

savings and loan association or bank. Contact the Office of Thrift Supervision.

State-Licensed Banks and Savings and Loans

- If the bank or savings and loan is licensed by the state it is not or may not be regulated by the federal agencies. Contact the California Department of Financial Institutions.

Credit Unions

- If the name of your credit union contains the word “Federal”, it is a federal credit union. Contact the National Credit Union Administration.
- If not, it is a state-licensed credit union. Contact the California Department of Financial Institutions.

Industrial Loan Companies

- If your lender is an industrial loan company, also known as “thrift and loan”, it is state-licensed. Contact the Department of Financial Institutions.

Mortgage Bankers, Lenders, and Brokers

- If your lender does not fit any of the above, go to the Department of Real Estate’s web site at www.dre.ca.gov. Click on the icon for California Real Estate and Financial Services License Information to obtain license information for the lender.
- Your lender may be a mortgage banker, California finance lender, or residential mortgage lender. If so, it is state-licensed as a banker or lender. Contact the Department of Corporations.
- A lender may be a real estate broker and licensed by the state. Contact the Department of Real Estate.

WHO IS MY LOAN SERVICER?

The person who collects your loan payments is often referred to as the loan servicer or authorized servicer. A borrower generally does not have the ability to select the loan servicer; the servicer is selected by