

February 26, 2015

State Committee on Business and Transportation  
Committee Administrator  
James Labar

Dear Mr. Labar,

My name is Judy Dark, and I am writing you in reference to the proposed Senate Bill 275.

I have been victimized by three mortgage companies, American General Finance, Springleaf Financial, (owned by American General Finance), and currently Nationstar Mortgage, LLC.

In 2002, my now deceased husband, and I took out a loan to improve our property. We went to a Mortgage Broker Agency in LaPine, Oregon, to locate a lender for us. American General Financial was the only lender at the time that would loan us money, because we lived in a rural area on ten acres with a 1978 singlewide mobile home. American General Finance used the mobile home as their excuse to charge us 11.50% interest.

I have since found out that American General Finance targeted first mortgage people, minorities, inner city, and anyone who had circumstances out of mainstream society.

After my husband's death in November of 2003, I had nothing but trouble with American General Finance. They did not honor their grace periods as promised. They charged me fees that should not have been on my account because my payments were current. They threatened to assign their own insurance company to cover my property, when I had insured for the maximum coverage, of which they had proof of.

American General Finance transferred me to Springleaf Financial, with the parting lie that they were going out of business.

During my time with Springleaf Financial as my mortgage servicer, they moved their office from Redmond, Oregon to Bend, Oregon without notification. I mailed my payment to Redmond as usual. I finally had to put a stop payment on the check as it went to an empty building. Then I had to fight with them to remove the late fees, and bring my account current.

On September 26, 2014, I received a letter from Springleaf Financial stating that as of October 1, 2014, they would no longer accept my payment which was set up on an ACH. I had to make new arrangements with Nationstar Mortgage, LLC. I have been trying to make them accept my payments ever since. I have not been able to set up a successful

ACII with them. They claim they do not have my information, even though they have received it with their own conformation three times. NationStar is even charging me a higher interest rate than is on my fixed rate.

I never get to talk to the same person twice, even with the few who have given me their direct contact. I have left numerous messages for a callback, and never get one. I have talked to agents "offshore of the Philippines", South Texas, Arizona, and Northern California. The agents claimed that they are not allowed by NationStar to tell me any more than their first name and general location.

I have filed complaints with Finance and Corporate Securities Division of Oregon and Consumer Financial Protection Bureau, who have been working on my behalf.

NationStar asked both agencies for additional time to research my account. They were graciously given the additional time they requested by both agencies.

During this time, I have received three threatening letters from NationStar during this month of February. The last one came certified mail. In these letters they tell me that I need to either do a loan modification with them or another company, sell my home, or just sign it all over to NationStar, to avoid the threatened foreclosure.

I am soon to be a 63 year old disabled widow. My home is the only residence I have. If I was forced out of my home, I have no place to go or any money to go with, as I am on a low fixed income. I cannot start over at this time of my life, nor could get a job.

I urge you to move forward with Senate Bill 275 on behalf of people like myself, who are victimized by mortgage companies who use fraudulent means of extracting unlawful fees, scare tactics and stall tactics to rob the people just trying to pay their mortgage payments and take keep their home. By no means should such illegal practices by mortgage companies such as NationStar be tolerated. They need to be stopped! This can only be done with legislation, as people like myself have no power to deal with these giant corporations.

Thank you for your time and consideration. If I can be of any further assistance, please call me at 541-576-2892, or send a letter to P.O. Box 416, Christmas Valley, OR 97641. I do not have a current e-mail address.

Sincerely,



Judy Dark