



Consumer Financial  
Protection Bureau

1700 G Street, N.W., Washington, DC 20552

## CFPB v. Flagstar- Case No. **2013-0988-02**

### **Background:**

The Consumer Financial Protection Bureau, or CFPB entered into a consent agreement with Flagstar Bank, F.S.B. (Flagstar). The CFPB alleged that Flagstar violated the loss mitigation provisions of the 2013 RESPA Mortgage Servicing Final Rule, and committed deceptive acts or practices by misrepresenting borrowers' right to appeal the denial of a loan modification under the Consumer Financial Protection Act of 2010 (CFPA). These laws prohibit unfair, deceptive, or abusive acts or practices and protect distressed consumers from improper review and closure of loss mitigation applications.

More information about this case can be found in our [press release](#). To see the court order in the Flagstar case, click [here](#).

### **Victim Compensation:**

We have contracted with Epiq Systems, Inc. to administer payments for this case and to answer questions from consumers on our behalf.

Consumers who submitted a loss mitigation application to Flagstar between January 1, 2011, and September 29, 2014, may be able to receive compensation when funds are distributed.

For questions related to this case please:

**Call:** 1-866-879-0481

**Email:** [flagstar\\_info@cfpbconsumerprotection.org](mailto:flagstar_info@cfpbconsumerprotection.org)

**Write:** CFPB v. Flagstar Bank, F.S.B.  
Payment Administrator  
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PORTLAND OR 97208-3058