



Mortgage Forbearance Options for Housing Counseling Agencies

Audio is only available by
conference call

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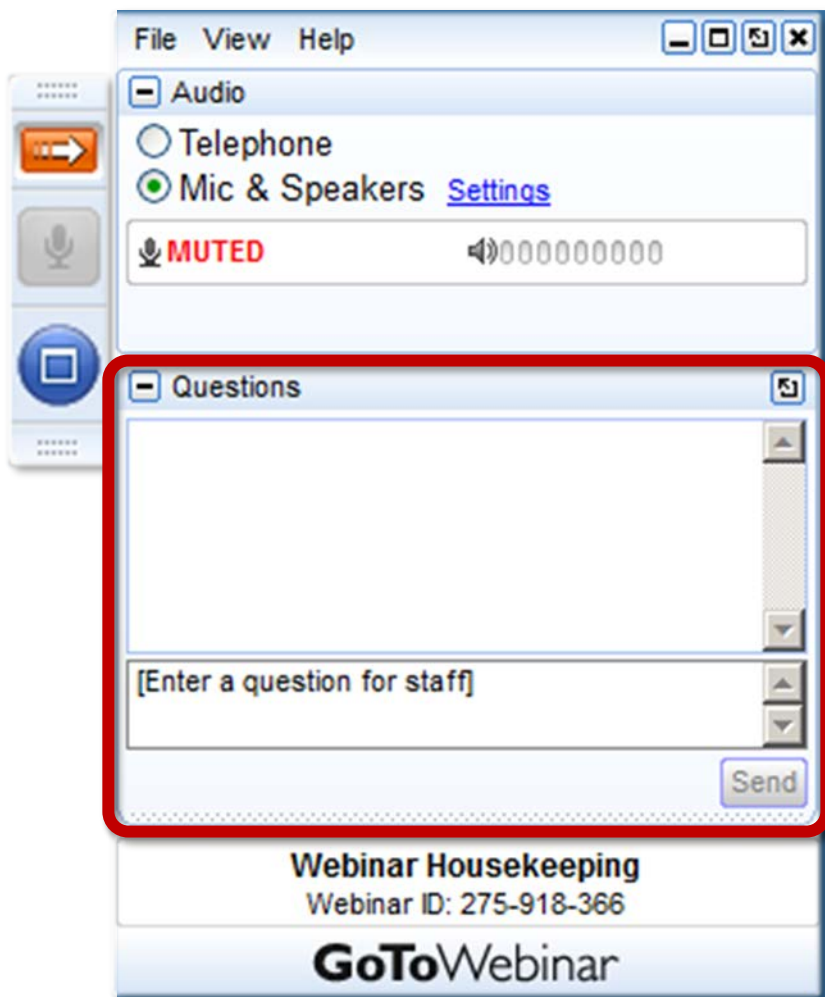
November 19, 2020

Webinar Logistics



- Audio is being recorded. The playback number along with the PowerPoint and a transcript will be available on the HUD Exchange at www.hudexchange.info/programs/housing-counseling/webinars/
- The webinar will be posted in 7-10 days.
- The Training Digest on HUD Exchange will be updated when the webinar is posted.
- Handouts were sent out prior to webinar. They are also available in the Control Panel. Just click on document name to download.

Other Ways to Ask Questions



- Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.
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Housing Counseling Training Digest

<https://www.hudexchange.info/programs/housing-counseling/training-digest/>



Housing Counseling Weekly Training Digest

This page is updated weekly to reflect trainings hosted by:

- HUD Office of Housing Counseling (OHC)
- OHC-funded training partners
- Other partners that host trainings of interest to housing counselors

Please email housing.counseling@hud.gov to notify HUD about upcoming training and events for housing counselors.

Content current as of November 5, 2018

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Webinar Archive

View past webinars hosted by the Office of Housing Counseling and access related materials.



Online Training

Access self-paced online training modules, such as Introduction to Housing Counseling.



Welcome

Lorraine Griscavage-Frisbee

Deputy Director

The Office of Outreach and Capacity Building

Office of Housing Counseling (OHC)

U.S. Department of Housing and Urban Development

Presenters and Q &

- **Presenters**

- Rachael Laurilliard and Joseph Sant, ICF, TA Provider
- Mark McArdle and Nora O'Reilly, CFPB

- **Panelists**

- William Collins, HUD FHA
- Kerry Lonnen, Fannie Mae/on behalf of GSEs
- Richard Kane, USDA
- Rita Falcioni, VA

- **Q & A**

- Virginia Holman and Julie Rice, HUD OHC, Office of Outreach and Capacity Building
- Joseph Sant, ICF, TA Provider

Agenda



- Steps for Housing Counselors to Assist Clients with Mortgage Forbearance
- Federal Agency Panel Review of the Forbearance Process
- Q & A
- Additional Resources

Polling

- There will be polling provided in Mentimeter throughout this presentation. When prompted by the icon to the right, please respond to questions at www.menti.com using your computer or smart phone.

Time for
Mentimeter!



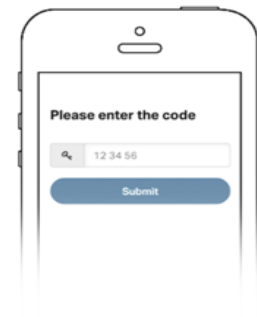
1

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Steps for Housing Counselors to Assist Clients with Mortgage Forbearance

Time for
Mentimeter!



Four Key Steps

Four steps for housing counselors to assist clients with mortgage forbearance:

1. Assess your client's current situation to determine whether they need to request, extend or exit forbearance
2. Determine what mortgage relief your client may qualify for
3. Prepare to help the client exit forbearance
4. Help the client reach out to their servicer to request, extend, or exit forbearance

Forbearance Chart at a Glance

COVID-19-Related Forbearance Exit Options that Allow Clients to Retain Their Homes

Fannie/Freddie	FHA	VA	USDA
Reinstatement	Reinstatement	Reinstatement	Reinstatement
Repayment Plan	Repayment Plan	Repayment Plan	Repayment Plan
COVID-19 Payment Deferral	National Emergency Standalone Partial Claim	COVID-19 Deferment	COVID-19 Special Relief: Disaster Mortgage Recovery Advance
Flex Modification	Owner-Occupant Loan Modification	Loan Modification	COVID-19 Special Relief: Term Extension
	Combo Partial Claim and Loan Modification	Streamline Modification	COVID-19 Special Relief: Cap and Extend
	HAMP Combo Loan Modification/Partial Claim	VA Affordable Modification	Loan Modification
		VA Disaster Modification	Combo Partial Claim and Loan Modification
		Disaster Extend Modification	

Key:

Modification

Combo Modification/Partial Claim

Deferral Options

Extension

Federal Agency Panel Review of the Forbearance Process

Time for
Mentimeter!



William Collins, HUD FHA
Kerry Lonnen, Fannie Mae
Richard Kane, USDA
Rita Falcioni, VA



Resources

- [CFPB Mortgage Assistance Guide](#)
- [CFPB Mortgage Look-up Tool](#)
- National Consumer Law Center
 - [Chart of Post Forbearance Options](#)
- [Federal Housing Administration \(FHA\): Frequently Asked Questions](#)
- [Fannie Mae: Know Your Options](#)
- [Freddie Mac: Extending Help to Homeowners Impacted by COVID-19](#)
- [U.S. Department of Agriculture \(USDA\): Rural Development COVID-19 Response](#)
- [U.S. Department of Veterans Affairs \(VA\): Guidance for VA home loan borrowers during COVID-19](#)

Office of Housing Counseling



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www.hudhousingcounselors.com
- Email us at:
 - housing.counseling@hud.gov
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Conclusion

THANKS
for
ATTENDING

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