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**NEWS RELEASE**

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**FOR IMMEDIATE RELEASE**

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**Montana Enters into Consent Agreement with Ocwen Loan Servicing, LLC.**

The Montana Division of Banking and Financial Institutions (DBFI) has announced the entry of a Consent Agreement with Ocwen Loan Servicing (Ocwen), LLC, a mortgage servicer doing business in Montana. The settlement resolves an enforcement action that resulted from the identification of numerous deficiencies with the company's escrow practices. These issues were identified during a multi-state examination and were also seen in consumer complaints filed with DBFI.

Under the terms of the Consent Agreement, Florida-based Ocwen has committed to transitioning their servicing portfolio off of their current servicing platform to a platform better able to manage escrow accounts and to establishing a new complaint resolution process. The company is also required to hire a third-party firm to audit a statistically significant number of escrow accounts in high-risk areas of the portfolio to determine whether problems continue to exist around the management of escrow accounts and to identify the root cause of those problems.

Importantly, the settlement requires restitution for any customers identified during the escrow review process who have been harmed by the company's failure to properly handle mortgage payments regardless of whether that harm is caused by a systemic issue or an individual error.

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“I’m pleased we have reached this agreement with Ocwen,” said DBFI Commissioner Melanie Hall. “The Consent Order allows both the Division and the company to move forward with a focus on what specific steps need to be taken in order to provide consumers with accurate processing of their mortgage payments and for improved customer service in the future.”

As of June 30, 2017, Ocwen serviced approximately 1800 mortgages in Montana with a combined principal of over \$225 million, according to data in the firm’s reports filed with the DBFI.

The DBFI licenses and regulates more than 4,000 individuals and entities that provide financial services in Montana. DBFI’s regulatory jurisdiction extends over state-chartered banks and credit unions, non-bank lenders, mortgage lenders, brokers, and servicers, and escrow companies.

Additional information is available to borrowers at [banking.mt.gov](http://banking.mt.gov)

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