



## Help for Homeowners

If you're facing financial difficulties and are struggling to make your mortgage payments, we're here to help.

Call us at **888-896-9658** for assistance. Our team can discuss your situation, review available relief options, and help determine what solutions may be available based on your loan type and investor requirements.

### Options to Help You Stay in Your Home:

#### **Repayment Plan**

Allows you to catch up on past-due payments over time while continuing your regular monthly payments. This option may be suitable if your income can support the temporary increased payment amount.

#### **Forbearance Plan**

Temporarily reduces or suspends your mortgage payments to give you time to improve your financial situation. At the end of the forbearance, the total amount becomes due but we will work with you to discuss permanent home retention options.

#### **Loan Modification**

A permanent change to your mortgage terms - such as interest rate, loan term, or capitalization of past-due amounts - with the goal of making your payment more affordable and bringing the loan current.

#### **Payment Deferral**

Moves missed payments to the end of your loan as a non-interest-bearing balance, due when you pay off, refinance, or reach maturity.

#### **Investor-Specific Streamlined Options**

Some investors allow reduced-documentation or no-documentation assistance. If your loan qualifies, we will review those options. If documentation is required, you may need to provide items such as pay stubs, tax returns, award letters, pension statements, or bank statements.

#### **Natural Disaster Assistance**

If you've been impacted by a natural disaster, a disaster forbearance may be available.

- Forbearance may initially be granted for up to 90 days, with possible extensions up to 12 months if approved.



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- No payments are required during the forbearance but making full or partial payments when possible is encouraged.
- At the end of the period, all paused payments become due. If you cannot pay the total amount, options such as a modification or deferral may be available.

### **Credit Reporting (Disaster-Area Borrowers)**

For borrowers with homes in **federally declared disaster areas** who are on an active forbearance, negative credit reporting is **suppressed** to all credit reporting agencies.

### **Foreclosure Protection During Forbearance**

Loans will not be referred to foreclosure or proceed to sale while the borrower is on an active, compliant forbearance plan.

### **Property Inspections**

Periodic inspections may occur during a forbearance to confirm the property's condition.

### **Additional Assistance Resources**

You may qualify for free housing counseling, financial guidance, or state/government mortgage assistance.

#### **HUD-Approved Housing Counseling**

Phone: 800-569-4287

Website: <https://www.hud.gov/stat/sfh/housing-counseling>

#### **Consumer Financial Protection Bureau (CFPB)**

Phone: 855-411-2372

Website: <https://www.consumerfinance.gov/mortgagehelp>

### **State Resources**

#### **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.

Colorado Foreclosure Hotline: 1-877-601-HOPE (4673)

#### **Connecticut Homeowners**

The free Foreclosure Hotline is open Monday-Friday 8 a.m. to 5 p.m. Calls will be returned within two business days. You can also reach the Department of Banking at the following telephone numbers:



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Toll-Free: 800-831-7225

Local: 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.

Illinois Attorney General's Homeowner Helpline: 1-866-544-7151

### **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.

Iowa Mortgage Help: 877-622-4866

Website: <https://www.iowamortgagehelp.com>

### **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 call center is open 7a.m. – 7p.m. Monday through Friday.

Home Again Nevada: 1-855-457-4638 (1-855-HLP-4-NEV)

### **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.

Homeowner Protection Program (HOPP): 1-855-HOME-456 (1-855-466-3456)

Website: <https://homeownerhelpNY.org>

### **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.

Washington Homeownership Hotline: 1-877-894-4663

Website: <https://www.homeownership-wa.org/>



## **Beware of Mortgage Relief Scams**

Scammers often target struggling homeowners.

Red flags include:

- Anyone requesting upfront fees
- Pressure to sign documents you don't understand
- Requests to send payments to someone other than your mortgage servicer

Learn more at the CFPB site: <https://www.consumerfinance.gov>

## **If You Are Unable to Remain in Your Home**

### **Selling Your Home**

You may be able to sell your property, repay your loan in full, and use any remaining equity to restart financially.

### **Short Sale**

You sell your home for less than the balance owed, with lender approval.

Benefits may include:

- Possible forgiveness of remaining balance. There may be tax consequences, so please consult your tax advisor for more details.
- Avoiding foreclosure.

### **Deed-in-Lieu of Foreclosure**

You transfer ownership to the servicer (upon approval) in exchange for partial or full forgiveness of your mortgage.

Benefits may include:

- Possible forgiveness of remaining balance following transfer of ownership. There may be tax consequences, so please consult your tax advisor for more details.
- Avoiding foreclosure.

## **We're Here to Help**

Please call us at **888-896-9658** so we can review your hardship and discuss which options may be available.