



## Agency Waterfalls & CFPB Mortgage Servicing Rule – August 31, 2021 – Webinar Links and Supporting Resources

Federal Agency	Resource Links
Consumer Protection Financial Bureau (CFPB)	<ul style="list-style-type: none"> <li>• <a href="#">CFPB: Housing Portal Resources</a></li> <li>• <a href="#">CFPB: Submit a Complaint</a></li> </ul>
Federal Housing Finance Agency (FHFA)	<p><b>Resources for mortgage assistance at Fannie Mae and Freddie Mac:</b></p> <ul style="list-style-type: none"> <li>• Fannie Mae’s <a href="#">KnowYourOptions.com</a></li> <li>• Fannie Mae’s <a href="#">fanniemae.com/heretohelp</a></li> <li>• Freddie Mac’s #HelpStartsHere</li> <li>• Freddie Mac’s My Home® <a href="#">myhome.freddiemac.com/</a></li> </ul> <p><b>FHFA COVID-19 resources:</b></p> <ul style="list-style-type: none"> <li>• Servicer scripts and resources for counselors to improve messaging including multiple language translations are available at <a href="#">fhfa.gov/mortgagetranslations</a></li> </ul> <p><b>Additional resources at CFPB and HUD:</b></p> <ul style="list-style-type: none"> <li>• For additional information about COVID-19 assistance and about avoiding foreclosure, visit <a href="#">cfpb.gov/housing</a>.</li> <li>• Resources to help borrowers understand their options are available through housing counseling agencies approved by the U.S. Department of Housing and Urban Development (HUD): <a href="#">www.hud.gov/i_want_to/talk_to_a_housing_counselor</a></li> <li>• Borrowers who want to submit a complaint about a problem with their mortgage servicer may do so at: <a href="#">www.consumerfinance.gov/complaint/</a></li> </ul>
Federal Housing Administration (FHA)	<ul style="list-style-type: none"> <li>• <a href="#">HUD COVID-19 Resources</a></li> <li>• <a href="#">Single Family Housing Handbook</a></li> <li>• <a href="#">Single Family Handbook Supplemental Documents</a></li> <li>• <a href="#">HUD Approved Counseling Agencies</a></li> <li>• <a href="#">FHA Info Announcements Archives</a></li> <li>• <a href="#">Single Family Default Reporting Codes</a></li> </ul>
U.S. Department of Agriculture (USDA)	<ul style="list-style-type: none"> <li>• <a href="#">USDA: COVID-19 Federal Rural Resource Guide</a></li> </ul>
U.S. Department of Veterans Affairs (VA)	<ul style="list-style-type: none"> <li>• <a href="#">Loan Guaranty: COVID-19 Veterans Assistance Partial Claim Payment Program</a></li> <li>• <a href="#">VA Home Loans - Circulars</a></li> <li>• <a href="#">VA: COVID-19 Refund Modification</a></li> <li>• <a href="#">VA: Comparison of COVID-19 Partial Purchase Options</a></li> <li>• <a href="#">VA: COVID-19 Home Retention Waterfall</a></li> </ul>
U.S. Department of Treasury	<ul style="list-style-type: none"> <li>• <a href="#">Homeowner Assistance Fund</a></li> </ul>
Office of Housing Counseling	<ul style="list-style-type: none"> <li>• <a href="#">HUD Exchange: Providing Foreclosure Prevention Counseling</a></li> <li>• <a href="#">Office of Housing Counseling Website</a></li> <li>• <a href="#">The Bridge Newsletter</a></li> <li>• Email HUD at: <a href="mailto:Housing.counseling@hud.gov">Housing.counseling@hud.gov</a></li> </ul>