Federal Housing Finance Agency

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FINAL SUSPENSION ORDER

The Federal Housing Finance Agency ("FHFA"), as safety and soundness regulator of the Federal National Mortgage Association ("Fannie Mae"), Federal Home Loan Mortgage Corporation ("Freddie Mac"), and the eleven Federal Home Loan Banks (collectively, the "regulated entities"), is issuing this Final Order pursuant to the following legal authorities:

1. Section 1313 of the Federal Housing Enterprises Financial Safety and Soundness Act of 1992, as amended by the Housing and Economic Recovery Act of 2008, Pub. L. No. 110-289, 122 Stat. 2654 (codified as 12 U.S.C. § 4511 et seq.), ("Safety and Soundness Act"), authorizes FHFA to exercise such incidental powers as may be necessary in the supervision and regulation of the regulated entities. *See* 12 U.S.C. § 4513(a)(2).

2. Section 1313B of the Safety and Soundness Act authorizes FHFA to establish standards for the regulated entities regarding prudential management of risks. FHFA is authorized to issue orders requiring the regulated entities to take any action that will best carry out the purposes of that section. *See* 12 U.S.C. § 4513b(b)(2)(B)(iii).

3. Section 1319G of the Safety and Soundness Act authorizes FHFA to issue any orders necessary to ensure that the purposes of the Safety and Soundness Act are accomplished. *See* 12 U.S.C. § 4526(a).

4. 12 CFR § 1227.6, FHFA's regulation governing the issuance of a final suspension order and the factors that may be considered by the suspending official.

Consistent with these authorities, FHFA has determined that any business relationship between Mohammad Zafaranchi (a/k/a "Mike") ("Zafaranchi") and any of the regulated entities would present excessive risk to their safety and soundness.

This determination is based on the following findings:

1. Zafaranchi was a resident of Orange County, California.

2. Zafaranchi and others operated a call center that used the names "Sound Solutions Group," "Community Assistance Center," and "Sienna Support Network" (the "Everett call center") from 2016 to 2018.

3. At Zafaranchi's and others' direction, the Everett call center defrauded homeowner customers, by, amongst other things, falsely representing that (a) it was comprised of experienced, highly trained mortgage modification specialists and professionals who

would provide services on the homeowners' behalf in return for a fee, and (b) homeowners had been approved for favorable mortgage modifications.

4. At least 899 individuals paid a fee to the Everett call center. Any individual who paid a fee to the Everett call center was directly harmed by the scheme or conspiracy that gave rise to Zafaranchi's and others' convictions because the Everett call center did not have the expertise those homeowners paid for and homeowners did not receive the represented services or results.

5. Based on this misconduct and at the conclusion of a federal trial, judgment was entered against Zafaranchi on December 16, 2025. Zafaranchi was convicted by the United States District Court for the Western District of Washington of conspiracy to commit wire fraud, wire fraud, money laundering, and destruction of records in a federal investigation. Zafaranchi was sentenced to one hundred-twenty (120) months of imprisonment, followed by three (3) years of supervised release. Restitution was ordered in the amount of $2,151,338.04.

6. The conduct underlying the conviction described above occurred in connection with a mortgage-related services and mortgage-related transactions.

7. The above-referenced conviction constitutes covered misconduct, as that term is defined at 12 CFR § 1227.2, that is of a type that would be likely to cause significant financial or reputational harm to a regulated entity or otherwise threaten the safe and sound operation of a regulated entity.

With this Final Order, FHFA is directing each regulated entity to cease or refrain from engaging in any business relationship with Mohammad Zafaranchi indefinitely, beginning on July 29, 2026.

The Final Order's requirement for the regulated entities to indefinitely cease any business relationship with Mohammad Zafaranchi does not apply to the existing or future purchase, sale, modification, foreclosure alternative transaction, or other foreclosure-related transaction of a residential mortgage loan owned by a regulated entity if Mohammad Zafaranchi is the borrower of such residential mortgage loan and the transaction is for the borrower's own personal or household residence.

This Final Order is a final action of the Federal Housing Finance Agency.

CLINTON JONES

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Clinton Jones,
Suspending Official