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Better Business Bureau®

Start With Trust®

Los Angeles, Orange, Riverside, and San Bernardino Counties of Southern California



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BBB Reliability Report for

HLH Group, LLC

BBB Rating

F

[Rating Explanation](#)

Company Rating: F

[Click here for our opinion of the meaning of this rating.](#)



A Better Business Bureau Program

Check out the **HLH Group, LLC** storefront to view photos of the business, read customer reviews, and even post a review yourself!

[Read Customer Reviews](#)
[Request a Quote](#)

[Write a Company Review](#)
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Here is my experience with this company...

TrustLink Rating: ★★★★★
based on 3 reviews

Company Profile **HLH Group, LLC**

Address: 1800 East Garry Avenue, Suite 207
Santa Ana, CA 92705
Tel: (888) 657-4553
Fax: (888) 515-8155

Web Site: <http://www.homelitigationhelp....>

Contact: Michael Tapia - Manager/Partner

Business Start Date: 9/4/2008
Company ID: 100082783



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BBB Comments & Analysis

Bureau's Comments and Analysis of Company's Business:

Effective October, 2009 in California, it is illegal to collect any fees, regardless of the form, for negotiating or attempting to negotiate a loan modification for a residential mortgage. All modification services must be fully completed before any money can be collected. It is also illegal to divide fees or services into components for the purpose of avoiding this law.

Accreditation

This business is not a BBB Accredited Business.

Other Considerations

We know of no other matter or practice relating to this company that may assist you in your consideration of this company.

Advertising Review

BBB has no information regarding advertising review at this time.

Nature of Business:
This company provides loan modification, debt negotiation and financing services.

Complaint Experience **Bureau Summary and Analysis of customer complaints and company responses:**

Our complaint history for this company shows that the company responded to and gave proper consideration to most complaints. However, some complaints are unresolved meaning the company failed to properly address the complaint allegations or their response was inadequate.

[View Complaints](#)

HUD approved housing counseling agencies are exempt from this law.<... »More

Licensing

Agency:
License Number:
Status:

We know of no licensing or registration requirement for companies engaged in this company's stated type of business.

[View All Licenses](#)

Rating Reasons

BBB rating is based on 16 factors. [Click here](#) for details about the factors considered.

Factors that lowered this business's rating include:

- > BBB concerns with the industry in which this business operates
- > Length of time business has been operating
- > 17 complaint(s) filed against business
- > Failure to respond to 11 complaint(s) filed against business
- > 3 complaint(s) filed against business that were not resolved
- > 7 serious complaint(s) filed against business
- > Overall complaint history with BBB

Factors that raised this business's rating include:

- > BBB has sufficient background information on this business

Complaint Closing Statistics The following grid displays the number and responses to complaints over the last 36 months:

No. of Cmpl	Type of Response
0	Making a full refund, as the consumer requested
0	Making a partial refund
0	Agreeing to perform according to their contract
2	Refusing to make an adjustment
4	Refuse to adjust, relying on terms of agreement
11	Unanswered
0	Unassigned
17	Total

Government Actions

BBB has no information regarding government actions at this time.

Add. Company Info

- > Additional DBAs
- > Additional Contacts
- > Additional Addresses
- > Additional Websites
- > Additional Phone Numbers
- > Additional Fax Numbers