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

- Servicer demanding a quitclaim deed where divorce decree transferred the property: 55%
- Servicer demanding a quitclaim deed where the borrower is deceased: 28%
- Servicer demanding probate court filing where the property passed outside of probate: 63%
- Servicer demanding the same documents repeatedly: 66%
- Servicer refusing to say what documents they need: 28%
- None of the above: 11%

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)