

HSBC CONTACT INFORMATION

For internal use only by counselors, legal aide, etc.

NAMES OF OUR OPERATING ENTITIES AS LENDER/SERVICER:

HSBC Mortgage Services: www.hsbcmortgageservices.com
HFC: www.hfc.com
Beneficial: www.beneficial.com
Mortgage Service Center..... www.phhmortgage.com

COUNSELORS, LEGAL AIDE AND REGULATORS ONLY SHOULD CALL:

1-877-415-4FAP (4327) (HFC, Beneficial, HSBC Mortgage Services)
1-800-210-8849, (Mortgage Service Center)

COUNSELORS/LEGAL AIDE ONLY MAY FORWARD REQUESTS TO THE FOLLOWING:

HSBC is enrolled in a Counselor Loan Portal through Hope LoanPort: www.hopeloanportal.org
Email address for HSBC Mortgage Services, HFC, or Beneficial: us.CLhardship@us.hsbc.com
Dedicated fax number for HSBC Mortgage Services, HFC, or Beneficial: **888-629-8590**
Email address for Mortgage Service Center HomeownerAssistanceTeam@mortgagefamily.com
Dedicated fax number for Mortgage Service Center: **856-917-2848**

TO ESCALATE A FORECLOSURE AVOIDANCE PROGRAM (FAP) INQUIRY:

(For HSBC Mortgage Services, HFC, or Beneficial accounts)

Counselors, legal aide, and regulators ONLY should contact the following individual:
Tammy Peters – Unit Manager – 630-617-7756 – us.agency.escalation@us.hsbc.com

TO INVITE HSBC TO PARTICIPATE IN FORECLOSURE AVOIDANCE/CONSUMER OUTREACH EVENTS:

Cece Gottman – Outreach – 224-568-1949 – cecilia.d.gottman@us.hsbc.com