## Protecting the Pocketbook: Guarding Elders Against Wealth Stealing and Equity Draining Scams

Lauren Saunders

Managing Attorney, Washington DC Office

National Consumer Law Center

Kathleen Benway
Federal Trade Commission

Copyright 2009 National Consumer Law Center

### Seizing Seniors' Wealth

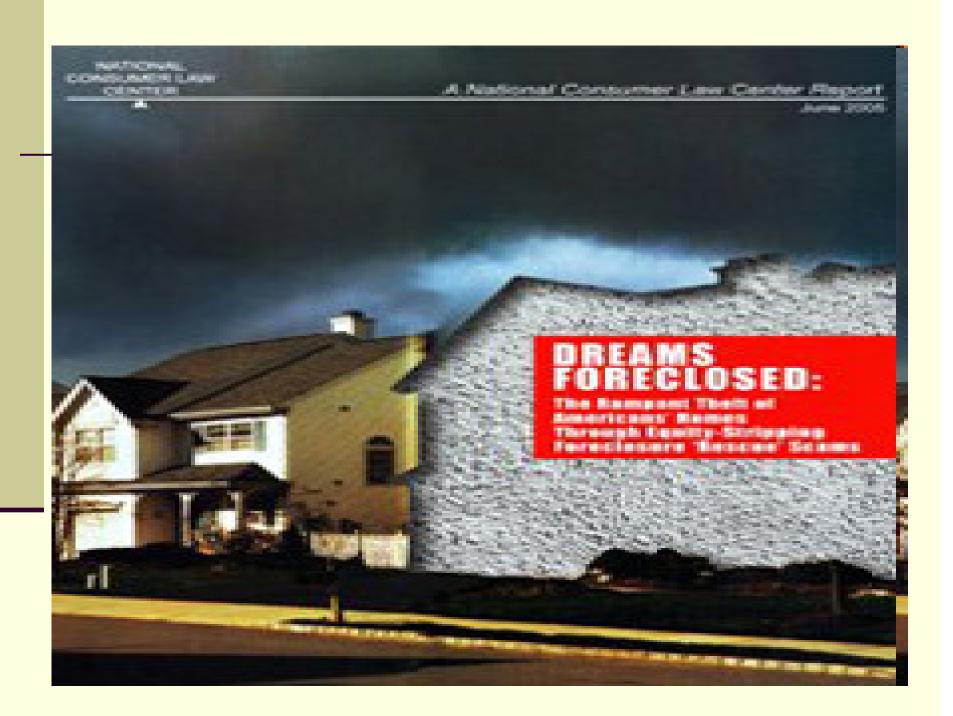
Foreclosure Rescue/Loan Modification Scams

Telemarketing fraud.

(If time) Protecting Social Security/SSI from garnishment, payday lenders, overdraft fees

### Poll #1: Who Are You?

- A) Attorney.
- B) Housing counselor.
- C) Nonlawyer in program serving seniors.
- D) Government office.
- E) Other.



### Foreclosure Crisis

- 2.3 m homeowners in foreclosure in 2008
- 81 percent increase over 2007
- 900,000 properties repossessed in 2008
- **■** February up 12% over January.
- Foreclosure moratoriums ending

### Unresponsive servicers/lenders

- Long holds on telephone.
- Lenders unwilling to offer modifications.
- Servicers get to keep default fees.
- Servicers making more money by foreclosing than working with homeowner.

### Out of Work Mortgage Professionals

## LAW FIRM SEEKS STRONG CLOSERS FOR LOAN MODIFICATIONS

Each seat is worth GOLD!!!!!

A realistic earning potential in the 200's in today's market.

#### **Skills and Qualifications:**

- at least 1 yr of mortgage sales experience
- The ability to Sell (This is a sales role)

#### Loan Modification Consultants-Work From Home! Live Transfer and Direct Response Leads!

Occupation: Loan
Modification Consultant
Position ID: Loan

Modification

That's Right! Join the
Mortgage Mitigation Machine
from Home! We are looking
for Ten (10) quality Loan
Modification Consultants
that want to work from
home and take Live
Transfer leads as well as
Direct Response Internet
Leads. Are You: Sick of
driving miles to and from
your current office? Tired of
dialing for dollars using bad
leads? Tired of your boss or



manager telling you what to do? Sick of not making enough money? Do You:

VIEW MORE DETAILS



## Publicity about Government/Industry Loan Modification Programs

- Hope Now (industry hotline)
- Hope for Homeowners (Congress passed in 2008)
- Making Home Affordable; Home Affordable Refinance Plan (Obama)
- Freddie Mac/Fannie Mae
- FDIC takeovers (IndyMac, etc.)
- Summary: <a href="http://www.consumerlaw.org/issues/financial\_distress/loan\_modification.shtml">http://www.consumerlaw.org/issues/financial\_distress/loan\_modification.shtml</a>

#### Foreclosure Rescue Scams

- Foreclosure "consultants" or phantom help. take your money, don't do anything
- <u>Sale/leaseback scams</u> take title "temporarily" while you rent and "rebuild credit." You never get it back.
- Deed theft forge deeds, claim you're refinancing but take your title.
- Short sale scams?? you sell at a loss but still on the hook for the mortgage.

# Poll #2: What types of scams are you seeing?

- A) Foreclosure consultant/loan modification scams.
- B) Equity stripping, sale/leaseback or deed theft scams.
- C) Short sale scams.
- D) A & B only.
- E) All of the above.

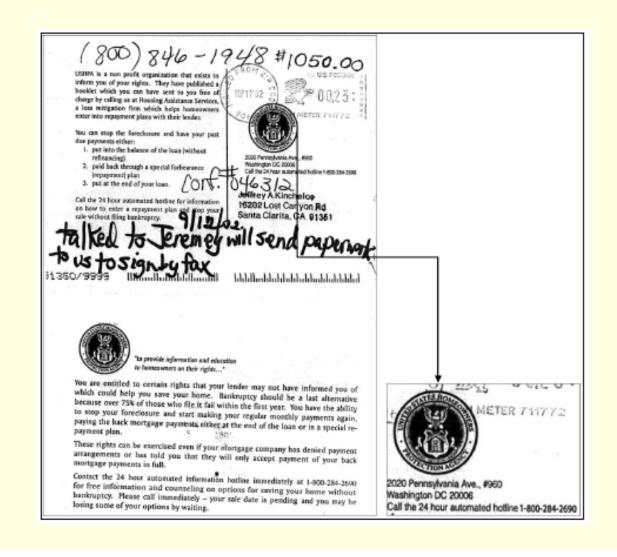
## How do the scammers get to the homeowners?

### **Loan Modification Leads**

## 30-90 Days Old INTERNET LOAN MODIFICATION LEADS 3\$

- We also have some of the best data for all you call centers voice broadcasting or dialer needs. We offer 3 different types of data for the higest conversions. We have:
- 30 60 90 Day late files pulled fresh from the credit beauros daily. The most accurate data for loan modification. This is the best file for direct mail, telemarketing, or voice broadcasting.

#### Homeowners Flooded With Solicitations



#### Billboards/Signs















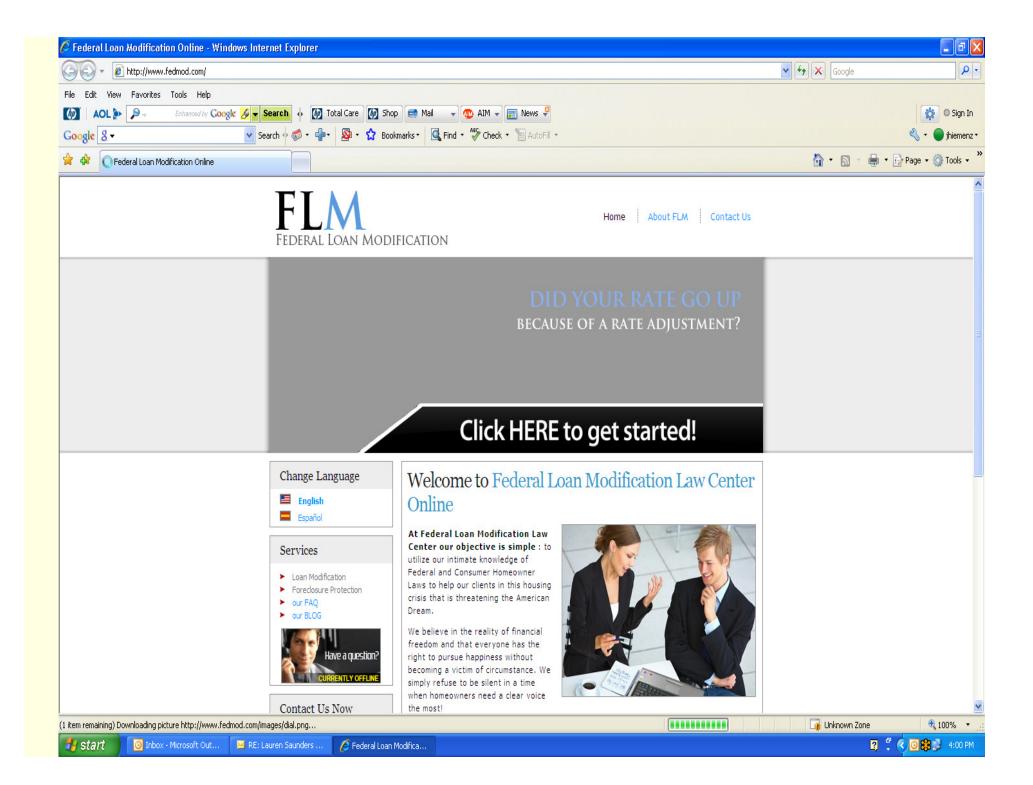




### The New Way



Stop Foreclosure - Modify Your Loan \$75 Billion Released In Government Funds



## "Loan Modification Specialists" Claims:

- Can get payments/loan reduced.
- Have special connections, can cut through "red tape".
- Will tap into government programs.
- Success guaranteed!

### "Legitimate" Loan Modification Consultants???

- High up-front fees (\$2,500 to \$5,000).
- No refund if no modification.
- Same work homeowner, nonprofit could do for free.
- May counsel to stop paying loan.
- Some use terms "federal," "U.S." or "Hope Now" – imply government affiliation.

## Poll #3:How are lenders modifying loans?

- A) Reducing principal or interest.
- B) Reducing payments by lengthening repayment period.
- C) Waiving late fees.
- Increasing payments by capitalizing arrearage.
- E) All of the above.

## What Do Loan Modifications Look Like?

- 15% reduced interest rate or principal.
- 55% reduced payments.
- Write-offs, if any, averaged 13%.
- 40% are 60 days late after a loan modification
- Lenders losing 64% when home foreclosed.

## State Laws Regulating Foreclosure Rescue Operations

Specific: AZ, CA, CO, DE, DC, FL, GA, HI, ID, IL, IN, IO, MA (reg), MD, MN, MO, NB, NV, NH, NY, OR, RI, WA

Credit repair laws: MI

Other laws (unfair and deceptive practices, fraud, etc.)

### State foreclosure rescue scam laws

- Ban up front payments
- No fee until fully perform
- Right to cancel and rescind
- Required disclosures
- Language requirements
- Illinois caps on fees
- License (i.e.,CA, MD) and bond (CA)
- May exempt nonprofits and licensed entities acting w/in scope of license.

#### FTC Enforcement Suits

- Federal Loan Modification (fedmod.com)
- Bailout.hud.gov.us
- Hope Assure dba Expert Foreclosure
- Hope Now Modifications, New Hope Property, New Hope Modifications LLC.
- National Foreclosure Relief, Inc.
- FTC Survey: 71 companies with suspicious ads.

### 20 States Cracking Down

Pennsylvania (invoking mortgage license requirements) issued cease & desist order to:

- Consumer Loan Modification (AZ);
- U.S. Settlement Services (FL)
- Federal Loan Modification Law Center (CA)

### Equity Theft Scams

- Take your title "temporarily" while you "rebuild credit."
- You rent the home, get an option to repurchase.
- Deal rigged to prevent repurchase.
- Equity is stripped through new loan.
- New lender, new buyer claim to be innocent, untouchable victims.

### Attacking Equity Stripping Scams

- If deed forged, it is void, not just voidable.
- If not, argue that sale is really an "equitable mortgage."
- Lending laws apply (TILA, etc.) with right to rescind.
- New lender/buyer had warning signs (inquiry notice) and is not a bona fide lender/buyer.

### Short Sale Scams?

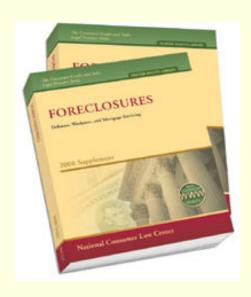
How do they work?

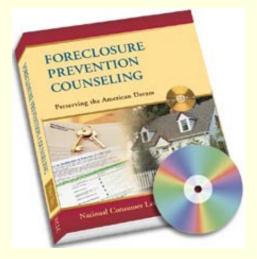
Are they scams?

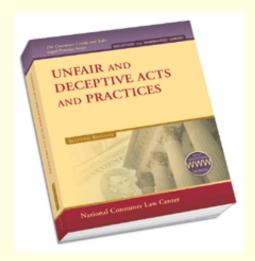
### Tips for Seniors Facing Foreclosure

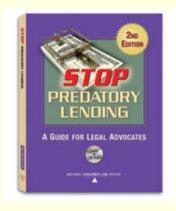
- Don't pay any money up front.
- Visit a HUD-approved housing counseling agency. (800) 569-4287
- Contact your lender and don't deal with anyone else who approaches you.
- Be realistic and sell.
- Act fast; time costs you options.
- Visit an attorney if you think you may have a predatory loan.

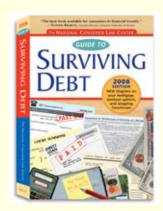
## **NCLC** Publications











#### Other NCLC Resources

- Advocates (not consumers) with short legal questions are welcome to call (617) 543-8010. More extensive assistance is available for those representing seniors and those in California, Massachusetts, Montana and Washington State.
- NCLC provides consulting, document review and expert witness services on a fee basis.
- NCLC does not directly assist individual consumers.

## Questions?

### Telemarketing Scams

Kathleen Benway

**Federal Trade Commission** 

### Social Security/SSI lost to:

Direct deposit to payday lenders/check cashers.

Garnishment by debt collectors/fees from freezing of bank account.

Bank overdraft fees. (Fed is considering changes. See our legislation webpage.)

## Direct Express Prepaid Card for Social Security and SSI

- Aimed at 4 million who get paper checks.
- No garnishment, freezing, or overdrafts.
- One free withdrawal per deposit.
- Sign up for free low balance and deposit
- Alerts by phone, text or email.
- Sign up for statements for \$0.75/month.
- More info at NCLC.org under "For Consumers."

### Thank You