

Help for Homeowners

If you're facing financial difficulties and can't make your payments, we have potential solutions to assist you. Call us at 888-896-9658 for more information.

Our team is here to answer your questions about your mortgage and explore options tailored to your unique situation. We can determine your eligibility for assistance and outline what that entails. Potential options include:

Repayment Plan: This allows you to pay off any overdue amounts over time, in addition to your regular monthly payments, provided you have enough income to cover the increased payment amounts. This option lets you repay missed payments in installments instead of a lump-sum payment.

Forbearance Plan: This program temporarily reduces or suspends your monthly mortgage payments, giving you time to improve your financial situation. At the end of the forbearance period, the total amount becomes due, but we will work with you to discuss permanent home retention options.

Loan Modification: This permanent solution brings your account current by potentially altering the terms of your mortgage, such as the interest rate, maturity date, and/or principal balance. The benefits include the ability to catch up on missed payments and a revised, more affordable monthly payment.

Deferral: This option allows you to avoid paying missed mortgage payments all at once by adding a non-interest-bearing balance at the end of your mortgage, repayable either when you pay off the loan (e.g., if you sell your home) or at maturity.

Investor-Specific Streamline Assistance Options: Some investors offer retention options without requiring documentation. If your loan qualifies for a streamline review, we will discuss the available programs. If not, you may need to submit certain financial documents such as pay stubs, tax returns, award letters, pension statements, and bank statements.

Natural Disaster Assistance

A Forbearance may be available to assist homeowners impacted by natural disasters. This type of forbearance suspends payments for up to 90 days. If needed, additional time can be requested and may be granted upon approval, extending the forbearance period to up to 12 months. Eligibility for forbearance could be affected by previous delinquencies.

During the forbearance period, homeowners are not required to make any payments, but we encourage making payments, even partial ones, if possible. At the end of the forbearance period, all suspended payments become due. If the homeowner is unable to make this payment, options such as loan modification or deferral may be available.

Credit Reporting: For borrowers with properties in federally declared disaster areas, who are on a forbearance plan, negative credit reporting is suppressed to all credit reporting agencies. After the forbearance plan ends, negative credit suppression will continue for an additional 90 days. If the homeowner hasn't become current or worked out a mortgage assistance option by the end of this 90-day period, negative credit suppression will end, and normal credit reporting will resume on a go-forward basis.

Foreclosure Impacts: No mortgage will be referred to foreclosure or proceed to foreclosure sale during the forbearance plan, provided the homeowner complies with the plan terms.

Property Inspections: Periodic inspections of the property may be conducted during the forbearance period to assess its condition.

Important Resources:

UWM Insurance Processing: 888-896-9658 | [Claims Online](#) | [FEMA Disaster Assistance](#)

Additional Assistance:

If you are experiencing a financial hardship, you may be eligible for mortgage assistance from your state's housing finance agency or other state or local government agency.

For a list of **HUD-approved housing counseling agencies** that can provide free foreclosure prevention and debt management information, information on state or local government mortgage assistance programs that may be available as well as translation or other language assistance, contact the U. S. Department of Housing and Urban Development (HUD) at 800-569-4287 or visit the [HUD website](#) or the Consumer Financial Protection Bureau (CFPB) at 855-411-2372 or www.consumerfinance.gov/mortgagehelp for more information.

Colorado homeowners: The Colorado Foreclosure Hotline offers a free, immediate resource to Colorado homeowners. Counselors are available to help homeowners facing foreclosure or attempting to negotiate loan modifications or refinancing from their lender.

Help is available at 1-877-601-HOPE (4673)

Connecticut homeowners: The free Foreclosure Hotline is open Monday-Friday 8:00 a.m. to 5:00 p.m. Calls will be returned within two business days. You can also reach the Department of Banking at the following telephone numbers: Toll-free: 800-831-7225 and at 860-240-8299.

Illinois homeowners: The Illinois Attorney General's Office offers free assistance to homeowners who are struggling to make mortgage payments or have disputes with their mortgage servicer or lender.

Homeowners seeking help can contact the Illinois Attorney General's Homeowner Helpline at 1-866-544-7151 for more information.

Iowa homeowners: Iowa Mortgage Help offers free, confidential counseling through local nonprofit organizations to assist homeowners struggling with making mortgage payments. If you are struggling to make your mortgage payment, this free call may help you save your home from foreclosure.

Call 877-622-4866 or visit IowaMortgageHelp.com for more information.

Nevada homeowners: Home Again is a program that makes it easier for homeowners in Nevada to determine what state or federal assistance may be available to them with a single "one-stop" free resource. The no-fee service is available to all Nevadans by calling toll free 1-855-HLP-4-NEV (1-855-457-4638) with both English and Spanish-speaking assistance available. The call center is open 7:00 a.m. – 7:00 p.m. Monday through Friday.

New York homeowners: If you are a New York State homeowner struggling to make payments, or in a forbearance agreement, then you should know your options. Help is available through the NYS Office of the Attorney General's Homeowner Protection Program (HOPP) at no cost to you. Call the NYS HOPP Toll-Free Hotline at 1-855-HOME-456 (1-855-466-3456) or go to HomeownerHelpNY.org to get connected with a non-profit housing counselor or legal services organization in your area.

Washington homeowners: Housing counselors and legal assistance may be available at little or no cost to you. If you would like assistance in determining your rights and opportunities to keep your home, you may contact the statewide foreclosure hotline recommended by the Housing Finance Commission.

Phone: 877-894-4663 (HOME) | Website: Homeownership-WA.org

Beware of mortgage loan modification scams

If you're struggling to make your mortgage payments, be cautious. Scammers often target people who are looking for help. Visit the Consumer Financial Protection Bureau (CFPB) website at consumerfinance.gov to learn how to spot and avoid mortgage relief scams.

If you are unable to remain in your home or have already vacated the property, the following options may still be available to help you avoid foreclosure:

Selling Your Home: You might be able to sell your home, use the sale proceeds to fully pay off your loan, and apply any remaining equity towards a fresh start. Selling your home could be a viable option in today's market, depending on property values.

Short Sale: This involves selling your property when its value is less than the outstanding principal balance of your mortgage, when approved by your lender. The benefits of a short sale include:

- The potential forgiveness of any loan balance exceeding the sale proceeds. There may be tax consequences, so please consult your tax advisor for more details.
- The ability to transition out of your home without undergoing foreclosure.

Deed-in-Lieu of Foreclosure: This option requires you to transfer ownership of your property to us, with our approval, in exchange for partial or full mortgage forgiveness. The benefits of a deed-in-lieu include:

- If you're unable to sell your home independently, this option can help you avoid foreclosure.
- Your loan balance may be forgiven following the transfer of ownership. There may be tax consequences, so please consult your tax advisor for more details.

We are here to help. Please call us at 888-896-9658 to discuss which options may be available to you.