

## **Mortgage Assistance Frequently Asked Questions & Answers (FAQ)**

The following FAQs are provided to assist borrowers who have been impacted by COVID-19.

### **What options are available to help me if I am having financial difficulty related to COVID-19?**

We have a number of options available to you. Please begin by completing our mortgage assistance application form and submit a detailed description of your hardship situation related to COVID-19. We will then review your loan and recommend the most appropriate option available based on your situation. This could include a forbearance plan followed by either a reinstatement, repayment plan, loan modification or extended modification.

### **Do I need to send all my forms and documents at the same time?**

Yes, it's best to send us all your financial documents at the same time. This will expedite the processing of your application.

### **I'm self-employed or an independent contractor. Do I have to send you anything special?**

Yes. Please send us your most recently signed and dated quarterly, or your year-to-date profit & Loss Statement with your company name and the date of the statement. Please send us all of the pages in the statement pages, even the blank ones.

### **Why should I complete the mortgage assistance application?**

If your financial situation has been impacted by COVID-19, we must receive your written request for assistance, so that we can review your situation for the most appropriate workout option.

### **Why do I need to submit my hardship description?**

Doing so will enable us to determine if you have experienced an eligible hardship related to COVID-19 (for example, unemployment, reduction in regular work hours, or illness of a borrower/ co-borrower or dependent family member).

### **How long does it take to find out if I'm eligible for mortgage assistance options?**

Once we have received your email submission, we will acknowledge receipt by return email. We will then review for completeness and contact you if we need any additional information. We will work diligently to process your request in a timely manner. You should expect to hear from us with a decision within in 7-10 business days.

### **How can I check the status of my application?**

There are two ways you can check the status. Either call our Residential Loan Assistance program at (888) 743-0008, or email your request to [sbdloanassistance@sbdanbury.com](mailto:sbdloanassistance@sbdanbury.com).

### **What is a forbearance plan?**

A forbearance plan is an option where you and your mortgage company agree to temporarily suspend or reduce your monthly mortgage payments for a specific period of time. This option is designed to allow you to deal with your short-term financial problems by providing additional time to get back on your feet and bring your mortgage current. This option allows for payments to be delayed or reduced, not forgiven.

### **Will my loan incur late fees during the forbearance plan?**

No. Late charges will not be assessed for loans in an active forbearance plan where there is a financial hardship impact due to COVID-19.

### **How is the loan treated for credit reporting during the forbearance plan?**

The Bank complies with requirements of the Fair Credit Reporting Act ("FCRA") as amended by the CARES Act for borrowers affected by the COVID-19 pandemic. The Act requires lenders to report to credit bureaus that consumers are current on their loans if they have sought relief from their lenders due to the pandemic. If the credit obligation or account was delinquent prior to the accommodation, the bank maintains the delinquent status during the period in which the accommodation is in effect. If the consumer brings the credit obligation or account current during the period described, the Bank will report the credit obligation or account as current.

### **How are my real estate taxes affected during the forbearance plan?**

If the Bank currently escrows for your real estate taxes, the Bank will continue to pay the real estate taxes during the forbearance period, regardless of whether your loan has been entered in to a suspended or partial forbearance plan. If the Bank does not currently escrow for your real estate taxes, you are responsible to continue to maintain payments to the taxing authority directly.

### **What happens once the forbearance plan is completed?**

The Bank will contact the borrower 30 days prior to the end of the forbearance plan to determine if the hardship has been resolved. The borrower will be evaluated for the next appropriate workout option.

### **What options are available after the forbearance plan?**

After the forbearance plan is completed, one of the following will occur:

- The mortgage loan is brought current through a reinstatement;
- The borrower is approved for another workout option, such as a repayment plan, a mortgage loan modification, payment deferral modification,
- The mortgage loan is paid in full; or short sale, or a Mortgage Release,
- The mortgage is referred to foreclosure in accordance with applicable law.

Thank you. We appreciate your business and are here to help you however we can.

**PLEASE MONITOR OUR WEBSITE AT [SBDANBURY.COM](http://SBDANBURY.COM) FOR UPDATED INFORMATION AND ADDITIONAL FREQUENTLY ASKED QUESTIONS**