

## ARE YOU STRUGGLING TO MAKE YOUR MORTGAGE PAYMENTS?

A lot of families are struggling to pay their mortgages because of the COVID-19 pandemic. For some mortgages, help is available. This help is called **loss mitigation**.

To find out about your loss mitigation options, you'll need to contact your **mortgage servicer**. This document will help you do that.

*Note: Your mortgage servicer is the company that sends your monthly statements. A mortgage servicer is different from a mortgage owner or insurer.*

### Common examples of **loss mitigation** include:

- **Loan modification** – changing the terms of your loan so that your monthly payment is lower (for example, extending the length of your loan);
- **Forbearance** – delaying or reducing payments for a period of time. *Note: when forbearance ends, you have to make up all missed payments;*
- **Other strategies for avoiding foreclosure** – this includes bankruptcy, selling the house, etc.



## Step 1

**Call your mortgage servicer or go to your mortgage servicer's website.**

1. Tell your mortgage servicer: "I am struggling to pay my mortgage because of COVID-19."
2. Ask your mortgage servicer:
  - "What loss mitigation options are available to me?"
  - "Is my mortgage eligible for forbearance under the CARES Act?"
3. Make sure you understand all of the details. You may have more than one option. Get the information you need to compare your options.
4. Get everything in writing.
  - If you text, email, or fill out a form on your mortgage servicer's website, take screenshots for your records. We suggest that you email those screenshots to yourself so that you have them, even if you change phones.
  - If you are speaking by phone, write down the name or ID number of each person you talk to. Take notes on what they say. You can use the Call Log on page 5 of this document to take notes.



**For each of the loss mitigation options available to you, make sure you understand:**

- Will they postpone payments? How many?
- Will they lower payments? How many?
- When will your make-up payments be due?
- If you can't pay the make-up payments all at once, what will happen? Will you have other repayment options?
- Will anything else change about your mortgage?
- How will your mortgage servicer manage taxes, insurance, and escrow?
- Will you be charged late fees?
- What do you have to do to accept the loss mitigation?
- How much time do you have to accept the loss mitigation?



## Step 2

**If you can't reach your mortgage servicer online or by phone, send a letter.**

A lot of homeowners can't reach their mortgage servicer by phone. The phone lines are busy because of COVID-19. If you can't get information by phone, send a letter. You can fill out the letter on page 3 of this document. You can also write your letter online by going to this link: [bit.ly/TRLAmortgage](https://bit.ly/TRLAmortgage). Select "Help me send a letter to my mortgage servicer" on the second screen. This is called a **Request for Information**. Make a copy or take a photo for your records. Then send the original letter to your mortgage servicer.



## Step 3

**Keep making payments.**

Requesting information doesn't stop your mortgage payments. There is no guarantee that you'll get loss mitigation. Keep making payments if you can.



## Step 4

**Watch your mail.**

You should get several letters after you send your Request for Information. Read each letter carefully and save it for your records. This information may be important later:

- Your mortgage servicer should confirm that they received your Request for Information.
- Your mortgage servicer should tell you who owns your mortgage. Remember, the mortgage owner is different than the mortgage servicer.
- Your mortgage servicer should tell you about your loss mitigation options.

Keep in mind:

- Make sure you understand all of the details. You can ask questions by phone, online, or in another letter to your mortgage servicer. Remember to take notes, take screenshots, and keep copies of everything.
- To get some types of loss mitigation, you'll have to submit a request or an application. Your mortgage servicer should tell you how to do so. Follow their instructions closely. Be sure to notice any deadlines.
- Follow up. Make sure you have written confirmation that you got loss mitigation.

**REQUEST FOR INFORMATION**

Date: today's date

To: your mortgage servicer's name

your mortgage servicer's address

**Note:** Mortgage servicers usually have more than one address. It's important to find the right address so that your letter doesn't get lost. Your monthly statement or your mortgage servicer's website might list an address where you can send **Requests for Information (RFIs)**, **Qualified Written Requests (QWRs)**, and/or **Notices of Error (NOEs)**. If so, send your letter to this address. Some mortgage servicers instead call this the **correspondence address**. Check your monthly statement and/or your mortgage servicer's website for the address you need.

My name is your name.

My mortgage account number or loan number is account number or loan number. The property's address is address (If you need help paying the mortgage on your home, this is your home address.).

I am experiencing financial hardship due to the COVID-19 emergency.

**This is a Request for Information under 12 C.F.R. § 1024.36.**

Please provide the name, address, and telephone number of the owner or master servicer of my mortgage. See 15 USC § 1641(f)(2). Please respond to this request within 10 days. See 12 C.F.R. § 1024.36(d)(2)(i)(A).

Please provide the following information within 30 days:

- Who insures my mortgage?
- Please identify and explain any and all loss mitigation options available to me.
- Am I eligible for forbearance under the CARES Act?
- Please provide instructions on how to apply for and/or request each loss mitigation option.
- Please provide the guidelines for determining eligibility for each loss mitigation option, including any investor guidelines that describe limits on loss mitigation options available for my loan.

If you need to contact me to discuss this request, I can be reached at the phone number, email address, or mailing address where you want your servicer to reach you.

Signature: your signature



## Step 5

**Get more help.**

Until you have written confirmation that you got loss mitigation, keep making payments if you can. And ask Texas RioGrande Legal Aid for legal help by calling (888) 988-9996.

**REQUEST FOR INFORMATION**

Date: \_\_\_\_\_

To: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

My name is \_\_\_\_\_.

My mortgage account number or loan number is \_\_\_\_\_. The  
property's address is \_\_\_\_\_  
\_\_\_\_\_.

I am experiencing financial hardship due to the COVID-19 emergency.

**This is a Request for Information under 12 C.F.R. § 1024.36.**

Please provide the name, address, and telephone number of the owner or master servicer of my mortgage. See 15 USC § 1641(f)(2). Please respond to this request within 10 days. See 12 C.F.R. § 1024.36(d)(2)(i)(A).

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- Please provide the guidelines for determining eligibility for each loss mitigation option, including any investor guidelines that describe limits on loss mitigation options available for my loan.

If you need to contact me to discuss this request, I can be reached at \_\_\_\_\_  
\_\_\_\_\_.

Signature: \_\_\_\_\_



**CALL LOG**

*Use this document to keep track of your phone calls to your mortgage servicer.*

Date of call: \_\_\_\_\_

Name of person I spoke to: \_\_\_\_\_

ID number of person I spoke to: \_\_\_\_\_

Notes on our phone call: \_\_\_\_\_

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Date of call: \_\_\_\_\_

Name of person I spoke to: \_\_\_\_\_

ID number of person I spoke to: \_\_\_\_\_

Notes on our phone call: \_\_\_\_\_

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