

Foreclosure Prevention Timeline

	Segment 1	Segment 2		Segment 3
	Customer Responsibility	Servicer Responsibility		Customer Responsibility
	Intake	Review / Analysis	Approval / Denial	Execution
Process	<p>At the time of delinquency or when default is imminent communication between the servicer and borrower is initiated. During this initial conversation the following information is gathered:</p> <ul style="list-style-type: none"> • Proof of income: This could include W2's, pay stubs, or bank statements • Reason for default • Monthly expenses: • Utilities – heating, phone, gas/electric • Food • Unsecured debt – credit cards, personal loans, car payment, additional mortgages • Medical expenses • Insurance 	<p>The file is reviewed internally and approval or additional data is sought from:</p> <ul style="list-style-type: none"> • GSE's • Mortgage Insurers • Investors • Trust Funds • Appraisers 	<p>Once approval is obtained for the modification a letter is sent to the borrower that includes the following information:</p> <ul style="list-style-type: none"> • Terms of the proposal modification • Next payment due date • The new payment amount • Any contribution required from the borrower where applicable 	<p>Once a signed / executed modification agreement is received by the servicer it processes the documents, and notifies the investor of the modification, and the loan is reinstated.</p>
Running Time		30 – 45 days		
Customer Experience	<p>At the first sign of default or trouble in paying your mortgage, you are encouraged to call your servicer. During this phone call your servicer will gather information regarding monthly income and expenses. It is a good idea to have this information on hand when the phone call is made. Some documents to assist in this would be: bank statements, pay stubs, W2's, utility bills, credit card statements, etc. It is critical that all requested documents be submitted to the servicer as quickly as possible to make this process go smoothly.</p>	<p>Your servicer will review the information you submitted, and, when necessary, discuss the terms of a proposal with investors or mortgage insurance companies that have an interest in your mortgage and obtain additional data from third parties. The combined process of information gathering and review can take up to 60 days. The combined process of information gathering and review can take up to 60-75 days or more as it is dependent on you providing the servicer with all necessary information and the servicer obtaining additional information from third parties.</p>	<p>If you qualify for a modification, your servicer will receive approval from the necessary parties and modify the terms of the loan. Once this process is completed, a letter will be sent to you. This letter will include all the terms of the modification, the next payment date, the new payment amount, and notify you if any contribution is needed.</p>	<p>Congratulations! You have successfully completed the loss mitigation modification process. Please remember, should your circumstances change and you need additional assistance you should call your servicer.</p>

Servicers should advise the homeowner of its approval or denial for most loss mitigation options within 45 days from receipt of the required documentation from the homeowner and third parties.