

# Coronavirus: We Are Here to Help

As always, caring for you, along with our employees and communities is of the utmost importance to us. We understand the worry that can be caused by an unexpected crisis such as Coronavirus (COVID-19), especially when it comes to your family and your most valued asset – your home.

It's times like these when you may need extra support, we are here to help.

## How to Reach Us

During this unprecedented time of consumer uncertainty and need, we may be experiencing much higher than normal call volumes. For quicker service, we encourage you to use our online resources here for 24/7 self-service access to your loan information. You can complete transactions, such as making payments, setting up automatic payments and viewing loan history, property taxes and insurance. Or, you may use our automated phone system where you may find out if a payment is due or make a payment. During this time, we're waiving any applicable fees to make a payment through our automated phone system.

## Need Help?

If you've been impacted financially by COVID-19, we are here to help. You will find information below about mortgage assistance options should you need them. Representatives are available, as well, to answer your questions and to review options.

Our team continues to monitor the situation and will update this site as needed. Please know we are always here to help.

Thank you and stay well.

## Frequently Asked Questions:

**Q: What options are available to me, since I have been impacted by COVID-19?**

A: If you've suffered a financial impact due to the COVID-19 Corona virus, you may be eligible for a forbearance plan.

**Q: What is a forbearance?**

A: A forbearance is a temporary suspension of your monthly mortgage payment. During the forbearance period, your payments are suspended for a set period of time. Please note: At the end of the forbearance period, your suspended payments will be due.

For example:

John's monthly mortgage payment is \$1,000 and is due on March 1. He opts in for a forbearance in March. As a result, the forbearance period will run from March through May. At the end of the forbearance period, John will owe a total of \$4,000 on June 1 - \$3000 for March through May, plus his June payment of \$1000.

John's monthly mortgage payment is \$1,000 and is due April 1. He opts in for a forbearance in March. As a result, the forbearance period will run from April through June. At the end of the forbearance period, John will owe a total of \$4,000 on July 1 - \$3000 for April through June, plus his July payment of \$1000.

**Q: How will a forbearance plan impact my loan?**

A: A forbearance plan is a temporary suspension of your monthly mortgage payment. During the forbearance period, payments are not required. Negative credit reporting and late charges will not occur during the duration of the plan.

**Q: Do I need to apply for a forbearance?**

A: If your finances have been directly impacted by the COVID-19 Corona virus, once you contact us and based on investor guidelines, you may qualify for a minimum three month forbearance plan. In some cases, you may be required to submit a complete package to be reviewed for all loss mitigation options, which includes a forbearance plan (VA and USDA loans).

**Q: When will I need to repay the payments that were due at the end of the forbearance period?**

A: The suspended payments will be due at the end of the forbearance period, however, you will be contacted towards the end of the forbearance plan to reassess your current circumstances and you will be provided with information on alternatives that may be available to you at that time.

**Q: Do I need to cancel my automatic monthly draft if I am on a forbearance plan?**

A: No. Your automatic monthly draft will be stopped when your forbearance plan begins.

***Note: In order to stop an ACH payment, we need two business days advance notice***

**Q: Can a forbearance be offered for longer than three months?**

A: Towards the end of the plan period, your status will be reassessed to determine eligibility for additional workout options and/or an extension of the forbearance period.

**Q: Can I submit payments during the forbearance plan?**

A: Yes, you can submit payments during the forbearance. However, payments will not be applied to your loan until the forbearance period ends. You are not required to make any payments during the forbearance period.

**Q: Will I still receive billing statements during the forbearance?**

A: Yes, we are required to send you a billing statement every 30 days. Please refer back to your forbearance letter, which outlines the terms of your forbearance. You will not be required to make any payments during the plan period. Negative credit reporting and late charges will not occur during the duration of the plan.

Q: Will I receive letters advising me of the delinquency status?

A: Yes, we are required to send certain letters to ensure compliance with your investor guidelines. Please refer back to your forbearance letter, which outlines the terms of your forbearance. You will not be required to make any payments during the plan period. Negative credit reporting and late charges will not occur during the duration of the plan.

Q: What happens when the forbearance comes to an end?

A: Towards the end of the plan period, your status will be reassessed to determine eligibility for further workout options. We will send written communication and contact you by telephone to update your status and provide you with additional information on workout options if you are unable to bring the loan current at that time.