



1700 G Street NW, Washington, DC 20552

In the Matter of CFPB v. Fay Servicing, LLC File No. 2017-CFPB-0014

Background:

The Consumer Financial Protection Bureau (CFPB) took action against mortgage servicer Fay Servicing for failing to provide mortgage borrowers with the protections against foreclosure required by law. The CFPB found that Fay violated the CFPB's servicing rules by keeping borrowers in the dark about critical information about the process of applying for foreclosure relief. The CFPB also found instances where the servicer illegally launched or moved forward with the foreclosure process while borrowers actively sought help to save their homes.

More information about this case, including the final court order, can be found in our [press release](#).

Victim Compensation:

In February 2022, the CFPB began mailing checks to eligible consumers:

Call: 1 (866) 403-1824 (Toll-Free)

Email: FayServicing_info@rustcfpbconsumerprotection.org

Write: Third Party Administrator - 7395, CFPB v Fay Servicing, P.O. Box 2561, Faribault, MN 55021-9561