

**Partial List of Mortgage Lending Institutions**  
*Compiled by the Maryland Office of the Attorney General*  
*Consumer Protection Division*

Bank of America: 844-219-0690

<https://message.bankofamerica.com/shutdown/>

Chase: 888-356-0023

<https://media.chase.com/news/chase-assists-during-government-shutdown>

Citi: 866-272-4749

<https://www.citimortgage.com/Mortgage/displayHomeOwnerAssistance.do?page=troublepayment>

HSBC: 855-527-8401

<https://www.us.hsbc.com/home-loans/customer-help/#Manage-Payment-Difficulties>

Ocwen: 800-746-2936

<https://www.ocwencustomers.com/T001/modificationPkg.action>

Suntrust: 877-820-2103

<https://www.suntrust.com/content/dam/suntrust/us/en/shared/2018/documents/govt-shutdown-december18.pdf>

Wells Fargo: 800-TO-WELLS

<https://www.wellsfargo.com/help/government-shutdown>