



STATE OF CONNECTICUT  
**DEPARTMENT OF BANKING**

260 CONSTITUTION PLAZA • HARTFORD, CT 06103-1800



Howard F. Pitkin  
Commissioner

January 31, 2014

Bill Welz  
Office of the Governor  
State Capitol  
210 Capitol Avenue  
Hartford, CT 06106

**Re: Executive Order No. 37 – Agency Review of Existing Regulations**

Dear Bill:

Enclosed please find a chart detailing the Department of Banking's review of its regulations in the form provided by the Office of the Governor.

Please be advised that only one comment received by the Office of the Governor pertained to our department, as follows:

From Byron and Theresa Tillet (tillett-family@comcast.net)

"Make these banks process payments as they come in - we have been making payments every 2 weeks so that we'd end up paying the mortgage off 7 years early on our 30 yr mortgage (currently 5.25% started at 6.5% prior to the streamline) & when Freedom Mortgage did the stream line to lower our interest rates in late 09 they stopped processing our payments as they went in electronically to them & now they are trying to charge us over \$6,000 + even though we've been making these payments all along from the start in Feb 09 with our Initial Mortgage & they told us to stop making the payments until the streamline was completed because it was changing the numbers during the processing - at the Housing Help Event at the Convention Center this Tuesday Oct 22 the Urban league Worker told us to be late & not make our customary payment while she tries to get Freedom Mortgage to come to the table but she does not think that they will cancel out the fees they are wrongly trying to force upon us even though we've been making payments all along & FHA loans Do Not Have Pre-Payment Penalties the way that Freedom Mortgage is not processing the payments & charging fees they are acting in a predatory manner & imposing upon us Pre-Payment Penalties & this is just wrong"

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website: <http://www.ct.gov/dob>

This comment is not in the nature of a critique of our regulations, but rather a complaint against Freedom Mortgage and we have accordingly forwarded this to our Consumer Affairs Division to open an investigation.

We trust that this information complies with the directive in Executive Order No. 37 for the "Agency Review of Existing Regulations" and look forward to working with the Office of the Governor in the upcoming months to review and implement our recommendations. Should you have any questions, please feel free to contact Staff Attorney Amy LaChance at (860) 240-8152.

Sincerely,

A handwritten signature in black ink, appearing to read "Howard F. Pitkin". The signature is written in a cursive style with a large, stylized initial "H".

Howard F. Pitkin  
Banking Commissioner