



You're on a Forbearance Plan...Now What?

Question:

What is a forbearance plan?

Answer:

A forbearance plan allows for a temporary pause in your monthly mortgage payment(s) during the forbearance period. It is important to understand that forbearance is not loan forgiveness as it does not erase the amount you owe on your mortgage. We will contact you as you approach the end of your forbearance period to remind you of your next steps and help determine your available options.

Question:

When do I need to start making payments?

Answer:

You will have to repay any missed payments after your forbearance ends, but you won't have to repay them all at once.

If you are unable to repay all of your missed payments at the end of the forbearance period, we will need to evaluate your loan to determine which payment solution(s) may be available to you.

Depending on the investor guidelines applicable to your loan, your payment solutions may include a repayment plan, payment deferral, loan modification or another approved option.

If you are able to make partial payments during the forbearance period, it will help reduce the amount you owe later. During the forbearance plan term, late charges and other fees will be suspended. If your loan is current at the time you enter into a forbearance plan, we will report the status of your account to the credit reporting agencies as current each month you are in the plan. If, however, your loan was delinquent before you entered into a forbearance plan, we will maintain that delinquency status during the period of the forbearance. If you are able to bring your loan current during the forbearance plan, we will report your account as current.

Question:

If I don't request help with my payments now, will assistance be available for me later if I need it?

Answer:

Yes, you can apply for assistance at any time on our [website](#) or over the telephone. You may apply for an initial forbearance of up to 180 days on your mortgage until the expiration of the COVID-19 National Emergency. The deadline to request a forbearance for up to 180 days on your mortgage under the federal Coronavirus Aid, Relief, and Economic Security (“CARES”) Act depends on the investor of your loan:

- FHA/VA/USDA – Deadline: The end of the COVID-19 National Emergency.
- Fannie Mae/Freddie Mac – No deadline at this time

In addition, depending on the investor of your loan, additional forbearance relief may be available. Please contact us for more information on available assistance options.

Question:

What should I do now that I am on a forbearance plan?

Answer:

It is important that you:

- > Continue paying your taxes, insurance, or HOA/condo fees during forbearance if you make those payments separately from your mortgage.
 - > Make partial payments when you are able. It will reduce the total amount you will owe later.
 - > Inform us if your financial circumstances change so your forbearance period is not unnecessarily prolonged.
 - > Check your email for updates from us. We will send you periodic email updates to keep you informed about your forbearance plan.
 - > Create an online account if you haven’t already done so. You can sign in to view your forbearance plan details and new information, as it comes available.
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Question:

When do I need to contact you about my forbearance plan?

Answer:

You should contact us if you wish to cancel your forbearance plan, adjust the duration of your forbearance period, and/or when we request an update on your financial situation.

Question:

Will a forbearance plan negatively affect my credit?

Answer:

If your loan is current at the time you enter into a forbearance plan, we will continue to report the

status of your account to the credit reporting agencies as current each month you are in the plan. If, however, your loan was in a delinquent status before you entered into a forbearance plan, we will maintain that delinquency status during the period of the forbearance. However, your delinquent status will be frozen during the period of the forbearance. If you are able to bring your loan to a current status during the forbearance plan, we will then report your account as current. For more information about credit reporting, please visit the Consumer Financial Protection Bureau's website at <https://www.consumerfinance.gov/coronavirus/>.

Question:

If I did not make payments before the forbearance plan started, will those payments be reported as late?

Answer:

During your forbearance plan term, late charges and other fees will be suspended, and no new delinquencies will be reported. If your loan was delinquent before you entered into a forbearance plan, we will maintain that delinquency status during the period of the forbearance. However, your delinquent status will not increase during the period of the forbearance. If you are able to bring your loan current during the forbearance plan, we will report your account as current.

Question:

I didn't make last month's payment, but I have been approved for a forbearance plan. What should I do?

Answer:

You are required to make a monthly payment up until the month you begin the forbearance plan; otherwise, you may be reported as delinquent at the time you enter your forbearance plan. Your delinquent status will continue during your forbearance plan unless you bring your account current while in forbearance. If this occurs, we will report your account as current for the remainder of your forbearance plan.

Question:

Will I be charged any late fees while I'm on a forbearance plan?

Answer:

No. Late fees will not be charged during your forbearance period.

Question:

I have auto draft set up on my account. Will my monthly payments still be drafted?

Answer:

Your monthly payments will not be drafted once your forbearance begins because we will suspend the auto draft when we set up your forbearance plan. If you need to cancel any auto draft payments before we set up your forbearance, those payments will need to be canceled 3 days prior to the draft date. If you bring your loan current, your auto draft payments will resume one month after your forbearance plan ends.

Question:

Will I still receive communications about my account delinquency status while my account is in forbearance?

Answer:

You may receive communications that include statements regarding your account delinquency. However, you will not be required to make payments during your forbearance period and we will not charge you any late fees.

Question:

How long is my forbearance period?

Answer:

You may view the details of your forbearance plan online once you sign into your account. You may have the option to pause your mortgage payments for an initial term of up to 180 days. If you are still experiencing a COVID-19 hardship at the end of your forbearance term, you may extend your term for an additional 180 days.

If your loan is not federally insured, please call our Customer Care Center to discuss your options with a specialist. If your loan is not subject to the CARES Act, you still may be eligible for forbearance protections in accordance with investor guidelines and/or applicable law.

Question:

What if I requested a forbearance term of less than 180 days and need more time?

Answer:

The protections of the CARES Act apply if the investor of your loan is FHA, VA, USDA, Fannie Mae or Freddie Mac. In accordance with the CARES Act, if you originally requested an initial forbearance term of less than 180 days, we may be able to extend your initial forbearance term for another 180 days, for a total of 360 days of forbearance.

If you have an FHA loan, the length of your available forbearance depends on the date of your initial COVID-19 forbearance. The following chart indicates the period of COVID-19 forbearance that may be available to you based on the date of your initial COVID-19 forbearance request:

Initial Forbearance Date	Initial Forbearance Period	Additional Forbearance Period	Forbearance Extensions	Maximum Forbearance Period
March 1, 2020 – June 30, 2020	Up to 6 months	Up to 6 months	Up to 6 months (in 3-month increments)	Up to 18 months
July 1, 2020 – Sept. 30, 2020	Up to 6 months	Up to 6 months	Up to 3 months	Up to 15 months
Oct. 1, 2020 – June 30, 2021	Up to 6 months	Up to 6 months	0	Up to 12 months
July 1, 2021 – Sept. 30, 2021	Up to 6 months	Up to 6 months	0	Up to 12 months
October 1, 2021 – the end of the COVID-19 National Emergency	Up to 6 months	Up to 6 months (if the initial forbearance will be exhausted and expires during the COVID-19 National Emergency)	0	Up to 12 months (if the Borrower is eligible for the additional COVID-19 Forbearance Period)

Similarly, if you have a USDA loan, the length of your available forbearance depends on the date of your initial COVID-19 forbearance. The following chart indicates the period of COVID-19 forbearance that may be available to you based on the date of your initial COVID-19 forbearance request:

Initial Forbearance Date	Initial Forbearance Period	Additional Forbearance Period	Forbearance Extensions	Maximum Forbearance Period
March 1, 2020 – June 30, 2020	Up to 6 months	Up to 6 months	Up to 6 months (in 3-month increments)	Up to 18 months
July 1, 2020 – Sept. 30, 2020	Up to 6 months	Up to 6 months	Up to 3 months	Up to 15 months
Oct. 1, 2020 – Expiration of National Emergency	Up to 6 months	Up to 6 months	0	Up to 12 months

If you have a VA loan: once your 360-day forbearance period has expired, you may request two additional three-month forbearance periods, if you requested your initial COVID-19 forbearance on or before June 30, 2020. Each three-month forbearance period must be requested individually. Please note that neither of the two additional three-month extensions may extend beyond December 31, 2021.

If you have a Fannie Mae or Freddie Mac loan, and you were in an active COVID-19 related forbearance plan as of February 28, 2021: once you reach a cumulative forbearance plan term of 360 days, as measured from the start date of your initial forbearance plan, and your hardship has not been resolved, you may be able to request one or more extensions of the forbearance plan term in up to 3-month increments.

If your loan is not federally insured, please call our Customer Care Center to discuss your options with a specialist. If your loan is not subject to the CARES Act, you still may be eligible for forbearance protections in accordance with investor guidelines and/or applicable law.

Question:

What happens when my forbearance plan ends?

Answer:

We will contact you as you approach the end of your forbearance plan to let you know what we need from you as you prepare to transition to regular monthly payments. We will include information about options that may be available to you if you are not ready to resume your regular payment schedule. If you have an FHA loan, you must complete a post-forbearance payment assistance option no later than 120 days from the date of completion or expiration of your forbearance plan, whichever is earlier.

Question:

How do I cancel my forbearance plan?

Answer:

To cancel your forbearance plan, sign into your account and click on the “Your Mortgage Assistance Plan” tab in the menu. Once there, you will find an option to request an update to your forbearance plan. Follow the prompts to cancel your plan.

Question:

What happens to the payments I didn’t make during my forbearance period?

Answer:

Forbearance does not erase the amount you owe on your mortgage. All payments missed during your forbearance period (including any payments you did not make prior to the beginning of your forbearance) will be part of the amount you owe following the forbearance period. You won’t have to repay it all at once—unless you are able to do so. If you are able to make partial payments during the forbearance period, it will help reduce the amount you owe later. If you are unable to pay the full amount to bring your loan current when your forbearance plan ends, we will work with you to determine what payment solutions are available to help you get back on track. Continue reading to learn more about the payment solutions that may be available to you depending on the investor of your mortgage loan.

Question:

What happens if I am unable to repay all the missed payments when my forbearance plan ends?

Answer:

If you are unable to repay all missed payments at the end of the forbearance period, we will need to evaluate your loan to determine what payment solutions may be available to you. Your available assistance options may include:

For all loans:

- > **Reinstatement.** This means bringing your loan current with a one-time payment of the full past-due amount. After your loan is reinstated, you can continue to pay your mortgage under the terms that you originally agreed to before you received forbearance.

- > **Repayment Plan.** This allows you to repay the amount you owe that accumulated during the forbearance plan over monthly installments. These installments are added to your regular monthly payments until the accumulated amount is paid in full.

Depending on the investor guidelines applicable to your loan, additional assistance options may be available to you.¹ To find out who the investor of your loan is, please visit:

- > Fannie Mae (<https://www.knowyouroptions.com/loanlookup>)
- > Freddie Mac (<https://loanlookup.freddie.mac.com/>)
- > MERS ServicerID web page (<https://www.mers-servicerid.org/sis/>)

For FHA loans:

If you have an FHA loan, the following additional COVID-19 loss mitigation options may be available:

- > **COVID-19 Advance Loan Modification.** This payment solution is a permanent change in one or more terms of your mortgage that will reduce your monthly principal and interest by 25 percent or more. In order to qualify, you must be 90 or more days delinquent on your mortgage payments.
- > **COVID-19 Recovery Standalone Partial Claim.** A Partial Claim is a no interest, junior loan secured by your property. No payments are due on the COVID-19 Recovery Standalone Partial Claim until the payoff, maturity or acceleration of your insured mortgage, including the sale of your property or a refinancing, or the termination of Federal Housing Administration (FHA) insurance on your mortgage. You must be an owner-occupant of the property to be eligible for this assistance option.
- > **COVID-19 Recovery Modification.** The COVID-19 Recovery Modification is a 360-month loan modification, which must include a Partial Claim, if available. A Partial Claim as part of a COVID-19 Recovery Modification is limited to 25 percent of your unpaid principal balance as of the date of default at the time of payment of the initial Partial Claim.
- > **COVID-19 Recovery Non-Occupant Loan Modification.** The COVID-19 Recovery Non-Occupant Loan Modification is an option for loans secured by a property that is not owner-occupied. The property may have been used as a rental property, secondary residence or vacation home. A loan modification is a permanent change in one or more terms of the mortgage.
- > **COVID-19 Pre-Foreclosure Sale.** A COVID-19 Pre-Foreclosure Sale, also known as Short Sale, refers to the sale of the property to generate proceeds less than the amount owed on the property and the lien holders agree to release their liens and forgive the remaining debt. This option is only

¹ Available options may vary depending on investor guidelines applicable to your loan type. Additional eligibility requirements and documentation may or may not be required for these options. Please check back as we are monitoring changes in investor guidelines to ensure we are considering all available options for your loan.

available for borrowers who are experiencing a hardship affecting their ability to sustain the mortgage due to COVID-19.

- > **COVID-19 Deed-in-Lieu of Foreclosure.** A Deed-In-Lieu is a home disposition option in which the property is voluntarily offered to HUD in exchange for a release from all obligations under the mortgage. This option is only available for borrowers who are experiencing a hardship affecting their ability to sustain the mortgage due to COVID-19 and who were unable to complete a COVID-19 short sale transaction at the expiration of the short sale marketing period.

For VA loans:

If you have a VA loan, the following additional loss mitigation options may be available:

- > **COVID-19 VA Partial Claim Payment (VAPCP).** Similar to a Partial Claim, a VAPCP is a no interest, junior loan secured by your property. No payments are due on the VAPCP until the transfer of title to the property or the refinancing or payment in full otherwise of the guaranteed loan with which the partial claim payment is associated. You must be an owner-occupant of the property to be eligible for this assistance option.
- > **COVID-19 Refund Modification.** Under this type of loan modification, VA consents to the modification of a guaranteed loan and purchases a portion of your indebtedness from the servicer. The indebtedness is then secured as a junior lien in favor of VA. VA's junior lien does not accrue interest; does not require monthly payments; and only becomes due when the property is sold, the guaranteed loan is paid off, or the guaranteed loan is refinanced, whichever occurs first. This option can allow for significant reductions in your monthly payments.
- > **Compromise Sale.** A Compromise Sale, or Short Sale, is a sale of the mortgaged property to a third party for an amount less than the borrower's total eligible indebtedness on the loan and the lien holders agree to release their liens and forgive the remaining debt. This alternative should be considered when a private sale is not feasible due to little or no equity.
- > **Deed-In-Lieu of Foreclosure.** A Deed-In-Lieu of Foreclosure is a home disposition option in which the property is voluntarily offered in exchange for a release from all obligations under the mortgage.

For USDA loans:

If you have a USDA loan, we will assess your eligibility for an interest rate reduction. If this is not an option for you, the following loss mitigation options may be available:

- > **Combination Payment Deferral and Term Extension.** If you can maintain your current contractual mortgage payments, including any escrow shortage created by advances made during the forbearance period, spread over 60 months, your missed payments may be deferred to the end of the loan term. In addition, the term of your loan will be extended along with the deferral, thus allowing you to make regular payments until the deferred

balance is paid in full. Any interest accrued during the forbearance period is included in the deferred balance.

- > **Cap and Extend Modification.** If you can maintain your current contractual payment but cannot manage the additional escrow repayment amount, you may be eligible for a “Cap and Extend Modification,” under which the accumulated arrearages and eligible unreimbursed servicer advances, fees, and costs are capitalized into the modified mortgage balance. In addition, your interest rate may be reduced, and your loan term extended for a total of up to 360 months.
- > **Combination Rate Reduction/Term Extension/Mortgage Recovery Advance.** Similar to a deferment, a Mortgage Recovery Advance (MRA) is a no interest, junior loan secured by your property. No payments are due on the MRA until the earlier of the payoff, maturity or acceleration of your mortgage, including the sale of your property or a refinancing. An MRA may be used in combination with a loan modification or as a stand-alone option to cure the borrower’s delinquency.
- > **Pre-Foreclosure Sale.** A Pre-Foreclosure Sale, or Short Sale, is a sale of the mortgaged property to a third party for an amount less than the borrower's total eligible indebtedness on the loan and the lien holders agree to release their liens and forgive the remaining debt. This alternative should be considered when a private sale is not feasible due to little or no equity.
- > **Deed-In-Lieu of Foreclosure.** A Deed-In-Lieu of Foreclosure is a home disposition option in which the property is voluntarily offered in exchange for a release from all obligations under the mortgage.

For Fannie Mae and Freddie Mac loans:

If you have a Fannie Mae or Freddie Mac loan, the following additional COVID-19 loss mitigation options may be available:

- > **COVID-19 Payment Deferral.** This option is available to eligible borrowers who are unable to afford a reinstatement or a repayment plan. The COVID-19 Payment Deferral brings your mortgage current and delays repayment of certain past-due monthly principal and interest payments, as well as other amounts we paid on your behalf related to the past-due monthly payments. You will be responsible for paying the past-due amounts upon the maturity date of the mortgage or earlier upon the sale or transfer of the property, refinance of the mortgage loan, or payoff of the interest-bearing unpaid principal balance.
- > **Streamline Flex Modification.** This option is for homeowners who do not qualify for a COVID-19 Payment Deferral and does not require the submission of a complete Borrower Response Package. A loan modification is a change in one or more terms of the mortgage.
- > **Flex Modification.** This option is for homeowners who do not qualify for a Streamline Flex Modification and requires that a complete Borrower Response Package be submitted for review. A loan modification is a change in one or more terms of the mortgage.
- > **Short Sale.** A Short Sale refers to the sale of the property to generate proceeds less than the amount owed on the property and the lien holders agree to release their liens and forgive the remaining debt.

- > **Deed-In-Lieu of Foreclosure.** A Deed-In-Lieu of Foreclosure is a home disposition option in which the property is voluntarily offered in exchange for a release from all obligations under the mortgage.
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Question:

How are taxes and insurance handled during a forbearance plan?

Answer:

If your monthly mortgage payment does not include an escrow payment for taxes and insurance, you should continue to make your tax and insurance payments during the forbearance period in accordance with your mortgage loan documents. However, if your account is currently escrowed for taxes and insurance, we will continue to make those payments from your escrow account.

Should your escrow account become depleted while on forbearance, this will result in a shortage to your account; where applicable, we will handle any escrow account shortages in compliance with investor requirements and applicable law, which may also allow you to repay these escrow shortage amounts over time.

We will advance any escrow account shortage for taxes and insurance due during the forbearance period on your behalf. However, you will also need to repay any account shortages and advances for taxes and insurance. Depending on the type of mortgage loan you have, you may repay any advances through a qualifying post-forbearance option, and you may repay any additional account shortages through a replenishment of the escrow account or a repayment plan. To pay your shortage, please [log in](#) and use the "Payments" menu options to pay online or mail it with your check to the [payment address](#) closest to your mortgaged property.

Please note: If you pay your shortage by check, please use a payment coupon and write "Escrow" in the Memo line. Please contact our Customer Service Department in the event you notice a misapplied payment on your statement.

Be Aware of Scams

Scammers often take advantage of vulnerable consumers during disasters and financial shocks. In addition to coronavirus-related scams, be aware of scams that falsely promise financial relief from your mortgage loan, or from foreclosure.

Here's what to watch for as scammers may:

- > Charge a high up-front fee for their services
- > Promise to get you a loan modification
- > Ask you to sign over your property title
- > Ask you to sign papers you don't understand
- > Tell you to make payments to someone other than your servicer
- > Tell you to stop making payments altogether
- > Promise you payments in connection with providing credit card numbers and other personal information

Sourced from the Consumer Financial Protection Bureau. For more tips and guidance during these uncertain times, visit [the blog on their website](#).

If you are currently involved in a bankruptcy proceeding or have previously received a discharge in a bankruptcy proceeding, please notify us immediately and be advised that this notice is for informational purposes only. This notice is not intended to collect, recover, or offset the debt against you personally and should not be considered a demand for payment or indicate that you are personally liable for this debt. Please consult an attorney if you have any questions about your rights under bankruptcy law.