



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

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

**(Matter Closed)**

### **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 Dates:**

September 25, 2015- December 22, 2017

### **Vendor:**

We contracted with Epiq Systems, Inc. to administer payments for this case and to answer questions from consumers on our behalf. This matter is now closed. Payments and check reissue requests are no longer being honored.

For more information on this closed case, contact us at Consumer Financial Protection Bureau, Attn: OCFO, Flagstar, 1700 G Street NW, Washington DC 20552.