

Denied mortgage in the UK

July 2010

MORTGAGE LOAN MODIFICATION

Personal Information	
Name (Last)	DOE
Address (Mailing Address)	123 Main Street
E-Mail Address	John.Doe@Anywhere-123
Services needed	Modification to an existing loan pay off balance on mortgage
(First)	John
(Middle Initial)	Q
(City)	Anywhere
(State)	XY
(Zip)	12345
Home Telephone	123 456 789
Other Telephone	122 1456 789
Education (GED) Test Passed?	Yes No
Graduate	Degree & Year

The situation

A high-net-worth client was shocked when his mortgage application from a prominent bank in the United Kingdom was refused. Upon further inspection and due to the likelihood of identity theft, it was recommended that the customer contact red24 to find out the reasons behind the refusal.

Advice given

Firstly, red24 recommended that the customer obtain his credit report and that he register with the Credit Industry Fraud Avoidance System (CIFAS). A red24 identity theft consultant then met with the client and reviewed his credit report with him. It appeared that the customer had two different accounts at separate banks where the billing addresses had been changed in excess of eight times over a period of a few years. Neither of the accounts had been opened by the customer, which indicated that he had become a victim of identity theft. There were also missed payments on a utilities account.

Assistance

At the request of the customer, the red24 consultant assumed Power of Attorney and contacted both banks.

From the first account, it was ascertained that two companies had been registered using the customer's name. Although the customer tried to report the matter to the police, they refused to open a report confirming the matter as a case of identity fraud.

The red24 consultant took the matter back to the companies' house investigations department and, through the police liaison there, he was able to obtain authority for the matter to be reported to police. This time the case was accepted.

In addition to the bank accounts and outstanding utilities bills, the client received a demand for council tax in relation to outstanding monies due from the last address at which he had resided. A debt collection letter threatening court action had also been issued. Although the customer attempted to contact the council with regards to the outstanding monies, the council responded by insisting that the client must pay.

red24 prepared a letter in response to this demand and the result was that the council formally acknowledged that the customer was not responsible for any monies due.

A complex case

In addition to the aforementioned case, the client discovered that an old flatmate had also been a victim of identity theft, where some £10,000 of goods had been purchased using the flatmate's credit card. Although he was reimbursed, further investigation showed that the goods had been sent to a mail box address company where the customer was actually listed as the owner of the mail box unbeknownst to him. The mail box was immediately closed. red24 sent a full report covering all of the details of the case to the police.

How can this level of identity theft happen?

The cause of such a complicated case and resulting upset to so many people has been traced to a landlord who advertised a large three-bedroom flat on a well-known website. As the landlord was a Chinese national, he had encouraged new-to-the-country Chinese nationals to sublet

the rooms. The residents were not given direct access to the secure mail box at the flat, which allowed the landlord to steal mail and enter his tenants' rooms whilst they were at work. Private information obtained from the tenants' mail was then used to open accounts, and obtain goods, financial services and driver's licences using their identities and good credit ratings.

Feedback:

The client was extremely happy with red24's advice and assistance, and was relieved to have had access to the red24 consultant's ongoing support as he felt that as a Chinese national he would have been at a loss as to where to begin to clear his credit file and re-instate his good name in the UK.