

BOSTON PRIVATE

WEALTH ▫ TRUST ▫ PRIVATE BANKING

FORECLOSURE PREVENTION ESCALATION

Submitting Your Request for Review

Requests for a review of the foreclosure prevention process can be submitted to the Bank by calling our toll free number or by U.S. mail. Please include your loan number and last name when you submit your inquiry.

Toll free number: 1-855-211-7781
(8am-5pm EST)

Email: HAssistance@BostonPrivate.com

Mailing address: Boston Private Bank & Trust Company
Attn: Collections
10 Post Office Square
Boston MA 02109

Review Process

The Foreclosure Prevention Case Escalation Unit will receive your request for review of the foreclosure prevention and will acknowledge your request in writing within 3 business days and provide a resolution date 15 calendar days from the date of receipt of your request.

After research is completed, you will receive a response in writing. In the rare case that more time may be needed, we will notify you of a new resolution date not to exceed 30 calendar days from the original date of receipt of your request.

****Status updates on ongoing foreclosure prevention options should not be sent to this unit; however, if you have any questions regarding the status of your loss mitigation review, please contact our Collections Department at 1-855-211-7781.****