

FNMA Escalated Cases and Inquiries

Contact Blackhawk Bank's Loss Mitigation Department if you are considering legal action or if you believe that you have wrongfully been denied assistance, or a modification, or if any of the following circumstances pertain to your request for a mortgage modification:

- The servicer did not evaluate the borrower for foreclosure prevention alternatives according to the Fannie Mae Servicing Guide or the borrower was inappropriately denied a foreclosure prevention alternative
- Fraudulent servicing practices have occurred
- Inappropriate initiation or failure to suspend foreclosure actions that are in violation of Fannie Mae's Servicing Guide
- A violation of Fannie Mae policy time frames for borrower outreach, evaluation, or the time permitted for borrower response has occurred

Contact Blackhawk Bank's Loss Mitigation Department Manager:

- Email dhahn@blackhawkbank.com or
- Call toll free 1-800-209-2616 Ext. 2405

We will review your comments and respond to you within 3 business days.

For general inquiries pertaining to applying for a modification, pending modifications, trial period payments, the status of an evaluation or the content of an Evaluation Notice please contact your assigned bank representative or call 1-800-209-2616 extension 2423.