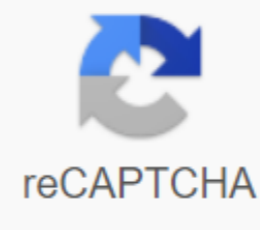




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## State home mortgage atlanta georgia

Safe and affordable housing > Home ownership > State Home Mortgage A: The account is analyzed annually on the anniversary of your loan. At special request, you can have an analysis completed for a fee if on a date other than the anniversary date. A: When an insurance renewal billing is not received by the expiration date or the current insurance company does not renew the policy, State Home Mortgage covers the property with a forcibly placed insurance. This is the lender located and provides cover only for the structure and not the contents of the property. This coverage is expensive and homeowners are notified when this is placed. You are encouraged to find coverage with an insurance agent of your choice. A: A homeowner insurance (or danger insurance) policy covers damage to your home, your belongings and accidents as described in your policy. A: We can help you understand your options if you face payment challenges. Call 800-781-8346, Option #3 then Option #1. A: The county tax office is unaware of which lender is associated with each property. State Home Mortgage has a provider Core-Logic that gives us a bill for each homeowner. There is no need for you to send us the bill you receive unless there is an additional bill due to an appeal or you receive an overdue bill. BBB remains operational and focused on serving our business. BBB remains operational and focused on serving our business and our consumers throughout this crisis. Please check out resources available to you at [BBB.org/coronavirus](http://BBB.org/coronavirus). Some of the information sources BBB relies on are temporarily unavailable. Many businesses are also closed, suspended or not working as usual, and cannot respond to complaints and other requests. BBB information and business profiles reflect the latest information available to us. We appreciate your patience as we and everyone in our communities focus on resolving this crisis. This company offers mortgage service for GA Dream Program. Location by this Business PO Box 133049, Atlanta, GA 30333-3049 BBB File Opened: 12/1/2003 Year in Business: 44 Business Started: 4/1/1976 License Information: This business is in an industry that may require professional licensing, binding or registration. BBB encourages you to check with the appropriate agency to make sure that any requirements are met. Device Type: Professional Corporation (PC) Principal Ms. Donna Johnson Martin, assistant manager Andre Kontakter Mr. James Hall, Service Manager Phone Numbers (404) 679-5294 Other Phone Addresses Primary Read more business details 08/24/2020 on June 22, 2020 I was charged 18.36 for late charges on May 29th I deposited 580.00 on my account, my payment is automatically prepared out of my account, there was enough money in my account, but because of the technical error payments were not prepared. I have several times just to everyone from A to Oh and the problem still hasn't been solved all I want is my \$18.36 back to my account. I have my bank statement showing the covered amount on my account... Read more Desired Outcome een refund at 18.36... 7 Customer reviews! absolutely love this company! They've gone far from what I expected of them to help me keep my home. The process was simple and the manager called me all the way to make sure everything went well. I really appreciated her professionalism and concern for my current circumstances. I will never forget how useful they were and how they treated me as a person and not a loan number. Read 6 more customer reviews This company offers mortgage service for GA Dream Program. Location by this Business PO Box 133049, Atlanta, GA 30333-3049 BBB file opened: 12/1/2003 Year in Business: 44 Business Started: 4/1/1976 License Information: This business is in an industry that may require professional licensing, binding or registration. BBB encourages you to check with the appropriate agency to make sure that any requirements are met. Device Type: Professional Corporation (PC) Principal Ms. Donna Johnson Martin, assistant manager Andre Kontakter Mr. James Hall, Service Manager Phone Numbers (404) 679-5294 Other Phone Addresses Primary Read more business details BBB Business profiles cannot be rendered for sales or promotional purposes. BBB Business Profiles are provided exclusively to help you exercise your own best judgment. BBB asks third parties who publish complaints, reviews and/or responses to this website to verify that the information provided is accurate. However, BBB does not verify the accuracy of information provided by third parties and does not guarantee the accuracy of information in Corporate Profiles. When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a company's response to them are often more important than the number of complaints. BBB Business Profiles typically covers a three-year reporting period. BBB business profiles can be changed at any time. If you choose to do business with this business, please let your business know that you contacted BBB for a BBB Business Profile. As a matter of policy, BBB does not support any product, service or business. BBB reports on well-known marketplace practices. See What BBB reports on BBB business profiles cannot be reproduced for sale or promotional purposes. BBB Business Profiles are provided exclusively to help you exercise your own best judgment. BBB asks third parties who publish complaints, reviews and/or responses to this website to verify that the information provided is accurate. However, BBB does not verify the accuracy of information provided by third parties and does not guarantee the accuracy of information in Profiles. When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a company's response to them are often more important than the number of complaints. BBB Business Profiles typically covers a three-year reporting period. BBB business profiles can be changed at any time. If you choose to do business with this business, please let your business know that you contacted BBB for a BBB Business Profile. As a matter of policy, BBB does not support any product, service or business. EV Evan Wheeler Everything was fine with them for a while. If I ever had to pay my mortgage during the validity period, they would call and set it up. But when I got laid off and got behind on my mortgage 2 months, they would never return my calls, and every time I called, it would go straight to voicemail on several different extensions. Piss poor customer service and most of the people I've spoken to had zero motivation to help or guide me in the right direction. I ended up having to go with a counselling agency to help mediate and get in touch with them because of their poor communication skills. Talked to a law firm that deals with them, and apparently this is a common problem. I would avoid them unless you plan to never miss a payment. LY Lynette Duffy Customer Service is terrible! I really hate this company. When I have a question or concern, I'm on hold for at least 20 minutes, and then I'm routed to a voice mail system that says, Sorry, no representatives are available. Please leave a message. Ok. So after leaving several messages, I never get a call back. So, when I email the employees, no one responds to my emails. I hate having a question or concern about my loan. ER Erin Traynum Cameron Company has very poor customer service. My mortgage was bought from another bank and given to them, and I wish there was a way we could object to our mortgages being bought out by other companies. Seems like they only have one person who answers the phone for the whole company and that a couple of people just collected some money together and bought some mortgages. RE Rebekah Diaz I've been calling State Home for weeks trying to get someone to answer the phone and reset my online account! I'm locked out of their new online account and I've been calling for weeks and weeks both local and 1800 numbers and I can't get in touch with them! Someone's got to pick up the phone! LA LaTuaru's Flowers State Home Mortgage is one of the worst mortgage companies ever!!!! I called last week about a claim on my roof that needed information. The voice recording said she'll be back with me within the same day. Well that's 4 days later!!! I wish I could switch companies. You can never get anyone on AM Amanda Breland It takes an action by Congress to get to an actual talking person! But wait to make your payment and they will call every day wanting to know when a payment will be made. Worst company ever in terms of customer service. JE Jennifer Peters This is the worst loan service company I've ever worked with. Their customer service is terrible. They can't get anything right. The DESTINY BROWN I want to give Ms Gaylon my standard office a special thank you for going over her call and advising me on the help that was available to me. She is an outstanding person and deserves to acknowledge. . THANK YOU VERY MUCH TAKE Tamara Thomas Extremely terrible customer service. You can NEVER reach anyone, and even when you call and leave a message, no one returns the call. How the hell can I get free from this terrible device? BR Brian Axe Thrower Those who work here are idiots and racist absolutely the worst customer service anywhere. I'm going to refinance my home just to get away from this train wreck of a mortgage company LO Lori Reep Been with them for 17 years and waiting for the 13 more, you're right, if you owe they'll blow the phone up, but if you want to talk everything you talk to is machines. Bi Bianca Harrell Terrible service. I can never get through to their landline to ask questions. The only time I hear from them is when my mortgage payment is near. AM Amber Stanislawski Save yourself problems and time go to another mortgage company they are terrible they never put the customer first or try to help. YES Jasmin Jasarevic if I could I would give a negative number. I've been trying for 60 minutes to get someone on the phone. Costumer service is poor. BR Brian Jones As others have said recently, I am locked out of the new online account and no one will answer the phone! This is very frustrating. Ch Chris Walton This is a terrible business!!! Call escrow department 100 times a day and still won't get an answer. Seems like a shady place. Ji Jim Miller New to Company as I just bought a new home and wish I could get a new mortgage company. This one's sorry about that. B B D If I could give less than 1 Star I would. Needless to say, I will never make another FHA loan in Georgia. XX Xtroubledchild xX They never answer the phone, this has been going on for years. Terrible customer service. AE Ae Choi can never get in touch with them. Never use them for mortgages again. MO Monica Lewis Sends you to a voicemail after waiting 15mins on hold. ANSWER YOUR PHONE!!! KE Keeya Norris They are unprofessional and nasty! No one is ever available to help you. RY Ryan Mooney Worst mortgage company. Worst site, worst customer service. AM Amanda Thomas I can rarely get someone to answer the freaking phone! CH Charles Flynt was just going to a negative number was available.. M.M.D. Summers This is the worst company ever KH Kholiwe Mabuza worst customer service ever!!!! CA Cammy Gaines they never answer the phone! MI Michael B Problem taken care of 25 latest searches See also other insurance companies: companies:

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