does your complaint involve not receiving a HUD-1 Settlement Statement at settlement?

n/a Yes No

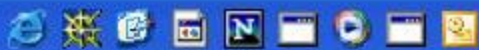
7. Does your complaint involve not receiving an Initial Escrow Statement within 45 days of settlement?

n/a Yes No

8. Comments and explanations (limit to 1000 characters):



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B. Servicing of Your Loan and Escrow Account

Please check appropriate information

It is important to note that if you are experiencing a problem with the servicing of your account, you should first submit a Qualified Written Request (QWR), [Sample of QWR Complaint Letter](#), to your servicer. Your servicer has 20 business days to acknowledge receipt of your QWR and 60 days to provide a response addressing or resolving the complaint.

1. Have you submitted a QWR to your servicer?

n/a Yes No

2. Does your complaint involve your servicer requiring excess amounts in your escrow account?

n/a Yes No

3. Does your complaint involve your servicer not paying taxes and/or insurance in a timely manner?

n/a Yes No

4. Does your complaint involve a servicer that did not respond to a QWR?

n/a Yes No

5. Does your complaint involve not receiving an annual escrow statement?

n/a Yes No



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n/a Yes No

6. Does your complaint involve lenders force place insurance?

n/a Yes No

7. Does your complaint involve the transfer of your loan servicing?

n/a Yes No

8. Does your complaint involve misplaced mortgage payment(s) or late fees?

n/a Yes No

9. Comments and explanations (limit to 1000 characters):

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C. Required use of a settlement service provider

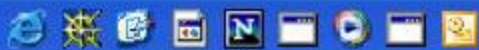
Please check appropriate information

1. Does your complaint involve the required use of a particular settlement service provider, lender, mortgage broker, title company, real estate agent/broker...?

n/a Yes No



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n/a Yes No

2. Does your complaint involve not receiving an Affiliated Business Disclosure?

n/a Yes No

3. Does your complaint involve the seller requiring you to use and purchase title insurance from a specific title company?

n/a Yes No

4. Comments and explanations (limit to 1000 characters):

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D. Kickbacks and Unearned Fees

Please check appropriate information

1. Does your complaint involve kickbacks to settlement service providers?

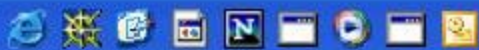
n/a Yes No

2. Does your complaint involve unearned fees?

n/a Yes No



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n/a Yes No

2. Does your complaint involve unearned fees?

n/a Yes No

3. Does your complaint involve Sham Business Arrangements?

n/a Yes No

4. Comments and explanations (limit to 1000 characters):

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E. Other...

Information about this Complaint

Please check appropriate information

When did the violation take place (mm/dd/yyyy)?

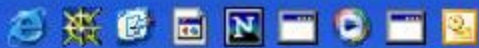
00/00/0000

1. Does the complaint involve a 1-4 family residential property? (Including individual units, condominiums and cooperatives)

n/a Yes No



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condominiums and cooperatives)

n/a Yes No

2. Does your complaint involve an FHA loan?

n/a Yes No

3. Does your complaint involve disputes over the disclosure of the interest rate, pre-pa penalties or right of rescission?

n/a Yes No

4. Does your complaint concern the way in which a loan application was processed (l of time, documents requested, borrower's credit, denial of loan, etc.)?

n/a Yes No

5. Does your complaint concern the condition of the property, such as appraised value construction quality, home inspection, property repair, etc.?

n/a Yes No

6. Does your complaint relate to the payoff of your mortgage loan?

n/a Yes No

7. Does your complaint involve fee splitting of unearned fees between settlement service providers?

n/a Yes No

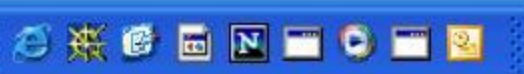
8. Please forward documentation to support your complaint/allegations.

n/a Documents to be forward No documents will be forward

9. Comments and explanations (limit to 1000 characters):



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[Empty text input field]

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Instructions for Forwarding Supporting Documents

Please remember that it is important for us to have copies of all relevant documents to your complaint. Mail documents along with a copy of your Confirmation Sheet to the address:

Please list your supporting documents. Do not include original documents with your complaint (characters)

[Empty text input field]

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Send to:

U.S. Department of Housing and Urban Development
Office of RESPA and Interstate Land Sales,
Room 9154
451 Seventh Street, S.W.
Washington, DC 20410

Ref. Case Number _____

Office Number (202)708-0502

Fax Number (202)708-4559

After you click the 'Submit' button, a confirmation page will be displayed for you to boot

Comments and Questions

If you experience problems with this web site, please contact the Office of RESPA and Interstate Land Sales at 202-708-0502, Monday through Friday, from 8:45 a.m. to 5:15 p.m. or send an e-mail describing the problem to: hsgrespa@hud.gov.

Content updated June 10, 2008



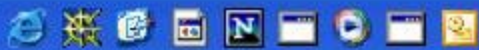
U.S. Department of Housing and Urban Development
451 7th Street S.W., Washington, DC 20410
Telephone: (202) 708-1112 TTY: (202) 708-1455
[Find the address of a HUD office near you](#)



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RESPA's Privacy and Security Information

The Office of RESPA and Interstate Land Sales respects your right to privacy and will protect your privacy when you visit our web site. Here are some things you should know about how we protect your privacy.

1. When you send us email, we will not share your email address with anyone outside of HUD staff, its contractors, and other federal representatives necessary to respond to your inquiry.
2. When you submit your complaint, an Email Verification will be sent to you confirming your email address. No action will be taken by this office until your email address has been confirmed.
3. Individual(s) filing a RESPA complaint against a settlement service provider under Section 8 or Section 9 will remain anonymous.
4. When filing a complaint against a settlement service provider under RESPA Section 8 or Section 9, this office is unable to provide you with updated information with regards to an on-going investigation.

Confidentiality:

Confidentiality of information is assured pursuant to Federal Regulations 24CFR15.3

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Complainant's Information

Please complete the following information about your involvement in this dispute.

* Denotes Required fields.

Source:

Prefix:

Done

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When happens on...

What happens once you file a complaint?

1. Once you have submitted your information regarding your complaint, a "pop-up" receipt will appear on your screen, which you can save as a bookmark or print the information.
2. HUD's Office of RESPA and Interstate Land Sales will receive your complaint and send you an email verification, in which you are to confirm your email address by clicking the link.
3. Within 24-48hrs of verifying your complaint you will receive an acknowledgement email confirming that your submission has been received and is in process.
4. A RESPA case number will be assigned to your submission, and included in the acknowledgement email. This case number must be used when communicating with this office.
5. The information provided will be examined, and this office will determine if your issue(s) meets the jurisdictional requirements of RESPA.
6. This office will make its best efforts to respond to your complaint.

Print

Close

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complaint information enforcement Res Act able to

ions may have violated RESPA. Please provide documentation to support your RESPA, visit our website at:

www.hud.gov/respa

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Complaint Information

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Instructions on Filing a RESPA ...

Instructions on Filing a RESPA Complaint Online

1. Gather any documents that are relevant to your complaint, such as the Good Faith Estimates, HUD-1 Settlement Statements, escrow account statements, sales agreements and/or other documents that substantiate your allegations. You may need to refer to these documents while completing the form. In addition, send copies of these documents to the Office of RESPA & ILS along with a copy of your **Complaint Submission** form.
2. Upon completion of your complaint form, click the **"Submit"** button.
3. An Email Verification will be sent to you confirming the submission of your complaint. You must respond by clicking the "Link" in the email to continue the submission process.
4. Your complaint will be forwarded to HUD's Office of RESPA and Interstate Land Sales for processing. You will receive an **Acknowledgement of Complaint**, which confirms that your complaint was received in this office. Moreover, a RESPA case number will be assigned to your complaint, which you must use for all communication with this office.
5. Print the **Acknowledgment of Complaint** page. Provide relevant documents. When forwarding documentation to this office, include a copy of the Acknowledgment of Complaint, which you will receive via email, after your submission has been verified. Send the information to:

Director, Office of RESPA and Interstate Land Sales
US Department of Housing and Urban Development
Room 9154
451 7th Street, SW
Washington, DC 20410

Please do not send original documents

[Print](#)

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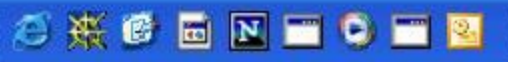
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