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E-Mail: consumer@wvago.gov

CONSUMER MORTGAGE COMPLAINT

1. PARTY COMPLAINING

Mr. Mrs. Ms.

Name: _____

Mailing Address: _____

City: _____ State: _____

County: _____ Zip Code: _____

Home Telephone: _____

Work Telephone: _____

Cell Telephone: _____

Email: _____

Best time to contact me: _____

Property Address - If different than the mailing address: _____

2. COMPLAINT AGAINST

Bank Name: _____

Address: _____

City: _____

State: _____ Zip Code: _____

Telephone: _____

Name of person you dealt with: _____

Title: _____

Please provide as much information as you can. If you do not know the answer to a question, feel free to answer, "I do not know." You may supplement your answers later.

3. A. Who do you receive your monthly mortgage statements from? Please provide the name, address, and telephone number of the **current mortgage servicer**:

B. Who did you make your original mortgage loan with? Please provide the name, address, and telephone number of the **original mortgage lender**:

C. Who is the owner of your mortgage loan? Please provide the name, address, and telephone number of the **mortgage loan owner**:

4. A. Have you received a foreclosure **notice**? Yes No

If yes, please provide the **Trustee** information: _____

B. Have you received a foreclosure **sale date**? Yes No

If yes, please provide the **date and time** set for the sale: _____

C. Has a foreclosure already occurred? Yes No

If yes, please provide the **date**: _____

D. Have you received an order of eviction? Yes No

If yes, please provide the **date**: _____

5. Do you currently live in the home? Yes No

6. Have you attempted to work with your mortgage servicer? If yes, please describe your experience in detail below.

7. Have you filed this complaint with any other agency or organization? Yes No

If yes, please identify the organization and explain any action that may have been taken: _____

8. Describe any legal action you have taken: _____

**Attach copies of all documents – front and back – related to your mortgage.
If statements or promises were not in writing, describe them in Question 9.
If you need additional space to tell what happened,
please continue on a separate page and attach it to your complaint.
Please DO NOT send original documents.**

