







Following is a list of mortgage servicer and/or property preservation contacts designed for officials of any municipality to assist in identifying the loan servicer and the designated staff for issues pertaining to vacant and abandoned properties.

*Please Note:* In some cases, the banking entity identified by a municipal official regarding a particular property may be a trustee and not the mortgage loan servicer. In those instances, please utilize the second section below to contact the trustee to assist in identifying the loan servicer.

For additional information regarding the role of the trustee (and the loan servicer), please refer to the following webpage at [http://safeguardproperties.com/Resources/Mortgage\\_Servicer\\_and\\_Property\\_Preservation\\_Contacts.aspx](http://safeguardproperties.com/Resources/Mortgage_Servicer_and_Property_Preservation_Contacts.aspx)










For questions regarding this list, or to update information, please contact [community.initiatives@safeguardproperties.com](mailto:community.initiatives@safeguardproperties.com).

Company	Contact Information
Arvest Mortgage Division 	<b>Servicer:</b> <a href="mailto:AMD-DefaultSupport-DG@arvest.com">AMD-DefaultSupport-DG@arvest.com</a>  <b>Property Preservation Company:</b> <a href="mailto:Arvest.CustomerService@safeguardproperties.com">Arvest.CustomerService@safeguardproperties.com</a>
Bank of America 	<b>Property Preservation Company:</b> <a href="mailto:codecompliance@safeguardproperties.com">codecompliance@safeguardproperties.com</a>
Bayview Loan Servicing, LLC 	<b>Servicer:</b> <a href="mailto:PPR@Bayviewloanservicing.com">PPR@Bayviewloanservicing.com</a>  <b>Direct Contacts:</b> <b>Michael Lopata:</b> <a href="mailto:MichaelLopata@bayviewloanservicing.com">MichaelLopata@bayviewloanservicing.com</a> Default Preservation Specialist, 954-590-7161 1415 W. Cypress Creek Rd., Suite 200 • Fort Lauderdale, FL, 33309  <b>Tina Bado:</b> <a href="mailto:TinaBado@bayviewloanservicing.com">TinaBado@bayviewloanservicing.com</a> First Vice President Default Administration, Office: 306-921-6605 • Fax: 305-260-1440 7300 Corporate Center Dr., Suite 404 • Miami, FL 33126
DHI Mortgage Company, Ltd. 	<b>Servicer:</b> <a href="mailto:loanservicing@dhimortgage.com">loanservicing@dhimortgage.com</a>  10700 Pecan Park Blvd., Suite 450 • Austin, TX 78750 Phone: 866-350-7746 • Fax: 800-547-1844
Davenport Financial 	<b>Servicer:</b> <a href="mailto:preservation@davenportfinancial.com">preservation@davenportfinancial.com</a> , 1-800-604-1876
Dovenmuehle Mortgage, Inc.  <b>DOVENMUEHLE</b>	<b>Servicer:</b> <a href="mailto:propertypreservation@dmicorp.com">propertypreservation@dmicorp.com</a>



Company Name	Contact Information
<p>Fay Servicing, LLC</p> 	<p><b>Servicer:</b> <a href="mailto:Preservation@FayServicing.com">Preservation@FayServicing.com</a></p> <p>Attn: Property Preservation 8001 Woodland Center Blvd., Suite 100 • Tampa, FL 33614</p>
<p>Fifth Third Bank</p> 	<p><b>Servicer:</b> <a href="mailto:PropertyPreservation.Bancorp2@53.com">PropertyPreservation.Bancorp2@53.com</a></p> <p><b>Property Preservation Company:</b> <a href="mailto:codecompliance@safeguardproperties.com">codecompliance@safeguardproperties.com</a></p>
<p>First-Citizens Bank &amp; Trust Company</p> 	<p><b>Servicer:</b> <a href="mailto:lossmitigation@firstcitizens.com">lossmitigation@firstcitizens.com</a></p>
<p>First Interstate Bank</p> 	<p><b>Direct Contacts:</b></p> <p><b>Tamara Kraft:</b> <a href="mailto:tamara.kraft@fib.com">tamara.kraft@fib.com</a> Collections Manager, 307-235-4268</p> <p><b>Launa Hackleman:</b> <a href="mailto:launa.hackleman@fib.com">launa.hackleman@fib.com</a> Loan Collector III, 307-235-4211</p> <p>PO Box 40 • Casper, WY 82602</p>
<p>First National Bank</p> 	<p><b>Servicer:</b> <a href="mailto:FNBmortgageAssistance@FNB-CORP.com">FNBmortgageAssistance@FNB-CORP.com</a></p>
<p>Freedom Mortgage</p> 	<p><b>Servicer:</b> <a href="mailto:propertypreservation@freedommortgage.com">propertypreservation@freedommortgage.com</a></p> <p>907 Pleasant Valley Ave. • Mt. Laurel, NJ 08054</p>
<p>Guild Mortgage Company</p> 	<p><b>Servicer:</b> <a href="mailto:codecompliance@guildmortgage.net">codecompliance@guildmortgage.net</a></p> <p><b>Property Preservation Company:</b> <a href="mailto:codecompliance@safeguardproperties.com">codecompliance@safeguardproperties.com</a></p>
<p>Heartland Credit Union</p> 	<p><b>Direct Contacts:</b></p> <p><b>Loss Mitigation:</b> Sara Tebrugge, <a href="mailto:stebrugge@hcu.org">stebrugge@hcu.org</a>, 217-726-2101 x 215 <b>Mortgage Servicing:</b> Emily Cannon, <a href="mailto:ecannon@hcu.org">ecannon@hcu.org</a>, 217-726-2101 x 259</p> <p>2213 West White Oaks Dr. • Springfield, IL 62704</p>






Company Name	Contact Information
<p>Huntington Bank</p> 	<p><b>Servicer:</b> <a href="mailto:Preservation@Huntington.com">Preservation@Huntington.com</a></p>
<p>JP Morgan Chase</p> 	<p><b>Servicer:</b> <a href="mailto:cpc.violations@chase.com">cpc.violations@chase.com</a></p>
<p>Loan Depot</p> 	<p><b>Servicer:</b> <a href="mailto:codecompliance@loandepot.com">codecompliance@loandepot.com</a></p>
<p>McCue Mortgage Company</p> 	<p><b>Servicer:</b> <a href="mailto:preservation@mccuemortgage.com">preservation@mccuemortgage.com</a></p> <p><b>Property Preservation Company:</b> <a href="mailto:codecompliance@safeguardproperties.com">codecompliance@safeguardproperties.com</a></p>
<p>M&amp;T Bank</p> 	<p><b>Servicer:</b> <a href="mailto:P&amp;Pescalation@mtb.com">P&amp;Pescalation@mtb.com</a></p> <p><b>Direct Contact:</b>  <b>Chip Nolan:</b> <a href="mailto:anolan@mtb.com">anolan@mtb.com</a>  Property Preservation Escalation Manager  475 CrossPoint Pkwy. • Getzville, NY 14068</p>
<p>Mr. Cooper</p> 	<p><b>Servicer:</b> <a href="mailto:codeviolations@mrcooper.com">codeviolations@mrcooper.com</a></p>
<p>Navy Federal Credit Union</p> 	<p><b>Servicer:</b> <a href="mailto:Mortgage_Collections@navyfederal.org">Mortgage_Collections@navyfederal.org</a></p> <p><b>Direct Contact:</b>  <b>Tia Tucci:</b> <a href="mailto:Tia_Tucci@navyfederal.org">Tia_Tucci@navyfederal.org</a>, 703-206-7525</p>
<p>New York Community Bank</p> 	<p><b>Servicer:</b> <a href="mailto:MortgageResearch@mynycb.com">MortgageResearch@mynycb.com</a></p> <p><b>Direct Contacts:</b>  <b>Sarah Artino:</b> <a href="mailto:Sarah.Artino@mynycb.com">Sarah.Artino@mynycb.com</a>  <b>Christopher Gray:</b> <a href="mailto:Christopher.Gray@mynycb.com">Christopher.Gray@mynycb.com</a>  <b>Yudy Pimental:</b> <a href="mailto:Yudy.Pimental@mynycb.com">Yudy.Pimental@mynycb.com</a></p>
<p>Pingora Loan Servicing</p> 	<p><b>Peggy King:</b> <a href="mailto:pking@Pingorafund.com">pking@Pingorafund.com</a>  Servicer Oversight Quality Control Manager  Toll Free: 877-239-3972 x 7338 • Office: 308-633-3864</p> <p>1755 Blake St., Suite 200 • Denver, CO 80202</p>







Company Name	Contact Information
<p>PNC</p> 	<p><b>Servicer:</b> <a href="mailto:PropertyPreservation@pnc.com">PropertyPreservation@pnc.com</a>, Pre-Foreclosure Sale</p> <p><a href="mailto:REO@pnc.com">REO@pnc.com</a>, Post-Foreclosure Sale</p>
<p>Provident Funding</p> 	<p><b>Direct Contacts:</b></p> <p><b>Jessica Ball:</b> <a href="mailto:JBall@provident.com">JBall@provident.com</a>, 1-800-696-8199 x 7782</p> <p><b>Derek Adams:</b> <a href="mailto:DAdams@provident.com">DAdams@provident.com</a>, 1-800-696-8199 x 7758</p>
<p>Santander Bank (formerly Sovereign Bank)</p> 	<p><b>Direct Contacts:</b></p> <p><b>Shannon Lippert:</b> <a href="mailto:slippert@santander.us">slippert@santander.us</a>, 610-378-6323, Operations Manager</p> <p><b>Colleen Curran:</b> <a href="mailto:ccurran@santander.us">ccurran@santander.us</a>, 610-378-6366, Operations Department</p> <p>601 Penn St. • Reading, PA 19601</p>
<p>SC Housing</p> 	<p><b>Direct Contacts:</b></p> <p><b>Jean Kunz:</b> <a href="mailto:jeana.kunz@schousing.com">jeana.kunz@schousing.com</a> 300-C Outlet Pointe Blvd. • Columbia, SC 29210</p> <p><b>Property Preservation Company:</b> <a href="mailto:Codecompliance@safeguardproperties.com">Codecompliance@safeguardproperties.com</a></p>
<p>Specialized Loan Servicing</p> 	<p><b>Servicer:</b> <a href="mailto:PropPres@sls.net">PropPres@sls.net</a></p> <p><a href="mailto:codev.samreo@computershare.com">codev.samreo@computershare.com</a>, Post-Foreclosure Sale</p> <p>8742 Lucent Blvd. • Littleton, CO 80129</p>
<p>Statebridge Company, Inc.</p> 	<p><b>Servicer:</b> <a href="mailto:sbpreservation@statebridgecompany.com">sbpreservation@statebridgecompany.com</a></p> <p>5680 Greenwood Plaza Blvd., Suite 100S • Greenwood Village, CO 80111</p>
<p>Sun West Mortgage Company, Inc.</p> 	<p><b>Servicer:</b> <a href="mailto:pnp@swmc.com">pnp@swmc.com</a></p>
<p>TruHome Solutions</p> 	<p><b>Servicer:</b> <a href="mailto:mortgageservicing@truhomesolutions.com">mortgageservicing@truhomesolutions.com</a></p> <p><b>Direct Contact:</b></p> <p><b>Doug Batin:</b> <a href="mailto:dbattin@truhome.com">dbattin@truhome.com</a> SVP Mortgage Servicing, Office: 913-981-1709 Mobile: 214-733-3725</p> <p>9601 Legler Rd., Lenexa, KS 66219</p>



Company Name	Contact Information
<p>U.S. Department of Housing and Urban Development (HUD)</p> 	<p><b>Website for field service &amp; assest manager contacts:</b>  <a href="https://www.hud.gov/program_offices/housing/sfh/reo/mm/mminfo">https://www.hud.gov/program_offices/housing/sfh/reo/mm/mminfo</a></p>
<p>Truman Capital Advisors</p> 	<p><b>Direct Contacts:</b>  <b>Christine Seiler :</b> <a href="mailto:cseiler@trucap.com">cseiler@trucap.com</a>  <b>Alex Lopez:</b> <a href="mailto:alopez@trucap.com">alopez@trucap.com</a></p>
<p>Wells Fargo Home Mortgage</p> 	<p><b>Servicer:</b> <a href="mailto:codeviolations@wellsfargo.com">codeviolations@wellsfargo.com</a></p> <p>Attention: Property Preservation  F2303-04J  1 Home Campus, Des Moines, IA 50328  Toll-Free: 1-877-617-5274</p>

# TRUSTEES

Company Name	Contact Information
Bank of New York Mellon 	<b>Trustee:</b> <a href="mailto:mbs.property.inquiries@bnymellon.com">mbs.property.inquiries@bnymellon.com</a>
Christiana Trust - Wilmington Savings Fund Society (WSFS) 	<b>Trustee:</b> <a href="https://ctpropsearch.com/">https://ctpropsearch.com/</a> (website)
Deutsche Bank 	<b>Trustee:</b> <a href="mailto:mbs.property-inquiry@db.com">mbs.property-inquiry@db.com</a>
HSBC N.A. 	<b>Trustee:</b> <a href="mailto:corporate.trust@us.hsbc.com">corporate.trust@us.hsbc.com</a>