

Property Preservation Contacts



This information last updated: 10/01/10

Please contact Sandra Troutman at stroutman@mortgagebankers.org if you have changes to the information below.

Company Names	Mailing Information	Key Contacts	Title/Department	Phone
Amtrust Bank	1111 Chester Avenue Cleveland, OH 44144	Jaques Hawkins jhawkins@amtrust.com	Property Preservation Specialist, Foreclosure Dept.	216-588-5936
		Stephen Murphy smurphy3@amtrust.com	Property Preservation Specialist, Foreclosure Dept.	216-588-4541
American Home Mortgage	1525 S. Beltline Road Coppell, TX 75067	Christine Morse Christine.Morse@AHMSI3.com	Property Preservation Specialist	469-645-3000, Ext 50229
		Renena Summerfield Renena.Summerfield@AHMSI3.com	Property Preservation Specialist	469-645-3000, Ext. 50304
Aurora Loan Services	10350 Park Meadows Drive Littleton, CO 80124	Brandon McGill	AVP, Property Services	720-945-4775
Bank of America	400 National Way, Simi Valley, CA 93065 301 E. Vanderbilt Way San Bernardino, CA 92408 301 E. Vanderbilt Way San Bernardino, CA 92408	Brian Zamani brian.zamani@bankofamerica.com	AVP, FHA Conveyance/Claims	805-306-8274
		Tiaquanda S. Turner tiaquanda.turner@bankofamerica.com	AVP, FHA Conveyance/Claims	972-526-2353
		Martha (Marta) Fulgham Sanchez martha.fulgham@bankofamerica.com	VP, Control Tower/Field Services	972-526-6711
		Brendan Gail brendan.gail@bankofamerica.com	VP, Operations/Field Services	909-806-2525
BB&T	301 College Street 6th Floor Greenville, SC 29601	PropertyPreservation@bbandt.com		800-827-3700
Carrington Mortgage Services, LLC	1610 E St. Andrew Santa Ana, CA 92705	Sharif Touny sharif.touny@carringtonms.com	Director of Default	949-517-5162
		Chris Castruita chris.castruita@carringtonms.com	Preservation	949-517-5380
		Victor Revis victor.revis@carringtonms.com	REO Manager	949-517-5598
Capital One	P.O. Box 259330 Plano, TX 75025-9330	Jeremy Atkinson	Default Control	469-238-7041
		Elaine Parker	Default Control	469-238-7062
		Derrick Weber dxweber@chevychasebank.net	Default Control	469-238-7062
Central Mortgage Company	801 John Barrow Road Ste. 1 Little Rock, AR 72205	Shelia Roeling Sroeling@Arvest.com	Asset Preservation Specialist- Default Asset Management Department	501-716-4810
		Chellie Stewart MKStewart@Arvest.com	REO Supervisor-Default Asset Management Department	501-716-5758
		Jan Davis JKDavis@Arvest.com	Default Asset Manager, Default Asset Management Department	501-716-5614
Chase	800 Brooksedge Blvd. Westerville, OH 43081 Attn: MC OH1-8020	Michelle R. Stevens-Schultz michelle.r.schultz@chase.com	Officer - Property Preservation & Hazard Claims	614-776-8031
		Vicky Beever vicky.beever@chase.com	Officer - Property Preservation	614-776-7010
Citi Mortgage	1000 Technology Drive O'Fallon, MO 63368 MS 323	code.violation@citi.com	Code Violations Department	877-290-3997, Option 2
		securing.needed@citi.com	Property Preservation Department	877-290-3997, Option 1
		David Mazanek david.mazanek@safeguardproperties.com	Field Service Contact	800-852-8306, Ext 1261

Dovenmuehle Mortgage, Inc.	1 Corporate Drive Suite 360 Lake Zurich, IL 60047	Paula Borshell borshep1@dmicorp.com	Property Preservation Department Manager	847-550-7388
		Rachel Deuser deuser1@dmicorp.com	Property Preservation Department Supervisor	847-550-7514
Everhome Mortgage	8100 Nations Way Jacksonville, FL 32256	Shannon Hudson shannon.hudson@everhomemortgage.com	Supervisor, Property Preservation	866-918-4507
Fannie Mae	14221 Dallas Parkway Ste. 1000 Dallas, TX 75254	Elonda Crockett property_preservation@fanniemae.com	Vice President, REO Fulfillment	972-773-4663
		Michael Lawler	Director, Loss Mitigation-Credit Manager, REO Foreclosure- Credit	972-773-4663
		Paul Hayes		972-773-4663
Fifth Third Bank	5001 Kingsley Drive Cincinnati, OH 45227 MD 1MOB1o	Jennifer Lewis jennifer.leewis@53.com	Supervisor, Property Preservation	513-358-8575
		Jill Cannon jill.cannon@mcsnow.com	Director, MCS	214-451-0787
First Bank Mortgage	1 First Missouri Center St. Louis, MO 63141	Karen Hanawinkel karen.hanawinkel@fbol.com	Foreclosure Manager	314-205-3118
		Lou Sanders lou.sanders@fbol.com	Loss Mitigation Manager	314-205-3124
		Autumn Kingsbury-Buck kingsburybuck@fbol.com	Collection Manager	314-579-1659
First Niagara Bank	6950 S. Transit Rd. PO Box 514 Lockport, NY 14095-0514	Trish Harris trish.harris@fnfg.com	Collections	716-932-3448
		Christina Palmer christina.palmer@fnfg.com	Recovery Services	716-932-3463
Franklin Credit	101 Hudson Street Jersey City, NJ 07302	Glenn Murphy gmurphy@franklincredit.com	Vice President	201-604-1800
Freddie Mac	8000 Jones Branch Drive McLean, VA 22102	Joe Moschetto joesph_moschetto@freddiemac.com	Senior Manager- FC/Bankruptcy Operations	703-388-7820
		Deloise Browne-Miller Deloise_E_Browne-Miller@freddiemac.com	Unit Mnaager-FC/Bankruptcy	703-7624802
		Mahad Ali mahad_ali@freddiemac.com	FC/Bankruptcy Associate	703-762-4055
GMAC Mortgage Corporation	3451 Hammond Ave. Waterloo, IA 50702-5345	Patric F. McCool pat.mccool@gmacm.com	Key Partner Manager Analyst	319-236-4733
HSBC Mortgage Services, Inc.	Mortgage Services 636 Grand Regency Blvd. Brandon, FL 33510	Property Preservation Department Team us.mortgage.property.preservation.team@us.hsbc.com	Property Preservation Department	866-411-3810, Option 3
HSBC Mortgage Corporation	Mortgage Corporation 2929 Walden ave., Depew NY 14073	Code Violations Department code.violations@safeguardproperties.com	Safeguard Properties/Field Service Contact	800-852-8306, Ext 2173
HUD		Prior To Conveyance: See MCB Below http://www.hud.gov/offices/hsg/sfh/reo/mm/mminfo.cfm Post Conveyance: Follow Link For State Coverages & Contacts		
Key Bank	4910 Tiedeman Road Brooklyn, OH 44114	Lori Tierney		
Liberty Bank	2251 Rombach Ave. Wilmington, OH 45177	JB Stamper		
Litton Loan Servicing	4828 Loop Cebtral Drive Houston, TX 77081	Terrell Phearse terrell.phearse@littionloan.com	Property Preservation Processor	713-218-4824
		Sharon Graham Sharon.Graham@littionloan.com	Property Preservation Processor	713-218-4666
		Amy West Amy.West@littionloan.com	Property Preservation Team Lead	713-218-4658
		Linda Milan Linda.Milan@littioloan.com	Property Preservation Supervisor	713-218-4669

M&T Bank	One Fountain Plaza 6th Floor Buffalo, NY 14203	Preservation Manager propertypreservation@mtb.com	Preservation Department	800-724-1633
		David Mazanek david.mazanek@safeguardproperties.com	Field Service Contact	800-852-8306, Ext. 1261
Michaelson, Connor & Boul, Inc. (MCB)	4400 Will Rogers Parkway Ste. 300 Oklahoma City, OK 73108	Ryan McDoulett ryan.mcdoulett@mcbreo.com	Overallowables & Extensions	405-595-2000
		Greg Nelson greg.nelson@mcbreo.com	Occupied Conveyance Requests	405-595-2000
		Sheree McClure sheree.mcclure@mcbreo.com	Claims Department	405-595-2000
		Donna Telles donna.telles@mcbreo.com	Claims Department	405-595-2000
		Kimberly Bell kimberly.bell@mcbreo.com	Title Department	405-595-2000
		Goeff Grafford goeff.grafford@mcbreo.com	Appeals Department	405-595-2000
		Damon Kornele damon.kornele@mcbreo.com	Reconveyance Department	405-595-2000
Midland Mortgage/MidFirst Bank	999 NW Grand Blvd. Oklahoma City, OK 73118	Midfirst Property Preservation property.preservation@midfirst.com		
		Safeguard Code Violations code.violations@safeguardproperties.com		
		MCS Code Violations codeviolations@mcsnow.com		
Mortgage Contracting Services	One Urban Centre - Suite 950 4830 West Kennedy Blvd. Tampa, FL 33609	Code.Compliance@mcsnow.com	Field Service Provider	813-387-1100
Ocwen Financial Corporation	2300 M Street, NW, Suite 800 Washington, DC 20037	Tara Williams tara.williams@altisource.com	Vice President Field Services	(713) 647-8990
		Jasbir Chawdhary jasbir.chawdhary@altisource.com	Senior Manager Property Preservation and Inspection	(800) 280-3863 Ex 296191
One West Bank	2900 Esperanza Crossing Austin, TX 78758	Kim Magel Kim.Magel@owb.com	Supervisor, Property Preservation (Pre-sale)	512-506-6852
		Leah Collins Leah.Collins@owb.com	Supervisor, Property Preservation (REO)	512-250-2859
PA Housing Finance Agency	211 North Front Street PO Box 8029 Harrisburg, PA 17105-8029	Tom Gouker tgouker@phfa.org	Foreclosure Manager	717-780-3869
		Bonita Russell brussell@phfa.org	Conventional REO Manager	717-780-1857
		Jennifer Smallwood jsmallwood@phfa.org	FHA REO Manager	717-780-1844
		Dave Mazanek david.mazanek@safeguardproperties.com	Field Services Provider	800-852-8306, 1261
PHH Mortgage	2001 Bishops Gate Blvd Mount Laurel, NJ 08002	Bieu T. Corl bieu.corl@mortgagefamily.com	P&P Rep II/Claims-REO	856-917-8373
		Dana Young dana.young@mortgagefamily.com	Claims Supervisor, REO Dept.	405-964-5676
		Kelly Smyth kelly.smyth@mortgagefamily.com	Claims Assistant Supervisor	856-917-8433
		Safeguard Code Violations code.violations@safeguardproperties.com		800-852-8306, Ext 2173
		MCS Code Violations codeviolations@mcsnow.com		813-387-1100
PNC Mortgage (formally National City), dba Commonwealth United Mortgage, Accubank Mortgage and MidAmerica Bank	3232 Newmark Drive Miamisburg, OH 45342	Property Preservation Team: propertypreservation@pncmortgage.com	Process Leader	937-910-4952
		Gail Klein gail.klein@pncmortgage.com	Process Manager	937-910-4563

		Julie Kick Julie.Kick@pncmortgage.com	Field Services Contact/Safeguard Properties	937-910-3543
		Dave Mazanek david.mazanek@safeguardproperties.com		800-852-8306, Ext. 1261
Regions Mortgage	215 Forrest St. PO Box 18001 Hattiesburg, MS 39401	Denise McLaurin Denise.Mclaurin@regions.com	Legal Claims Processor	601-554-2386
		Paula Gilliland paula.gilliland@regions.com		601-554-2463
Residential Credit Solutions	4282 North Freeway Ft. Worth, TX 76137	Susan Jorgensen sjorgensen@residentialcredit.com	Property Coordinator (REO)	817-321-6028
		Jeff Gideon jgideon@residentialcredit.com	VP, FC, BK & REO	817-321-6015
		Alicia Wood awood@residentialcredit.com	VP, Loan Administration	817-321-6016
RRR	92 W 3900 South Salt Lake City, UT 84107	Joe Arico joe.arico@rrreview.com	VP	801-293-2658
Safeguard Properties		code.enforcement.violations@safeguardproperties.com	Field Service Provider	800-852-8306, 2173
Saxon Mortgage Services	4708 Mercantile Drive, North, Fort Worth, TX 76137	Renee Tello TelloR@saxonmsi.com	Senior Manager, Property Preservation	817-665-7966
		Peter Gilkey GilkeyP@saxonmsi.com	Senior Manager, Property Preservation	682-647-4993
		Code Violations CodeViolations@saxonmsi.com	Distribution Desk	
SC State Housing	300C Outlet Pointe Blvd. Columbia, SC 29210	Lisa E. Rivers lisa.rivers@schousing.com	Director, Mortgage Servicing	803-896-9384
Sovereign Bank	Mail Code 10-6438-MD4 601 Penn Street Reading, PA 19601	Connie Cocroft Ccocroft@sovereignbank.com Ccocroft@sovereignbank.com	Consumer Default VP	610-378-6313
		Shannon Lippert Slippert@sovereignbank.com	Consumer Default Manager	610-378-6323
		Heather Solley Hsolley@sovereignbank.com	Consumer Default Manager	610-378-6879
Specialized	8742 Lucent Blvd. Suite 300 Highland Ranch, CO 80129	Susan Beck susan.beck@sls.net	VP Consumer Support OP/DS	720-241-7385
Suntrust Mortgage, Inc.	Foreclosure Dept. RVW3064 1001 Semmes Ave. Fourth Floor Richmond, VA 23224	Lorrie Pond Lorrie.pond@suntrust.com	AVP, Post Foreclosure & Property Preservation	804-319-4797
		Tammi Stubbs Tammi.stubbs@suntrust.com	Property Preservation Supervisor	804-291-2515
		Natish King Natish.King@suntrust.com	Property Preservation Team Lead	804-319-1212
Wells Fargo Home Mortgage	1 Home Campus Des Moines, IA 50328	Andrew Hohensee andrew.d.hohensee@wellsfargo.com	Violation Specialist	414-214-4383
		Code Violations codeviolations@wellsfargo.com		
		CoreLogic Field Services wellsinquiries@corelogic.com	Field Service Provider	440-633-4100, Option 3, Option 1
		LPS Field Services high.risk@lpsvcs.com	Field Service Provider	813-387-1100
		Mortgage Contracting Services codeviolations@mcsnow.com	Field Service Provider	