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**DEC 12 2013**

TRACIE K. LINDEMAN  
CLERK OF SUPREME COURT  
BY *[Signature]*  
CHIEF DEPUTY CLERK

**Jeanette A. Gross**  
14180 Rancheros Dr.  
Reno, NV 89521-7334

10 / 28 / 2013

*ADKT 0435*

To The Clerk Of Court,

I am trying to contact the Justices Of The Court, to complain about the people processing the mediation program in Nevada. I could not find an e-mail address or an address for them directly and I am asking you to present this letter to them. I am currently in foreclosure, and have gone through a mediation in Reno, last March 11, 2013. I had read the Order Amending Foreclosure Mediation Rules, which were to take effect last January 1, 2013, which gave me hope, because the lenders now must produce all required documents. The rulings I thought meant strict compliance for lenders to produce the original note and deed of trust, plus all sequent assignments. It also outlined the rules for the mediator to follow. Unfortunately this did not happen in my case, and no one was enforcing these rules or monitoring these procedures to make sure that all rules are followed. Only the attorney for the lender showed up, and did not have to present the required paperwork, or assignments. This mediator seemed to go off of the set mediation outline and just do her own thing. I had my attorney present, and he tried to review some of the mediation rules with the mediator but got nowhere with her. She was set on doing it in her own way. Now I have the additional expense of going through a Judicial Review, scheduled November 15 in Reno. My attorney even called and questioned the mediation department about the rules not being followed, (referring to rule 11 c and a loan representative not being present and this attorney did not have the authority to modify my loan, and also this attorney was not presenting the required paperwork) and they stated that my attorney was right, those points should of been taken into consideration, but this department apparently did not try or were unable to correct this report.

On the NOD, Quality Loan Servicing was listed as trustee and GMAC as beneficiary, As of this date, in contacting Fannie Mae by e-mail, they stated that apparently I have a loan with them, and that GMAC is my loan servicer. MERS records state that GMAC is my loan servicer, GMAC sent me a letter which stated my servicer is now Green Tree Mortgage, but the account number given by GMAC for Green Tree is an invalid account which I cannot access or view in any way. Also Green Tree will not let me access the account, because it is an invalid account number. My attorney stated that there has not been an assignment recorded by GMAC to Green Tree Mortgage as yet.

The point I am trying to make is that these new amended foreclosure rules have not been taken seriously. There is no way for the supreme court to enforce the new rules if the people responsible for putting these rules into effect are lax in doing their jobs. Yes, the Nevada Supreme Court has been trying to save our homes with this mediation program, but your orders and rules have been slow to trickle down and be acknowledged in the lower courts and mediation program. The lenders continue their shell games, foreclosing on properties without presenting the original paperwork, assignments etc.. The first mediation with GMAC was in my favor because that attorney did not present any paperwork and he also came alone. This second mediation, the attorney did not show any paperwork as to who he was representing, (Quality Loan Servicing, GMAC, Green Tree Mortgage Servicing, or Fannie Mae) but stated he appeared on behalf of Green Tree. he did not produce any of the required paperwork, nor any chain of assignment of the deed of trust, he also stated that he did not have any authority to modify the loan, but would get someone on the phone (which was Green Tree Mortgage). After that phone call, he stated that no offer could be made, which ended the mediation and later this mediator's paperwork now listed the beneficiary as Green Tree. (They were not even listed on the NOD) On 05/10/2013 the mediator's statement issued a Certificate Of Foreclosure. I just felt that you all should be aware of how my mediation was conducted. Thank You for your time, Jeanette A. Gross

**RECEIVED**  
NOV 01 2013  
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CLERK OF SUPREME COURT  
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*13-37597*