

## WHAT TO DO TO PREVENT FORECLOSURE

- It is your responsibility to contact the lender

**Housing Services does not guarantee that you will get a loan modification. We are a tool to assist you in the process**

## PREPARING TO CALL THE LENDER

**You will need to collect the following information:**

- Your last three months bank statements
- Your last 2 or 3 pay check stubs, SSI etc.
- Write a brief hardship letter: describing your situation and if the financial issues have been resolved. If you are behind in house payments, indicate how many you are lacking.
- Describe how a loan modification will help you make future payments
- Write down your current monthly budget: Income and expenses
- Be sure to have a pad of paper and a pen available for notes

## CONTACTING YOUR LENDER

**It is your responsibility to contact the lending institution that currently services your mortgage loan.** When you contact the lender, ask for the Loss Mitigation, Home Retention or the Work Out Departments. Be persistent in getting to one of those departments. The Customer Service or Collections Departments will **not** be able to assist you at all.

Once you have made contact with the right department, find out:

- Write down the person's name, direct phone number, fax number, date
- **Ask to apply for a loan modification to help save your home**
- What type of loan modification programs they are offering
- Request a loan modification packet
- Make sure once you fill out the modification packet that you keep copies of everything submitted to the lender. You will need to reference this information in the future.

- You will want to ask what the status of your loan
- Is there a sheriff sale pending? Or a foreclosure?
- Are they still accepting payments from you? (any kind: full or partial)
- How long will the loan modification process take?

## **WHAT TO EXPECT AFTER THE LOAN MODIFICATION PAPERWORK HAS BEEN SENT INTO THE BANK**

- **It will take a minimum of 90-120 days to complete the process**
- It is okay to contact the bank any time after the first 30 days to check on the status of your loan. Take notes every time you are talking with the lender
- The lender may want to know if you have any extra money left over after paying your monthly expenses
- Keep in mind that you are not alone with your situation. The lenders want to work with you and assist you in this process.
- Whenever you fax information to lender, follow up the next day to make sure they received the information.

If you have problems with your lender throughout this process please feel free to contact a housing counselor, call (888) 995-HOPE.

Housing Services for Eaton County, Elizabeth Kish

517-541-1180

### **HELPFUL WEBSITES:**

**[Makinghomeaffordable.gov](http://Makinghomeaffordable.gov)**

**[Hopenow.com](http://Hopenow.com)**

**[Housingservicesec.org](http://Housingservicesec.org)**