

Your Forbearance Plan Has Been Approved

Thank you for contacting us about your mortgage. Based on a careful review of the information you provided us, you have been approved for a forbearance plan. This forbearance plan is a temporary reduction of your mortgage payments, and is intended to allow you the time and flexibility to manage the financial challenges affecting your ability to pay your mortgage.

We will continue to follow up with you via email as your plan progresses.

What to do Next

Please review the forbearance plan agreement carefully for important details about the plan and your responsibilities. After accepting our offer, you can view the details of your forbearance plan, including payment details and dates, by accessing your online account on our website.

Important Terms of Your Plan

- Beginning on the 1st day of each month during the term of your forbearance plan, you may make a reduced monthly payment in lieu of your regular monthly mortgage payment.
- The term of your forbearance plan will be up to 180 days (6 months). An extension of up to an additional 180 days (6 months) may be available.
- No late fees will be assessed while you are on forbearance.

Credit Reporting

- During the forbearance term, late charges and other fees will be suspended. If your loan is current at the time of entering into a forbearance plan, then each month you are in the forbearance plan we will report the status of the account to the credit reporting agencies as current. If, however, your loan was delinquent prior to entering into a forbearance plan, we will maintain that delinquency status during the period of the forbearance. If you are able to bring the loan current during the forbearance plan, we will report the account as current.

Learn More About your Assistance Options

- At least 4-6 weeks prior to the end of the forbearance plan, we will reach out to you for an update on your financial situation and discuss options to resolve the outstanding balance, such as a reinstatement, repayment plan, loan modification or other options approved by investor, state, and federal guidelines. We will provide you instructions on how to apply, including any required documentation and timeframes to respond.

As news about COVID-19 continues to unfold, additional payment assistance options may become available. We continually monitor these developments. If a new program is created, we will send further information about the guidelines and benefits to you by email.

Thank you,

Consumer Solutions Department
NMLS ID 2916



TO THE EXTENT THE FAIR DEBT COLLECTION PRACTICES ACT (FDCPA) IS APPLICABLE, PLEASE BE ADVISED THAT THIS COMMUNICATION IS FROM A DEBT COLLECTOR AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.

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.

IMPORTANT NOTICE FOR CONSUMERS IN COLORADO WE ATTEMPT TO COLLECT A DEBT FROM: Within the state of Colorado, LoanCare maintains an office at 8690 Wolff Court, Suite 110, Westminster, CO 80031. The telephone number is 303-920-4763.

Important notice for New York Residents who were offered a debt payment schedule or agreement to settle debt: If a creditor or debt collector receives a money judgment against you in court, state and federal laws may prevent the following types of income from being taken to pay the debt:

1. Supplemental security income, (SSI);
2. Social security;
3. Public assistance (welfare);

4. Spousal support, maintenance (alimony) or child support;
5. Unemployment benefits;
6. Disability benefits;
7. Workers' compensation benefits;
8. Public or private pensions;
9. Veterans' benefits;
10. Federal student loans, federal student grants, and federal work study funds; and
11. Ninety percent of your wages or salary earned in the last sixty days.

Important notice for Oregon Residents: Residential mortgage loan servicers are regulated by the Oregon Division of Financial Regulation. To file a complaint, call (888) 877-4894 or visit <http://dfr.oregon.gov>.

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