



**FEDERAL TRADE  
COMMISSION**

# FTC at HUD: FTC 101 and Housing-Related Issues

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# Federal Trade Commission 101



- WHO: The nation's consumer protection agency
- WHAT: Prevent unfair, deceptive, or fraudulent practices
- HOW: Law enforcement, education, partnerships

# Mortgage Assistance Relief Services (MARS) Scams



- Types
  - Loan Modification
  - Forensic Audit and loan review
  - Mass lawsuit against the lender
  - Legal representation scams



# Mass Joinder Loan Mod Scam



## ● Scammers Tell Homeowners



PLEASE READ! Litigation Info From Joe @ Precision Law Center.com

1 message

OUTCOME: (This is the Minimum Settlement you will receive)

- 18-24 Month Process (UP THE HOME OWNER TO MAKE PAYMENTS OR NOT)
- Lender can not Foreclose (Active Litigation and Lis Pendens)
- 40 or 30 Year loan term
- Interest rate and going Fannie Mae 30yr Rate (approx 4%)
- 80% of current market value (AVM)
- Forgiveness of all past due payments
- Forgiveness of all miscellaneous fees
- Restoration of Credit showing no late payments
- Possible compensatory damages

# How are MARS scams marketed?



# Government Affiliation Claims



- Official-looking flyers
- Websites that mimic government or non-profit website names
- “Housing help” telemarketers

# How borrowers can spot a scam



- Scammers
  - Demand large up-front fees
  - Tell you to stop paying your mortgage or communicating with your lender/servicer
  - Promise or guarantee results such as a loan modification
  - Pressure you to enroll
  - Demand you pay only by cashier's check or wire transfer
  - Tell you to transfer your property deed or title to them

# Post-Pandemic Issues?



- Evolving forbearance situation
- Potential for scammers to exploit transitions
- Unilateral/high pressure modifications
- Fee disclosure issues like undisclosed title fees
- State and local eviction scams

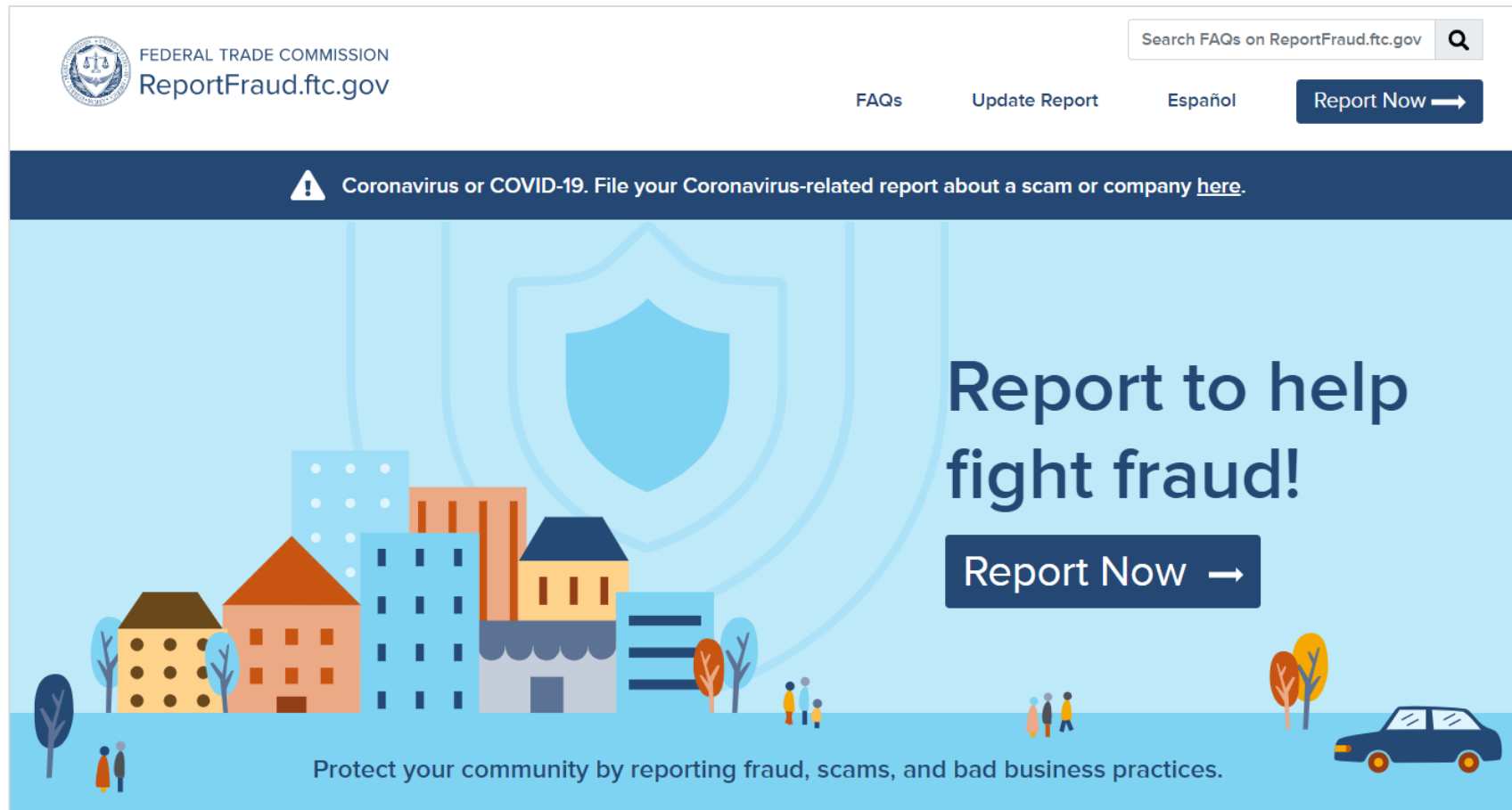


# Rental Assistance Scams



- Federal Eviction Moratorium ends on July 31, 2021
- How to protect yourself:
  - Never give out your financial or personal information to anyone who contacts you.
  - Look for local programs for help: [hud.gov/states](https://www.hud.gov/states).
  - Find out what your eviction rights are: [usa.gov/state-courts](https://www.usa.gov/state-courts).
  - Report rental assistance scams: [ReportFraud.ftc.gov](https://www.reportfraud.ftc.gov).

# Where to report scams?




ENGLISH: [ReportFraud.ftc.gov](https://ReportFraud.ftc.gov)

SPANISH: [ReporteFraude.ftc.gov](https://ReporteFraude.ftc.gov)

# Tell the FTC what happened



FEDERAL TRADE COMMISSION  
ReportFraud.ftc.gov

Start  Submit

**Is your report about any of these common problems?**  
Don't see your problem? Choose "Something else."

<input type="radio"/> An impersonator (ex. fake government, business, love interest, grandchild)	<input type="radio"/> Online shopping
<input type="radio"/> Job, money-making opportunity	<input type="radio"/> Sweepstakes, prize, lottery
<input type="radio"/> Phone, internet, TV service	<input type="radio"/> Auto sale, repair
<input type="radio"/> Health (ex. weight loss, eye care, treatment)	<input checked="" type="radio"/> Credit, debt (ex. debt collection, credit report, loan)
<input type="radio"/> Just an annoying call	<input type="radio"/> Something else (we'll get it to the right place)

**What type of credit or debt issue was it?**

<input type="radio"/> Credit repair or debt relief service	<input type="radio"/> Company charging fees to get a loan or credit card
<input type="radio"/> Debt collection, credit card, credit reporting, or banking	

# YOUR next steps



Start

Submitted

Your report has been submitted to the Federal Trade Commission.  
Thank you for helping our work to protect consumers.

Report Number

100691901

The report will not be available after you exit this page.

[View your report](#)

## Your Next Steps

### TO DO:



If you paid a scammer with a credit or debit card:

- File a **dispute** (also called a “chargeback”) with your credit or debit card company.
  - **Online:** Log onto your credit or debit card company's website and go through the company's dispute process.
  - **By phone:** Call the phone number on the back of your card and tell them why you're filing a dispute.

# Help stop fraud



Your report helps **the FTC**:

- Investigate and bring cases
- Share information
- Spot trends and alert the public



# Help us spread the word



FEDERAL TRADE COMMISSION  
ReportFraud.ftc.gov

Problems with  
any of these?

Report it.

**ReportFraud.ftc.gov**

Online shopping

Sweepstakes, prizes, lotteries

Phone, internet, TV service

Fake family emergency calls

Callers pretending to be from the government

Jobs and money-making opportunities

Fake IRS calls

Auto sales and repair

The graphic features various icons: a shopping cart, a star, a television, a smartphone, a car, a money bag, and a person silhouette.

- Social media images
- Web badges
- Videos

[ReportFraud.ftc.gov/partners](https://ReportFraud.ftc.gov/partners)

# Sharing Free FTC Resources



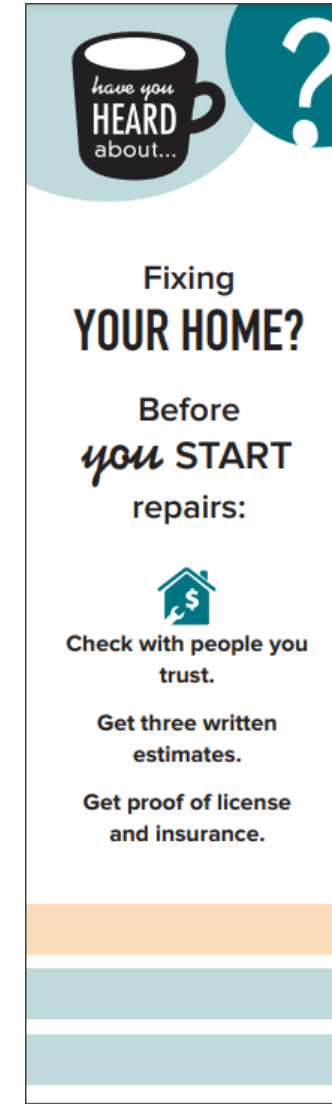
- General:
  - [consumer.ftc.gov](https://consumer.ftc.gov)
  - [consumidor.ftc.gov](https://consumidor.ftc.gov) (Spanish)
- Homes & Mortgages
  - [consumer.ftc.gov/homes](https://consumer.ftc.gov/homes)
    - Home Loans
    - Home Improvement
    - Saving Energy at Home
    - Renting & Timeshares



## Mortgage Shopping Worksheet


# Sharing Free FTC Resources (PRINT)

[ftc.gov/bulkorder](https://ftc.gov/bulkorder)





# Stay Updated

- [Ftc.gov/Consumer Alerts](https://ftc.gov/ConsumerAlerts)
-  @federaltradecommission



## Consumer Alerts

From the Federal Trade Commission

### FTC Consumer Alerts

Please enter your email address to subscribe or to edit your current subscriptions.

Email Address



Submit

Cancel



# Thank you!

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