



Homeowner Checklist: Guidance for COVID-19 Impacted Borrowers

United Housing understands the COVID-19 pandemic has brought an overwhelming amount of uncertainty to homeowners being impacted in different ways. There is an abundance of information available and it can be challenging to know where to start. We want homeowners to know that help starts here – with our new partnership with Freddie Mac.

HOW TO GET STARTED

If you are a homeowner experiencing financial hardship related to COVID-19, relief options are available. Forbearance is a common mortgage relief option that will allow you to temporarily suspend your payments. Under the [CARES Act](#), Congress put together special relief options for federally backed loans.

Find out if your mortgage is owned by Freddie Mac using our [Loan Look-Up Tool](#).

Contact Your Mortgage Servicer (Listed on Your Mortgage Statement)

- Have your loan number and financial documents ready when possible.
- Do your research. Check your servicer's website and learn what you can before speaking with them.
- Be patient. Call volume is at an all-time high.

Have Questions Ready for Your Mortgage Servicer

- Review the CARES Act information below and ask your Servicer any questions you have.
- What options are available to help temporarily reduce or suspend my payments?
- Are there forbearance, loan modification, or other options I am eligible for?

Make Sure You're Familiar With the Final Terms

- Once you secure a forbearance or another mortgage relief option, ask your servicer to provide written documentation that confirms the details and terms of your agreement.
- Understand how you'll be required to make up missed payments. Depending on the relief option, it could be a single lump-sum payment, spreading out past due amounts on your existing mortgage payments, or a modification of the mortgage term.



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HOW TO GET STARTED

Know Your Benefits Under the CARES Act

- Your servicer must suspend all foreclosure actions, including foreclosure sales, through December 31, 2020.
- You have a right to request a forbearance for up to 180 days and one extension for up to 180 days. You must contact your loan servicer to request this forbearance.
- There will be no additional fees, penalties or additional interest (beyond scheduled amounts) added to your account.
- You do not need to submit additional documentation to qualify other than your claim to have a pandemic-related financial hardship.

[Learn more about the CARES Act](#)

AFTER AGREEING TO MORTGAGE ASISSTANCE

- Keep written documentation on hand. Ensure that your statement reflects the assistance provided.
- Pay attention to your monthly mortgage statement. Continue monitoring your monthly mortgage statements for accuracy.
- Keep an eye on your credit and routinely check your credit reports during this time.
- Once your income is restored, contact your servicer to discuss your options.



[Explore the Interactive Guide: Sustaining Homeownership in a Crisis](#)

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