



The Federal Reserve Board

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A Consumer's Guide to  
**Mortgage  
Settlement Costs**



The Federal Reserve Board and the Office of Thrift Supervision originally prepared this information on mortgage settlement costs in response to a request from the House Committee on Banking, Finance, and Urban Affairs. It is designed to help consumers understand an important aspect of home financing.

This information was prepared in consultation with the following organizations:

America's Community Bankers

Consumer Federation of America

Credit Union National Association

Department of Housing and Urban Development

Federal Deposit Insurance Corporation

Freddie Mac

Mortgage Insurance Companies of America

National Association of Federal Credit Unions

National Association of Home Builders

National Credit Union Administration

Office of the Comptroller of the Currency

Office of Thrift Supervision

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The mortgage settlement process—sometimes called mortgage closing—can be confusing. A

settlement may involve several interested parties and a variety of documents and fees. This guide helps you understand the steps involved in the settlement process. Although the focus here is on settlements for home purchases, much of the guidance will also apply if you refinance a mortgage.

Settlement costs can be high, so it pays to shop around for settlement services and negotiate with the home seller, your mortgage lender, and your real estate attorney or settlement agent. The less you pay in settlement costs, the more funds you will have to get started in your new home.

# Settlement Costs Worksheet

*Ask your lender to help fill out this checklist.*

<b>Items payable in connection with loan</b>	<b>Loan 1</b>	<b>Loan 2</b>
Application fee	_____	_____
Loan origination fee*	_____	_____
Points	_____	_____
Appraisal fee	_____	_____
Credit report	_____	_____
Lender's inspection fee	_____	_____
Lender's attorney fees	_____	_____
Assumption fee	_____	_____
Broker fee (if any)	_____	_____
<b>Items payable in advance</b>		
Prepaid interest	_____	_____
Homeowner's insurance	_____	_____
Flood determination fee	_____	_____
Flood insurance (if needed)	_____	_____
<b>Reserves</b>		
Homeowner's insurance	_____	_____
Flood insurance (if needed)	_____	_____
Private MI premium (generally 2 months, if required)	_____	_____
Property taxes	_____	_____
Other assessments	_____	_____

\* See discussion within brochure for complete explanation of this item.

**Title charges**

**Loan 1**

**Loan 2**

Abstract or title search	_____	_____
Title insurance	_____	_____
Title examination	_____	_____
Title insurance binder	_____	_____
Document preparation	_____	_____
Notary fees	_____	_____
Attorney's fees	_____	_____

**Government recording and transfers**

Recording fees	_____	_____
City/County tax or stamps	_____	_____
State tax or stamps	_____	_____

**Additional charges**

Survey	_____	_____
Pest inspection	_____	_____
Settlement or closing fee	_____	_____
Other (copying or courier fees)	_____	_____

**Total estimated charges**

_____	_____
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# Negotiate the terms of your purchase

Customs and practices during settlement often vary regionally, with buyers and sellers free to negotiate which party pays certain fees. In slow-moving real estate markets, for example, the seller may agree to pay certain settlement costs including points or fees usually assumed by the buyer. In fast-moving markets, the buyer may have to agree to pay more costs to close the deal as an incentive to the seller of a property in great demand. Whatever you negotiate should be in writing and will become the basis of the sales contract. However, be careful: if some buyer costs are shifted to the seller, the price you pay for the property may increase if the seller wants to recoup those costs. You can reduce some costs by shopping around for settlement services. The more you know about the settlement process and related costs, the better your chances are for saving money at settlement time.

Because settlement practices vary significantly based on your locale, it is difficult to provide reliable estimates for costs that fit every settlement situation you may encounter. However, one rule of thumb for buyers is to figure that settlement costs will be about 3% of the price of your home. In some relatively high-tax areas of the country, however, 5% to 6% may be more common.

Some settlement costs, such as homeowner's insurance, private mortgage insurance, or points, can be more expensive if your credit rating is low, too. Knowing your credit score, therefore, can help you understand how lenders will evaluate your application and how that score may impact the cost of your mortgage loan and help you to anticipate your settlement costs. Your lender is required to give you a copy of your credit score as part of the settlement process. Make sure you get a copy of your score.

# Understand the types of settlement costs

Most people associate settlement costs with mortgage loan charges. These fees and charges vary, so it pays to shop around for the best combination of mortgage terms and settlement costs. Mortgage-related costs that may apply to your loan include the following items.

## Application fee

Imposed by your lender or broker, this charge covers the initial costs of processing your loan request and checking your credit report.

*Estimated cost: \$65 to \$640, including the cost of the credit report for each applicant*

*Median cost: \$365*

## Loan origination fee

The origination fee (also called underwriting fee, administrative fee, or processing fee) is charged by the lender for evaluating and preparing your mortgage loan. This fee can cover the lender's attorney's fees, document preparation costs, notary fees, and similar charges.

*Estimated cost: \$2,130 to \$3,105 with a 5% down payment; \$1,984 to \$2,865 with a 10% down payment*

*Median cost: \$2,734 with a 5% down payment; \$2,537 with a 10% down payment*

## Points

Points are a one-time charge that may be negotiated with the lender, usually to reduce the interest rate you pay over the life of your loan. One point equals 1% of the loan amount. For example, one point on a \$100,000 loan would be \$1,000. In some cases—especially in refinancing—points can be financed by adding them to the amount that you borrow. However, if you pay the points at settlement, they are deductible on your income taxes in the year they are paid (different deduction rules apply when you refinance or purchase a second home). In your purchase offer, you may want to negotiate with the seller to have the seller pay all or a portion of the points.

*Estimated cost: 0% to 3% of the loan amount*

## Appraisal fee

Lenders want to be sure that the purchased property is worth at least as much as the loan amount. An appraisal pays for a determination of the value of the home and lot you want to purchase or refinance. Some lenders and brokers include the appraisal fee in the application fee; you can ask the lender for a copy of the appraisal. If you are refinancing and have a recent appraisal of the property, some lenders may waive the requirement for a new appraisal.

*Estimated cost: \$263 to \$444*

*Median cost: \$292*

## Lender-required home inspection fees

Lenders may require a termite inspection and an analysis of the structural condition of the property by an engineer or consultant. In rural areas, lenders may require a septic system test (if applicable) and a water test to make sure the well and water system will maintain an adequate supply of water for the house (this is usually a test for water quantity and not quality; your local health department may require a water quality test as well, but may do so outside the settlement process and with a separate payment). Keep in mind that such inspections are for the benefit of the lender; you may want to request your own inspection to make sure the property is in good/acceptable condition.

*Estimated cost: \$300 to \$500*

## Prepaid interest

Your first regular mortgage payment is usually due about six to eight weeks after you settle (for example, if you settle in August, your first regular payment will be due on October 1; the October payment covers the cost of borrowing the money for the month of September). Interest costs, however, start as soon as you settle. The lender will calculate how much interest you owe for the part of the month in which you settle (for example, if you settle on August 16, you would owe interest for 15 days—August 16 through 31).

*Estimated cost: Depends on the loan amount, interest rate, and number of days since settlement (for example, a \$120,000 loan at 6% for 15 days, about \$300; a \$142,500 loan at 6% for 15 days, about \$356).*

## Private mortgage insurance (PMI)

If your down payment is less than 20% of the value of the house, the lender will usually require mortgage insurance. The insurance policy covers the lender's losses if you do not make the loan payments. Typically, you will pay your PMI monthly along with each month's mortgage payment. Your PMI can be canceled at your request, in writing, when you reach 20% equity in your home (based on your original purchase price) if your mortgage payments are current and you have a good payment history. By federal law, your PMI payments will automatically stop when you acquire 22% equity in your home (based on the original appraised value of the house) as long as your mortgage payments are current.

*Estimated cost: \$50 to \$100 per month*

Some lenders will pay for LPMI—or lender's private mortgage insurance—and, in turn, charge a higher interest rate. Unlike the PMI that you might pay, LPMI does not automatically cancel the insurance charge once you acquire 22% equity. To eliminate LPMI, you must refinance the loan, which means carefully considering market interest rates and settlement costs at the time to determine whether it would be more advantageous to refinance or to keep your current mortgage and its attendant costs.

## FHA, VA, and RHS fees

The Federal Housing Administration (FHA) offers insured mortgages and the Veterans Administration (VA) and the Rural Housing Service (RHS) offer mortgage guarantees. If you are getting a mortgage insured by the FHA or guaranteed by the VA or the RHS, you will have to pay FHA mortgage insurance premiums or VA or RHS guarantee fees. As with PMI, FHA insurance premium payments will stop when you acquire 22% equity in your

home. FHA fees are about 1.75% of the loan amount.<sup>1</sup> VA guarantee fees range from 1.25% to 3.3% of the loan amount, depending on the size of your down payment (the higher your down payment, the lower the fee percentage).<sup>2</sup> RHS fees are 2.00% of the loan amount.<sup>3</sup>

## Homeowner's insurance

Your lender will require that you arrange for homeowner's insurance coverage (sometimes called hazard insurance) at settlement. This insurance protects against physical damage to the house by fire, wind, vandalism, and other causes, and ensures that the lender's investment in your purchase will be secured even if the house is destroyed. If you are buying a condominium, hazard insurance may be part of your monthly condominium fee; you may also want to secure insurance coverage for your home furnishings and valuables.

*Estimated cost: \$300 to \$1,000 (Depending on the value of the home and the amount of coverage, you can expect a cost of about \$3.50 per \$1,000 of the home purchase price.)*

## Flood determination fee

If your home is in a special flood hazard area where flood insurance is mandated, lenders cannot offer you a mortgage loan unless you buy flood insurance. Regardless, your lender may charge a fee to find out whether the home is in a flood hazard

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<sup>1</sup> Fee information for loans insured by the FHA is available at <http://portal.hud.gov>.

<sup>2</sup> Information on VA guarantee fees is available at [http://homeloans.va.gov/docs/funding\\_fee\\_tables.doc](http://homeloans.va.gov/docs/funding_fee_tables.doc).

<sup>3</sup> Information on RHS fees is available at [www.rurdev.usda.gov](http://www.rurdev.usda.gov).

area. Flood insurance protects the lender if flooding damages or destroys your home.

*Estimated cost: \$10 to \$16 for the search (This is not the cost for the flood insurance; flood insurance, if required, would be in addition to your homeowner's insurance and may cost between \$500 and \$5,925 depending on location and property value and loan balance.<sup>4</sup>)*

## **Escrow (or reserve) funds**

Some lenders require that you set aside money in an escrow (or reserve) account to pay for property taxes, homeowner's insurance, and flood insurance (if applicable). Lenders use escrow funds to ensure that these items/expenses are paid on time and to protect their interest in your home. With an escrow account, money is held by the lender or its agent, which then pays the taxes and insurance bills when they are due. At settlement, you may need to provide funds for this account, depending on when payments will be due. For example, if you buy your home in August and property taxes are due the following January, you will need to deposit funds into your escrow account at settlement so that you can cover tax payments when they are due in January.

## **Property survey costs**

Lenders require a property survey to confirm the location of buildings and improvements on the land you are purchasing.

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<sup>4</sup> Flood insurance information is available at [www.floodsmart.gov](http://www.floodsmart.gov).

Some lenders require a complete (and more costly) survey to ensure that the house and other structures are legally where you and the seller say they are.

*Estimated cost: \$84 to \$600*

*Median cost: \$154*

## **Other miscellaneous settlement costs**

Depending upon the location and type of property purchased—and the extra settlement services you or your lender request—you may also have to pay some of the following fees and assessments.

- **Assumption fee.** If you are assuming (or taking over) an existing mortgage, the lender may charge a fee.

*Estimated cost: Depends on the lender, but will range from several hundred dollars to 1% of the amount of the loan you are assuming.*

- **Prorated expenses between the seller and the buyer.** In your purchase contract, you may agree to split some costs with the seller to cover your respective periods of ownership during the overarching calendar year or tax period, such as prorated property taxes. Some of these expenses may involve large amounts: for example, annual condominium fees, homeowners' association fees, water bills, and other lump-sum service charges.

*Estimated cost: Depends on the agreement between the seller and the buyer.*

- **Inspection costs/fees.** As a buyer, if you make your purchase offer contingent on the results of a home inspection—such as testing for structural damage, water quality, and radon gas emissions—you will have to pay for these inspections.

*Estimated cost: Costs vary regionally.*

- **Escrow account funds.** In the purchase contract, you can request that the seller set up an escrow account to cover any costs for repairs, radon mitigation, house painting, or other items. For example, if you do not test all the appliances (for instance, if you buy in the summer, you may not test the furnace), you may request an escrow account to cover repairs if they are needed in the future. The seller may agree to split the costs with you, in which case you would need these funds at settlement. Sellers sometimes offer home warranties in lieu of these arrangements and as an enticement to buyers. These warranties typically cover repairs or the replacement of plumbing and heating, major appliances, and other home systems not covered by other home insurance policies.

*Estimated cost: Depends on the cost of repairs and the agreement between seller and buyer.*

- **Fees paid to find a lender.** As a borrower and buyer, you may work with a mortgage broker or other third party to secure a mortgage loan. For example, you may want to work with a broker to find a loan with nonstandard terms or conditions. Brokers arrange transactions rather than lend money directly; in other words, they find a lender for you. Brokers will generally contact several lenders regarding your application, but they are not obligated to find the best deal for you unless they have contracted with you to act as your agent.

*Estimated cost: Depends on the agreement with the broker and often is a percentage of the loan amount.*

# Learn about charges to establish and transfer ownership

## **Title search**

The goal of a title search is to assure you and your lender that the seller is the legal owner of the property and that there are no outstanding claims or liens against the property that you are buying. The title search may be performed by a lawyer, an escrow or title company, or other specialist.

Title searches can be time- and labor-intensive. Public real estate records can be spread among several local government offices, including surveyors, county courts, tax assessors, and recorders of deeds. Liens, records of deaths, divorces, court judgments, and contests over wills—all of which can affect ownership rights—must also be examined.

If real estate records are computerized, the title search can be completed fairly quickly. In some cases, however, the title search may involve visiting courthouses and examining other public records and files, which is more time-consuming.

*Estimated cost: Costs vary regionally.*

## **Title insurance**

Most lenders require a title insurance policy to protect the lender against an error in the results of the title search. If a problem arises, the insurance covers the lender's investment in your mortgage.

The cost of the policy (a one-time premium) is usually based on the loan amount and is often paid by the buyer. However, you may negotiate with the seller to pay all or part of the premium.

The title insurance required by the lender protects only the lender. To protect yourself against title problems, you may want to buy an “owner’s” title insurance policy. Normally the additional premium cost is based on the cost of the lender’s policy, but it can vary based on your locale.

Some advice on keeping title insurance costs low: if the house you are buying was owned by the seller for only a few years, check with the seller’s title company. You may be able to get a “re-issue rate,” because the time between title searches was short. As well, if you are refinancing, you may be able to get a “re-issue rate” on your title insurance. The premium is likely to be lower than the regular rate for a new policy. If no claims have been made against the title since the previous title search was done, the insurer may consider the property to be a lower insurance risk.

Usually, you will have to buy title insurance from a company acceptable to your lender. However, you can still shop around for the best premium rates (which can vary depending on how much competition there is in a market area). If you decide to buy an “owner’s title policy,” look for one with as few exclusions from coverage as possible. Exclusions are listed in each policy, and if a policy has many exclusions—that is, situations under which the insurer will not pay for your title problems—you may end up with little/scant coverage.

***Estimated cost:** The cost of title services and title insurance varies by state. For example, a lender’s policy on a \$100,000 loan can range from \$175 in one state to \$900 in another. In some states, the price can even vary by county.*

## Settlement companies and other settlement agents

Settlements are conducted by title insurance companies, real estate brokers, lending institutions, escrow companies, or attorneys. In most cases, the settlement agent provides a service to the lender, and you may be required to pay for these services. You can also hire your own attorney to represent you at all stages of the transaction, including settlement.

In some regions, all parties involved in the sale—the buyer; the seller; the lender; the real estate agents; attorneys for the buyer, seller, and lender; and representatives from the title firm—may meet to sign forms and transfer funds. In other regions, settlement is handled by a title or escrow firm, which collects all the funding, paperwork, and signatures and makes the necessary disbursements. This firm delivers the check to the seller and the house keys to you.

***Estimated Cost:** Costs for settlement services vary widely, depending on the services provided. Regardless of the way settlement is handled in your region, shop around and ask for information on all services provided and all fees charged.*

## Consider state and local government fees and taxes

In some parts of the country, transfer and recording fees are low. In other parts of the country, costs of transfer fees, recording fees, and property taxes collected by local and state governments may be as much as 3% of the loan amount. Some of these fees, such as the recording fee and transfer fee, are one-time fees. Although there is no way to avoid paying these fees and taxes, you may be able to negotiate with the seller to assume some of these costs. But remember, you must include these terms in the purchase offer for the property.

Funds to cover property taxes may go into an escrow account. The amount you will need depends on when property taxes are due and the timing of the settlement. The lender should be able to give you an approximation of these costs at the time you apply for the mortgage.

# Understand “all-in-one” pricing of settlement costs

Some lenders have bundled most of their settlement costs into a single price. Generally, bundled arrangements combine the following fees:

- application,
- origination,
- underwriting and processing,
- points,
- pest inspection,
- appraisal,
- credit reports,
- lender's attorney,
- flood certification,
- title search and title insurance,
- recording, and
- fees for other tax services.

This “all-in-one” price, however, does not include all of the fees charged at settlement. You will also need funds for the following:

- prepaid interest (based on the day of the month you settle),
- mortgage and transfer taxes (determined by your state or local taxing agency),
- private mortgage insurance (if needed),
- homeowner's (hazard) insurance,
- flood insurance (if needed), and
- reserve (or escrow) funds for property taxes and homeowner's insurance.

# Ask for estimates of settlement costs

At various points in the loan application process, you are entitled to estimates of the costs and fees associated with arranging your mortgage and completing the settlement process.

## “Good faith estimate” (GFE)

With such a long list of potential charges at settlement, it is important to know which ones will apply to your purchase. The Real Estate Settlement Procedures Act (RESPA) requires your mortgage lender to give you a “good faith estimate” of all your expected closing costs within three business days of the submission of your loan application, whether you are purchasing or refinancing the home. Although called a good faith estimate, it is important to note that your actual expenses at closing may be somewhat different. The standardized GFE form lists which costs will change prior to settlement and the maximum amount by which they are allowed to change. If you are purchasing the home, a booklet provided by your broker or mortgage lender, *Buying Your Home: Settlement Costs and Helpful Information*<sup>5</sup>, explains the role of the good faith estimate in the settlement process.

## Truth in Lending information

For home purchases, the lender is required under the Truth in Lending Act to provide a statement containing “good faith estimates” of the costs of the loan within three business days after receiving your application. This estimate will include your total finance charge and the annual percentage rate (APR). The APR expresses the cost of your loan as an annual rate. This rate

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<sup>5</sup> Available at [www.hud.gov/offices/hsg/ramh/res/stcosts.pdf](http://www.hud.gov/offices/hsg/ramh/res/stcosts.pdf).

is likely to be higher than the stated contract interest rate on your mortgage because it takes into account discount points, mortgage insurance, and certain other fees that can add to the cost of your loan. When refinancing your mortgage, you will receive truth-in-lending disclosures before you settle. Until you receive those disclosures, the creditor and other parties cannot charge you fees related to your loan application, except for a fee for obtaining your credit history.

## **“HUD-1/HUD-1A” statement**

When you purchase a home or refinance your mortgage, RESPA also requires the lender to give you a copy of your HUD-1 or HUD-1A Settlement Statement the day before you go to settlement, if you request it. This final statement of settlement costs will show all the fees and charges you will be expected to pay at settlement. The HUD-1 also states the initial terms of the loan, including the monthly amount due.

The revised HUD-1 is designed for easy comparison with your good faith estimate. Most costs in the “800” to “1300” series of the HUD-1 form are labeled with the corresponding section of the GFE for reference. Included in the HUD-1 are comparison charts for the estimated costs provided on the GFE and actual costs paid at closing. These will be completed by the settlement agent for you before closing with information provided by your lender.

## **Fees paid outside of settlement/closing**

Some fees may be listed on the HUD-1/HUD-1A and marked as “Paid Outside of Closing” (or “POC”). You will pay some of these fees, such as for credit reports and appraisals, before settlement. Other fees, such as your direct payments to a mortgage broker, you will pay at settlement. Payments by other parties, for example, from the lender to the mortgage broker, also may be marked as “POC.”

## Sample Settlement Costs

Because costs may vary from one area to another and from one lender to another, the following example is an estimate only. This example is based on a \$200,000 home with a 5% or 20% down payment. Excluding reserves for property taxes and down payment, settlement costs for the 5% down payment loan vary between \$6,235 and \$19,930 (median cost \$13,030); settlement costs for the 20% down payment loan vary between \$5,800 and \$18,440 (median cost \$11,585). Your costs may be higher or lower than the examples below.

### Settlement Costs

Item	Typical range (percent except as noted)	Estimate for \$200,000 house (in dollars except as noted)	
		5% down payment	20% down payment
Down payment	—	10,000	40,000
Mortgage amount	—	190,000	160,000
<b>Items payable in connection with the loan (“800” series on HUD-1 form)</b>			
Application fee	—	65 to 640 Median: 365	65 to 640 Median: 365
Loan origination fee (may also include underwriting fees, administrative fees, lender’s attorney fees, notary fees, and so on)	—	2,130 to 3,105 Median: 2,734	1,984 to 2,865 Median: 2,537
Points	0 to 3	0 to 5,700	0 to 4,800
Appraisal fee	—	263 to 444 Median: 292	263 to 444 Median: 292
Lender’s inspection fee	—	350 to 500	350 to 500
Assumption fee (if applicable)	\$300 to \$1,000	—	—
Broker fee (if applicable)	1	1	1

(continued on page 21)

**Settlement Costs** (continued)

Item	Typical range (percent except as noted)	Estimate for \$200,000 house (in dollars except as noted)	
		5% down payment	20% down payment
<b>Items payable in connection with the loan ("800" series on HUD-1 form)</b> (continued)			
Tax service	—	54 to 420 Median: 63	54 to 420 Median: 63
Flood determination (flood insurance, if needed, is additional)	—	10 to 16 Median: 12	10 to 16 Median: 12
<b>Items payable in advance ("900" series on HUD-1 form)</b>			
Daily interest	<sup>2</sup>	470	395
Homeowner's insurance (hazard insurance)	\$380 to \$1,832 Median: \$744	750 <sup>3</sup>	750 <sup>3</sup>
<b>Reserves (escrow) deposited with lender ("1000" series on HUD-1 form)</b>			
Homeowner's insurance	—	160 to 915	160 to 915
PMI	—	100 to 200	—
Property taxes	<sup>4</sup>	—	—
<b>Title charges ("1100" series on HUD-1 form)</b>			
Title search and lender's title insurance	—	615 to 1,560 Median: 840	530 to 1,345 Median: 725
Owner's title insurance	—	—	—
Settlement fees	—	285 to 560 Median: 400	285 to 560 Median: 400
<b>Government recording and transfer fees ("1200" series on HUD-1 form)</b>			
Recording fees for deed, mortgage, city/county taxes <sup>4</sup> , and state taxes <sup>5</sup>	—	150 to 6,150 Median: 587	150 to 6,150 Median: 550
<b>Additional charges ("1300" series on HUD-1 form)</b>			
Survey	—	84 to 600 Median: 154	84 to 600 Median: 154
Pest inspection	—	0 to 68 Median: 50	0 to 68 Median: 50

(continued on page 22)

**Settlement Costs** (continued)

Item	Typical range (percent except as noted)	Estimate for \$200,000 house (in dollars except as noted)	
		5% down payment	20% down payment
<b>Other amounts due from borrower ("100" series on HUD-1 form)</b>			
Personal property; assessments; prorated condominium fees; homeowners' association fees; prorated taxes; fuel, oil, and propane; and so forth	6	6	6

**Note:** "—" = not applicable

1. May be a dollar amount or a percentage.
2. Depends on interest rate, the day of the month that settlement takes place, and the amount borrowed. The example assumes that there are 15 days left in the month and that the interest rate on the loan amount is 6%.
3. These are the fees if using \$3.75 per \$1,000 of purchase price as an estimate.
4. Varies greatly and depends on local tax rates.
5. Visit [www.taxadmin.org/fta/link](http://www.taxadmin.org/fta/link) to find your state's tax department.
6. These items vary depending on your agreement with the seller.

# Consider these settlement cost tips

- Think about settlement fees before you submit your purchase offer.
- Remember that many fees and charges are negotiable.
- Use the Settlement Costs Worksheet, and compare costs by shopping among several lenders and brokers.

This information has been prepared to help you make the important decisions involved in buying and financing your home. However, it should not be viewed as a replacement for professional advice. Talk with attorneys, mortgage lenders, real estate agents, and other advisers for information about lending practices, mortgage instruments, and your own interests before you commit to a specific loan.

## Where to go for help

For additional information or to file a complaint about a bank, savings and loan, credit union, or other financial institution, contact one of the following federal agencies, depending on the type of institution.

### *State-chartered bank members of the Federal Reserve System*

Federal Reserve Consumer Help  
 PO Box 1200  
 Minneapolis, MN 55480  
 888-851-1920 (toll free)  
 877-766-8533 (TTY) (toll free)  
 877-888-2520 (fax) (toll free)  
 E-mail: [ConsumerHelp@FederalReserve.gov](mailto:ConsumerHelp@FederalReserve.gov)  
[www.FederalReserveConsumerHelp.gov](http://www.FederalReserveConsumerHelp.gov)

### *Federally insured state-chartered banks that are not members of the Federal Reserve System*

Federal Deposit Insurance Corporation (FDIC)  
 Consumer Response Center  
 2345 Grand Blvd., Suite 100  
 Kansas City, MO 64108  
 877-ASK-FDIC (877-275-3342) (toll free)  
 E-mail: [consumeralerts@fdic.gov](mailto:consumeralerts@fdic.gov)  
[www.fdic.gov/consumers/consumer/cc/index.html](http://www.fdic.gov/consumers/consumer/cc/index.html)

### *National banks and national-bank-owned mortgage companies<sup>6</sup>*

Office of the Comptroller of the Currency (OCC)  
 Customer Assistance Group  
 1301 McKinney Street, Suite 3450  
 Houston, TX 77010  
 800-613-6743 (toll free)  
 713-336-4301 (fax)  
 E-mail: [customer.assistance@occ.treas.gov](mailto:customer.assistance@occ.treas.gov)  
[www.occ.treas.gov](http://www.occ.treas.gov)  
[www.helpwithmybank.gov](http://www.helpwithmybank.gov)

<sup>6</sup> National banks are banks with "National" in their name or "N.A." after the name.

***Savings and loan associations***<sup>7</sup>

Office of Thrift Supervision (OTS)

Consumer Affairs

1700 G Street NW

Washington, DC 20552

800-842-6929 (toll free)

800-877-8339 (TTY) (toll free)

[www.ots.treas.gov](http://www.ots.treas.gov)

***Federally chartered credit unions***<sup>8</sup>

National Credit Union Administration (NCUA)

Office of Public and Congressional Affairs

1775 Duke Street

Alexandria, VA 22314

800-755-1030 (toll free)

703-518-6409 (fax)

E-mail: [consumerassistance@ncua.gov](mailto:consumerassistance@ncua.gov)

[www.ncua.gov/ConsumerInformation/index.htm](http://www.ncua.gov/ConsumerInformation/index.htm)

***State-chartered credit unions***

For state-chartered credit unions, contact the regulatory agency in the state in which the credit union is chartered.

[www.ncua.gov/Resources/ConsumerInformation/Complaints/statechartered.aspx](http://www.ncua.gov/Resources/ConsumerInformation/Complaints/statechartered.aspx)

***Mortgage companies and other lenders***

Federal Trade Commission (FTC)

Consumer Response Center-240

600 Pennsylvania Avenue NW

Washington, DC 20580

877-FTC-HELP (877-382-4357) (toll free)

866-653-4261 (TTY) (toll free)

[www.ftc.gov](http://www.ftc.gov)

[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

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<sup>7</sup> Federally chartered and some state-chartered associations.

<sup>8</sup> Credit unions with "Federal" in their name.

*Fair lending and fair housing issues*

U.S. Department of Justice (DOJ)

950 Pennsylvania Avenue NW

Washington, DC 20530

202-514-3301

[www.usdoj.gov/crt/housing/index.html](http://www.usdoj.gov/crt/housing/index.html) (for complaints involving housing discrimination)

[www.usdoj.gov](http://www.usdoj.gov) (for complaints involving other matters)

Department of Housing and Urban Development (HUD)

Office of Fair Housing and Equal Opportunity

451 7th Street SW

Washington, DC 20410

800-669-9777 (toll free)

800-927-9275 (TTY) (toll free)

[www.hud.gov/complaints](http://www.hud.gov/complaints)

# More resources and ordering information

For more resources on mortgages and other financial topics, visit [www.federalreserve.gov/consumerinfo](http://www.federalreserve.gov/consumerinfo). Other mortgage-related resources available online and in print form include:

## **Federal Reserve Board**

*Consumer Handbook on Adjustable-Rate Mortgages*  
(available in English and Spanish)

[www.federalreserve.gov/pubs/arms/arms\\_english.htm](http://www.federalreserve.gov/pubs/arms/arms_english.htm)

*Home Mortgages: Understanding the Process and Your Rights to Fair Lending*

[www.federalreserve.gov/pubs/mortgage/morbro.htm](http://www.federalreserve.gov/pubs/mortgage/morbro.htm)

*Looking for the Best Mortgage: Shop, Compare, Negotiate*  
(available in English and Spanish)

[www.federalreserve.gov/pubs/mortgage/mortb\\_1.htm](http://www.federalreserve.gov/pubs/mortgage/mortb_1.htm)

*A Consumer's Guide to Mortgage Lock-Ins*

[www.federalreserve.gov/pubs/lockins/default.htm](http://www.federalreserve.gov/pubs/lockins/default.htm)

## **Federal Trade Commission**

Cancellation of Privacy Mortgage Insurance

[www.ftc.gov/bcp/online/pubs/alerts/pmialrt.htm](http://www.ftc.gov/bcp/online/pubs/alerts/pmialrt.htm)

## **U.S. Department of Housing and Urban Development**

Buying Your Home: Settlement Costs and Information

[www.hud.gov/offices/hsg/sfh/res/sfhrestc.cfm](http://www.hud.gov/offices/hsg/sfh/res/sfhrestc.cfm)

HUD-1 Settlement Statement

[www.hud.gov/offices/hsg/sfh/res/sc3sectd.cfm](http://www.hud.gov/offices/hsg/sfh/res/sc3sectd.cfm)

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