

LENDER CONTACT DIRECTORY

SHORT SALE SPECIALIST NETWORK

*“Preventing Foreclosures One
Home at a Time”*

www.theshortsaleguide.com

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This list is updated frequently; if you have any new numbers or corrections, please help us keep this list accurate by contacting us at:

The Short Sale Specialist Network
supportsssn@gmail.com
(877) 737-4903

ABM AMRO Mortgage

(800) 783-8900

Accredited Home Lenders

(877) 683-4466

AHMSI - American Home Mortgage Corp.

General Info: (877) 304-3100

Fax: (877) 452-6490

Fax: (866) 452-1837

Allstate Mortgage Loans & Investments, Inc.

Phone: (866) 351-0200

Fax: (352) 351-4557

<http://www.allstateocala.com>

AMC Mortgage Services

(800) 211-6926

(Also handles loans originated by Ameriquest and Argent)

American Home Mortgage Servicing, Inc.

Phone: (877) 304-3100

Fax: (866) 452-1837

<http://www.ahmsi3.com>

Ameriquest Mortgage

(Debt collection--see AMC Mortgage Services) (800) 211-6926

AMS Servicing, LLC

Phone: (866) 919-5608

Fax: (716) 204-3875

<http://www.am-servicing.com>

AmTrust Bank

(aka Ohio Savings Bank)

(888) 696-4444

ASC

General Info: (800) 842-7654
Authorization Fax: (866) 917-1877
Liquidation Team (SS Dept): (866) 903-1053
Liquidation Team fax: (866) 359-1975
ASC Uses the Same Loss Mitigation Dept as Wells Fargo

Aurora Loan Services

General info: (800) 550-0508
Fax: (303) 728-7648
Short Sale Fax: (866) 581-4503
LM Dept: (866) 521-3828
SS Packet Fax: (866) 517-7976
<https://myauroraloan.com>

Avelo Mortgage LLC Now serviced by Litton Loan Services, Inc
(866) 992-8356

Bank of America

(800) 846-2222
General Info: (800) 285-6000
Fax: (716) 635-7255
Short Sale Dept: (866) 413-3757
LM Dept: (800) 846-2222
Home Retention Dept: (800) 633-4510
Heloc Fax: (704) 208-1350
Charge-Off Dept: (800) 851-4032 opt. 2
SS Dept for Freddie Mac loans: (877) 444-8291, option 4
Foreclosure Dept: (800) 669-6650
HAFA Phone: (800) 669-0102
HAFA Fax: (800) 596-8395
<http://www.bankofamerica.com/mha>

Bank United

Phone: (877) 779-2265
Fax: (831) 479-6027
<http://www.bankunited.com/>

Bay Federal Credit Union

Phone: (888) 422-9333
Fax: (831) 479-6027
<http://www.bayfed.com>

Bayview Loan Servicing, LLC

Phone: (800) 457-5105
Fax: (305) 646-9943
Fax2: (877) 360-9593
<http://www.bayviewloanservicing.com>

BB&T Mortgage

(800) 827-3722
LM Dept: (800) 295-5744 x28422
LM Fax: (252) 293-9058

Beneficial

(800) 333-5848

Carrington Mortgage (CMS)

General Info: (800) 561-4567
Loan Counseling: (888) 788-7306
LM Fax: (949) 534-9725
LM Fax: (866) 251-4563
Auth Fax: (949) 517-5220 (include password)
Short Sale Dept: (800) 790-9502
Home Retention Dept: (800) 477-0193
HAFA Phone: (888) 267-2417
HAFA Fax: (877) 267-1331
<http://www.carringtonms.com>

CCO Mortgage

Phone: (800) 234-6002
Fax: (888) 777-1631
<http://www.ccomortgage.com>

Cenlar

(866) 305-6949
(888) 782-7378
NJ: (609) 538-4024
marketing@cenlar.com

Central Florida Educators Federal Credit Union

Phone: (800) 771-9411
Fax: (407) 893-5727
<http://www.cfefcu.com>

Central Jersey Federal Credit Union

Phone: (732) 634-0600

Fax: (732) 726-8709

<http://www.cjfcu.org>

Central Pacific Bank

(800) 342-8422

Charter One

(800) 234-6002

Chase

(800) 548-7912

Loss Mitigation (877) 838-1882 ext. 52195

The Number you will be directed to after you give your loan number: (866) 665-7629

Chase Home Finance

(800) 848-9136 (customer service) (858) 605-2181 (delinquency customer service)

General Info: (614) 422-0376

General Fax: (614) 422-7259

Loss Mitigation Dept: (800) 446-8939

Loss Mitigation Fax: (888) 874-2664

Collections: (800) 848-9380

Regular package fax: (614) 422-7259

Authorization Fax: (614) 422-7912

Authorization Fax2: (614) 422-7575

Authorization fax 3: (866) 282-5682

Foreclosure Dept: (800) 981-3792

Short Sale Dept (investor owned loan): (877) 419-6490

Short Sale Dept (bank owned loan): (800) 437-4892

SS Fax: (866) 220-4130

Chase Home Finance-New Jersey

(800) 446-8939

Chase Manhattan Mortgage

(800) 446-8939 (Ohio Servicing Center)

(800) 526-0072 (Florida Servicing Center)

(800) 527-3040 x533 (Florida Servicing Center)

Chevy Chase Bank

(800) 933-9100

Citi Financial Mortgage

(800) 753-3673

General Info: (866) 704-8050

Hmoe Equity Dept: (800) 685-0935 & 800-283-7918

1st lien Short Sale Dept: (866) 713-4785

1st lien fax: (301) 696-4473

2nd lien Short Sale Dept: (866) 520-5499

Short Sale Dept: (800) 695-0384

Short Sale Dept fax: (866) 675-5772 , (866) 989-2089, (866) 989-2088

2nd Mortgage Division: (866) 520-5499

Collections Dept: (800) 788-4517

Citizens First Wholesale Mortgage Co.

Phone: (800) 477-1086

Fax: (352) 753-4482

<http://my.countrywide.com/media/hasp.html>

CitiMortgage

(800) 283-7918

HAFa Phone: (866) 915-9417

HAFa Fax: (866) 989-1356

Countrywide (Bank of America)

(800) 262-4218

Loss Mitigation Dept: (866) 880-1232

Short Sale Department Fax: (888) 491-4947

Authorization Fax: (805) 520-5019

Authorization Fax2: (800) 658-0395

Bankruptcy Dept: (800) 669-5224

Escalation Dept: (866) 265-3512

Home Retention: (888) 325-6428

HAFa Phone: (800) 669-6607

HAFa Fax: (800) 596-8359

Community First Credit Union

General info: (800) 342-8416

LM Dept: (904) 371-7964 x 1

Fax: (904) 371-7938

Collections Fax: (904) 371-8093

Cuc Mortgage Corporation

Phone: (800) 342-4998

Ditech(GMAC)

(800) 852-0656 (800) 449-8582

Downey Financial Corp

(800) 824-6902, ext. 6696

DuPage Credit Union

Phone: (800) 323-2611

Fax: (630) 305-6030

EMC

(800) 723-3004

General Info: 800-723-3004

Fax: 917-849-2677

<http://www.emcmortgagecorp.com>

EverBank

(800) 669-7724 ext. 4730

Everhome Mortgage

General info: (800) 669-7724

Fax: (904) 281-2337

Equity One

(Debt collection) (866) 361-3460

Farmers State Bank

Phone: (800) 350-2844

Fax: (419) 853-4730

<https://farmersstate-oh.com>

FASLO

General Info: (866) 814-3112

Fax: (817) 826-2059

Recovery Dept: (866) 605-3589

Recovery Dept. Fax: (817) 826-2059

Fifth Third Bank

(800) 375-1745 Option 3

First Bank

Phone: (800) 760-2265

Fax: (907) 228-4421

<http://www.firstbanks.com>

First Federal Savings and Loan Association of Port Angeles

Phone: (800) 800-1577

Fax: (360) 457-5194

<https://www.ourfirstfed.com/home/home>

First Franklin

Customer Service: (800) 346-6437

Loan Services: (800) 745-1787

Auth fax: (724) 957-9032

LM Fax: (412) 499-3400

Payoff Fax: (412) 918-7327

Resolution Dept: (800) 622-5035

First Horizon Home Loans

(800) 489-2966

First Keystone Bank

Phone: (610) 892-5163

Fax: (610) 892-5122

First Merit Bank

(888) 728-9931

Flagstar Bank

Corporate Headquarters: (800) 945-7700, ext. 9780

Loan Services: (800) 968-7700, ext. 9780

Florida Telco

Mortgage Dept: (904) 720-1759

Mortgage Dept. Fax: (904) 722-6658

Franklin Credit Management Corporation

Phone: (800) 255-5897

Fax: (201) 839-4545

<http://www.franklincredit.com>

Fremont Investment & Loan

(866) 484-0291

Glass City Federal Credit Union

Phone: (800) 837-3595

Fax: (419) 887-1099

<http://www.glasscityfcu.com>

GMAC Mortgage

(800) 850-4622

General info: (866) 725-0782

Fax: (866) 709-4744

LM Dept: (800) 850-4622

Recovery Dept. fax: (866) 216-8432

Customer Service: (800) 766-4622

<http://www.gmacmortgage.com>

Great Lakes Credit Union

Phone: (800) 442-3488

<http://www.glcu.com>

GreenPoint Mortgage Funding

(800) 784-5566, ext. 5383

Green Tree

(877) 816-9125

General Info: (800) 643-0202

Fax: (866) 673-3022

Loss Mitigation Fax: (877) 612-2422

Recovery Dept: (877) 567-3434

HAFAs Phone: (800) 643-0202

HAFAs Fax: (877) 265-9717

<http://www.gtservicing.com>

Harleysville National Bank & Trust Company

Phone: (888) 462-2100

Fax: (215) 256-4903

<http://www.harleysvillebank.com>

Hillsdale County National Bank

Phone: (517) 439-6121

Fax: (517) 437-3151

<http://www.countynationalbank.com>

Homecomings Financial

(800) 850-4622

HomeEq Mortgage Servicing

(Debt collection) (866) 822-1471
General Info: (866) 822-1471
Fax: (866) 577-1227
Fax Auth: (866) 574-0832
HAFA Phone: (877) 867-7378
HAFA Fax: (866) 554-5325
<http://www.homeq.com>

Home Financing Center Inc.

Phone: (305) 777-1171
Fax: (305) 777-9819
<http://www.homefinancingcenter.com>

Home Loan Services, Inc.

Phone: (800) 622-5035
Fax: (412) 499-3400
<http://www.viewmyloan.com>

Horicon Bank

Phone: (920) 485-3080 ext. 7310
Fax: (920) 485-3059

Household Finance (A HSBC Co.)
(800) 333-5848

Household Mortgage

(800) 333-4489

HSBC Mortgage

(800) 338-6441
General info: 800-333-7023
Fax: (866) 657-6621
SS Dept: (800) 365-6730 x44408
SS Dept Fax: (866) 860-8826
LM Dept: (888) 648-3129
LM Fax: (732) 352-7519

Huntington National Bank

(800) 323-4695

IBM Southeast Employees Federal Credit Union

Phone: (800) 873-5100
Fax: (678) 797-6329
<http://www.ibmsecu.org>

IC Federal Credit Union

Phone: (800) 262-1001

Fax: (978) 343-4949

<http://www.iccreditunion.org>

Indymac Bank

(877) 736-5556

General Info: (877) 736-5556

Fax: (269) 353-2474

Fax auth: (626) 535-4084

LM Fax: (626) 583-1370

Loan Resolution Dept: (877) 908-4357

Foreclosure Servicing: (866) 706-8647

Loan Care Dept: (800) 410-9609

Irwin Mortgage

(888) 218-1988

James B. Nutter & Company

(800) 315-7334

JP Morgan Chase Bank, NA

Phone: (877) 682-4273

Fax: (917) 849-2677

<http://www.jpmorganchase.com>

Key Bank

(800) 422-2442

Lake City Bank

Phone: (888) 522-2265

Fax: (574) 267-9128

<http://www.lakecitybank.com>

Lake National Bank

Phone: (440) 205-8100

<http://www.lakenationalbank.com>

LaSalle National Bank

(800) 783-8900

Litton Loan Servicing

(800) 999-8501 or (800) 548-8665
Fax (713) 966-8820
General Info: (800) 999-8501
LM Fax: (972) 653-6322
LM Fax2: (972) 653-3333
Short Sale Dept: (800) 999-8501 x8540
HAFA Phone: (800) 247-9727
HAFA Fax: (713) 793-4923
<http://www.littonloan.com>

Los Alamos National Bank

Phone: (800) 684-5262
Fax: (505) 662-0329
<http://www.lanb.com>

Marix Servicing, LLC

Phone: (623) 249-2241
Fax: (623) 243-9467
<http://www.marixservicing.com>

Members Mortgage Company, Inc

Phone: (800) 316-9790
Fax: (781) 376-9452
<http://www.membersmortgage.com>

Metropolitan National Bank

Phone: (866) 796-3876
Fax: (501) 907-8709
<http://www.metbank.com/default.asp>

Midland Mortgage

(800) 552-3000 or (800) 654-4566

Mission Federal Credit Union

Phone: (800) 500-6328
Fax: (858) 546-2058
<http://www.missionfcu.org>

MorEquity, Inc

Phone: (800) 628-9324
Fax: (812) 475-7074
<http://www.morequity.com>

Mortgage Center, LLC

Phone: (866) 856-3750

Fax: (248) 799-8556

<http://www.mortgagecuso.com>

Mortgage Clearing Corporation

Phone: (800) 727-9043

<http://www.mortgageclearing.com>

Mortgage Lenders Network

(800) 691-0129

Mortgage Electronic Registration Systems (MERS)

(888) 679-6377

National City

(800) 367-9305, Ext. 53221 or (800) 523-8654

National City Bank

Phone: (800) 523-8654

Fax: (937) 910-4009

<http://www.nationalcitymortgage.com>

Nationstar Mortgage LLC

Phone: (888) 850-9398

Fax: (214) 488-1993

<http://www.nationstarmtg.com>

Nationwide Advantage Mortgage Company

(800) 356-3442, ext. 6002

3rd Party Authorization Fax: (866) 350-8894

NationStar Mortgage

(888) 850-9398* Press 0 for operator

General Info: (888) 850-9398 x 3828

Fax: (214) 488-1877

New Century Financial Now Carrington Mortgage Services

(800) 790-9502 or (877) 206-9904

NovaStar Mortgage Loan Resolution Department

(888) 743-0774

Non-English: (888) 743-0774, ext. 4523

Oakland Municipal Credit Union

Phone: (510) 637-6600

Fax: (510) 238-5227

<http://www.omcu.com>

Ocwen Federal Bank

(800) 746-2936 or (877) 596-8560

LM Dept: (800) 746-2936

LM Dept: (866) 355-6034

LM Dept: (877) 596-8580

LM Fax: (407) 737-5693

Collateral (SS) Dept fax: (407) 737-5071

Hafa Fax: (407) 737-6174

<http://www.ocwen.com>

Ocwen Financial Corporation

Phone: (877) 226-2936

Phone: (561) 682-8000, x8386

OneWest Bank

Phone: (800) 781-7399

Fax: (866) 235-2366

<http://www.owb.com/mymortgage>

Option One

(866) 711-1962

(888) 275-2648

ORNL Federal Credit Union

Phone: (800) 676-5328

Fax: (865) 481-5810

<http://www.ornlfcu.com>

PennyMac Loan Services, LLC

Phone: (818) 224-7510

Fax: (866) 545-9070

<http://www.pnmac.com/index.php>

PHH Mortgage (Formerly Cendant)

(800) 257-0460

(800) 750-2518

PNC Bank, National Association

Phone: (888) 762-2265

Fax: (937) 910-4009

<http://www.pnc.com>

ProvoDis

(888)878-0522

Purdue Employees Federal Credit Union

Phone: (800) 627-3328

Fax: (765) 497-7477

<http://www.purduefcu.com>

Qlending, Inc

Phone: (517) 439-6121

Fax: (517) 437-3151

Quantum Servicing Corporation

Phone: (813) 371-0254

Fax: (203) 447-8001

<http://www.quantum-servicing.com>

Real Time Resolutions

General info: (877) 599-7334

Fax: (214) 599-6460

Regions Bank

General info: (800) 734-4667

Loss Mitigation Dept: (205) 560-5421

Loss Mitigation Dept 2: (866) 298-1113

Mortgage Dept: (800) 986-2462

2nd Mortgage Dept: (800) 231-7493

Loss Mitigation Fax: (205) 560-5421

ResMae Mortgage Corp.

(877) 473-7623, ext. 5944

Residential Credit Solutions

General Info: (800) 737-1192

LM Fax: (323) 210-4595

Residential Credit Solutions

Phone: (800) 737-1192

Fax: (888) 775-7250

<http://www.residentialcredit.com/default.aspx>

RG Mortgage Corporation

Phone: (888) 264-4674

Fax: (787) 756-2845

<http://www.rgmortgage.com/mortgage>

RMS

General Info: (800) 586-6668

Fax: (757) 523-3100

RoundPoint Mortgage Servicing Corporation

Phone: (877) 426-8805

Fax: (888) 364-5558

<http://www.roundpointmortgage.com>

Saxon

(800) 665-7367

General info: (888) 325-3502

Authorization Fax: (817) 665-7970

Authorization Fax 2: (817) 665-8181

Loss Mitigation Fax: (888) 240-1885

HAFAs Phone: (800) 594-8422

HAFAs Fax: (888) 240-1885

<http://www.saxononline.com>

Schools Financial Credit Union

Phone: (800) 962-0990

Fax: (916) 569-2047

<http://www.schools.org>

SEFCU

Phone: (800) 727-3328

Fax: (518) 464-5213

<http://www.sefcu.com>

Select Portfolio Servicing

Phone: (888) 818-6032

Fax: (801) 293-3936

<http://www.spservicing.com>

Servis One Inc, dba BSI Financial Services, Inc

Phone: (800) 327-7861

Fax: (814) 217-1366

<http://www.bsifinancial.com>

ShoreBank

Phone: (800) 905-7725
Fax: (773) 420-4501
<http://www.sbk.com>

SkyBank

(800) 290-3359

Stanford Federal Credit Union

Phone: (888) 723-7328
Fax: (866) 743-3151
<http://www.sfcu.org>

Sun Trust Mortgage

(800) 634-7928
General info: (800) 443-1032
LM Dept: (800) 634-7928 option 5 then x 58791
Auth Fax: (804) 291-0134
LM Fax: (804) 675-7399

Technology Credit Union

Phone: (800) 553-0880
Fax: (408) 453-8742
<http://www.techcu.com>

Third Federal Savings

(888) 844-7333

Titanium, Inc.

General Info: (877) 500-4472
Fax: (877) 500-4480

United Bank Mortgage Corporation

Phone: (800) 968-1990
Fax: (616) 559-4631
<http://www.unitedbankofmichigan.com>

USAA

LM Dept: (866) 899-5308
LM Fax: (866) 355-6034
Auth Fax: (866) 501-1610

US Bank

(800) 365-7900
General Info: (800) 240-7890
Customer Service: (800) 365-7900
LM Dept: (800) 337-1193, (877) 490-7827
LM Fax: (866) 350-5156
Short Sale Dept: (888) 780-3997
Collections Dept: (886) 456-2622
Authorization Fax: (216) 475-7340
Short Sale Packet fax: (503) 401-8887
HAFA Phone: (888) 831-7524
<http://www.usbank.com>

Vantium Capital, Inc

Phone: (866) 660-5804
Fax: (972) 444-3356
<http://www.acqura.net>

Vystar

Mortgage Dept: (800) 445-6289 x2424
LM Fax: (904) 779-8520
Electronic Packet Submit: mortgagehardship@vystarcu.org

Wachovia (Wells Fargo)

(866) 642-8608
General Info: (866) 642-9405
Fax: (866) 260-3962
LM Dept: (877) 213-7063
Home Equity Short Sale Dept: (877) 455-6091
Home Equity Short Sale Dept fax: (866) 729-9592
HAFA Phone: (800) 922-4684
HAFA Fax: (866) 359-7363
<http://www.wachovia.com>

Washington Mutual (Chase)

(866) 926-8937
(800) 478-0036
(800) 254-3677

Waterfird Mortgage

(800) 957-7245
Fax: (260) 459-5390

Wells Fargo

(877) 216-8448 or (866) 261-5642 or (800)766-0987 or (800) 678-7986

General Info: (866) 234-8271

Fax: (866) 359-1975

LM Dept: (866) 903-1053

LM Fax: (866) 837-9108

LM Fax: (866) 590-8910

Home Equity Loan Dept: (866) 275-9138

Home Equity Loan Dept2: (888) 219-8014

Home Equity Short Sale Dept: (866) 970-7821

Home Equity Short Sale Dept Fax: (866) 593-3578

Mortgage Payoff Dept: (800) 288-3212

Home Equity Payoff Dept: (866) 810-1424

Payoff Dept Fax: (866) 238-6874

Auth Fax: (866) 917-1877

SS Packet Fax: (866) 969-0103

HAFAX Fax: (866) 359-7363

<http://www.welssfargo.com/homeassist>

Wells Fargo Financial

General Info: (800) 970-7821

Mortgage Dept: (800) 734-4028

Short Sale Dept: (800) 275-9254

Short Sale Dept Fax: (800) 588-9157

Card Services (HELOC): (866) 223-1851

Card Services (HELOC) Fax: (800) 851-7519

Wendover Financial Services Corporation

(800) 934-1081

(800) 436-1022

General Info: (866) 234-8271

Fax: (866) 359-1975

Loss Mitigation Dept: (800) 850-4622

Wescom Central Credit Union

Phone: (888) 493-7266

Fax: (626) 535-1357

<http://www.wescom.org>

Wilshire Credit Corporation

Phone: (888) 502-0100

Fax: (888) 917-1050

<https://www.wcc.ml.com>

Yadkin Valley Bank

Phone: (336) 259-6252

Fax: (336) 922-9896

<http://www.yadkinvalleybank.com>

This list is updated frequently; if you have any new numbers or corrections, please help us keep this list accurate by contacting us at:

The Short Sale Specialist Network

supportssn@gmail.com

(877) 737-4903