

SNAPSHOTS OF STRUGGLE

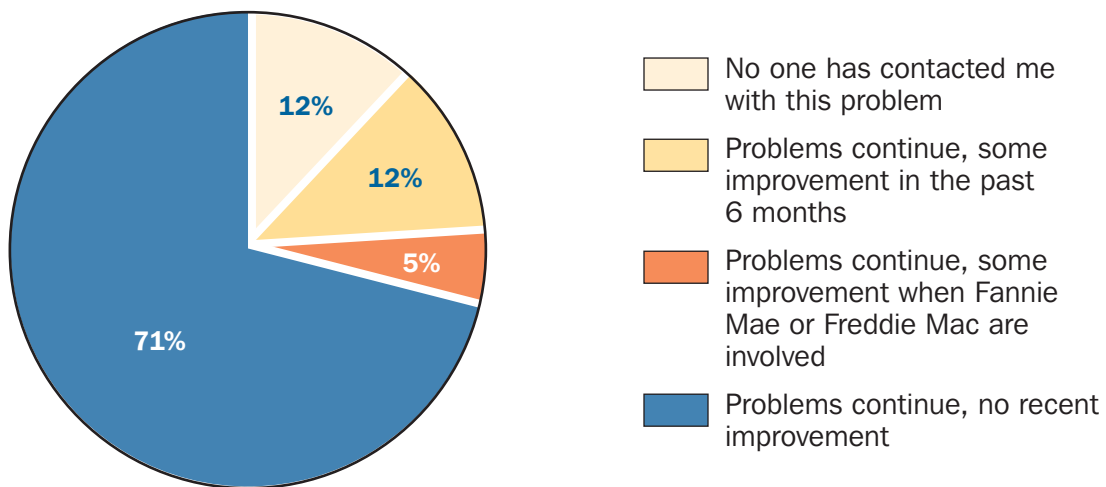
SAVING THE FAMILY HOME AFTER A DEATH OR DIVORCE

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CHARTS AND GRAPHICS

CHART 1

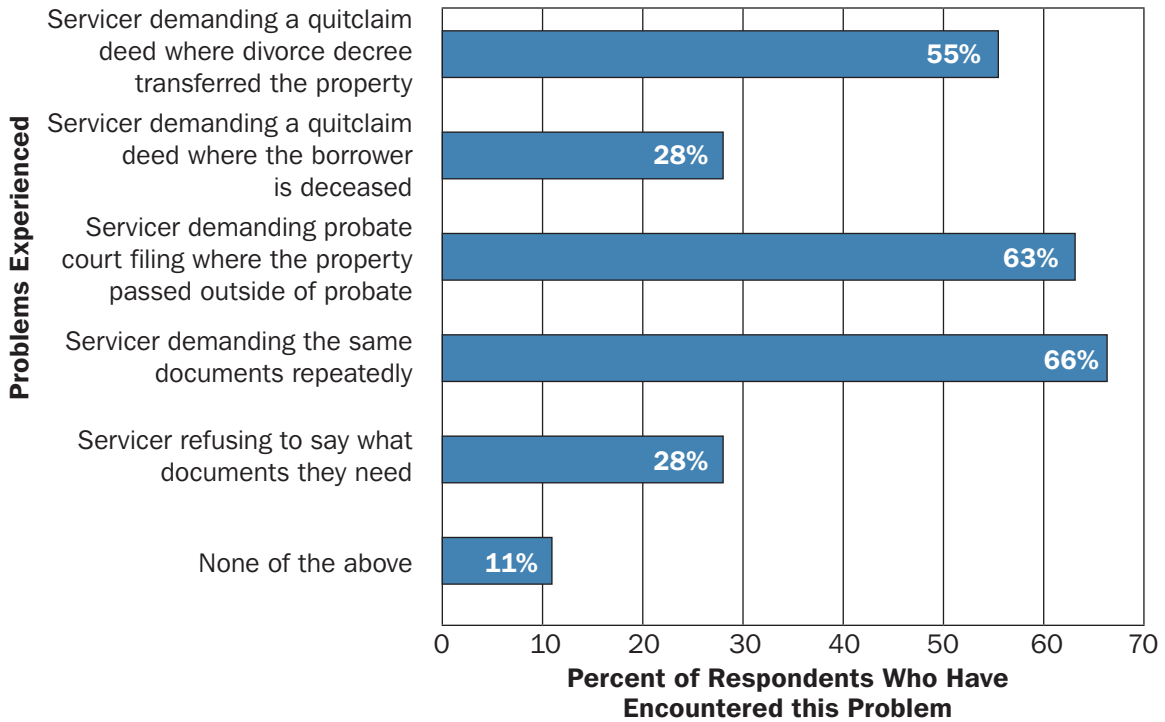
Experiences of Foreclosure Counselors and Attorneys with Successors Seeking Mortgage Modifications



Source: National Consumer Law Center, *Mortgage Servicing Survey* (2015)

CHART 2

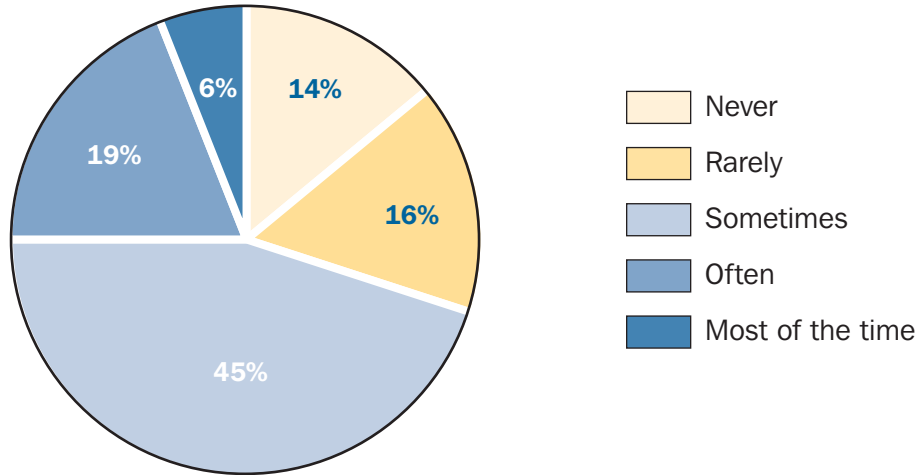
Common Documentation Problems Faced by Successors



Source: National Consumer Law Center, *Mortgage Servicing Survey* (2015)

CHART 3

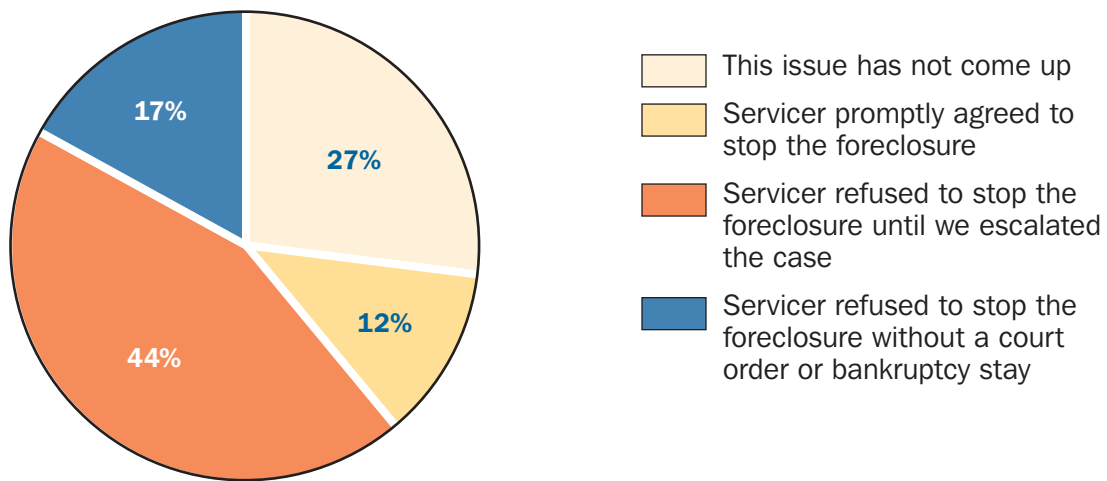
Frequency of Servicers Refusing to Provide Loan Information or Review a Modification Application after Proof of Successor Status Was A1:D2



Source: National Consumer Law Center, *Mortgage Servicing Survey* (2015)

CHART 4

Experiences of Successors Applying for a Mortgage Modification while Facing the Risk of Foreclosure



Source: National Consumer Law Center, *Mortgage Servicing Survey* (2015)