



1700 G Street NW, Washington, DC 20552

In the Matter of Residential Credit Solutions, Inc. – File No. 2015-CFPB-0019

Background:

The Consumer Financial Protection Bureau, or CFPB, filed a lawsuit against Residential Credit Solutions, Inc. We alleged that the mortgage servicer failed to honor modifications for loans transferred from other servicers, treated consumers as if they were in default when they weren't, sent consumers escrow statements falsely claiming they were due a refund, and forced consumers to waive their rights in order to get a repayment plan.

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

Victim Compensation:

Consumers who (1) had a first or second-lien residential loan transferred to RCS between January 1, 2009 and July 30, 2015, (2) were subject to RCS's unlawful acts and practices related to in-process loan modifications, as described in paragraphs 13-26 of the [consent order](#), and (3) were harmed by those acts and practices may be able to receive compensation when funds are distributed.

The CFPB has contracted with Rust Consulting, Inc. to administer payments for this case and to answer questions from consumers. For questions related to this case, please:

Call: 1-855-720-6804 (Toll-Free)

Email: RCS_info@rustcfpbconsumerprotection.org

Write: CFPB v. Residential Credit Solutions, Inc.
Third Party Administrator
P.O. Box 2538
Faribault, MN 55021-9538