



Borrower Assistance Form

If you are having mortgage payment challenges because of a temporary or long-term hardship, please complete and submit this form, along with the required documentation, to Seterus via mail: PO Box 1077, Hartford, CT 06143-1077, fax: 866.578.5277, or online: www.seterus.com/uploadmydocs. We will follow up and let you know if you're missing any required information or documents within five business days of receipt.

The requested information is extremely important because it helps us understand your situation, identify the solutions you may be eligible to receive, and consult with you to determine what option may best meet your needs.

If you need help while completing this form, please contact Seterus at 866.570.5277 for assistance.

Borrower Information

Borrower's name: _____	Co-Borrower's name: _____
Social Security Number (last 4 digits): _____	Social Security Number (last 4 digits): _____
Primary phone number: _____	Primary phone number: _____
Alternate phone number: _____	Alternate phone number: _____
E-mail address: _____	E-mail address: _____

- Cell
- Home
- Work
- Cell
- Home
- Work

- Cell
- Home
- Work
- Cell
- Home
- Work

Is either borrower an active duty service member or the surviving spouse of a service member who was on active duty at the time of death? Yes No

Property Information

Property address: _____

Mailing address (if different from property address): _____

The property is currently: A primary residence A second home An investment property

The property is: Owner occupied Renter occupied Vacant

Borrower's preference: Keep the property Not keep the property Undecided

Is the property listed for sale? Yes No; if yes, provide the following: 1) Listing date: _____ 2) Listing agent's name and phone number—or indicate "for sale by owner" if applicable: _____

Is the property subject to condominium or homeowners association (HOA) fees? Yes No; if yes, indicate monthly dues \$_____

Household Income

MONTHLY INCOME TYPE AND AMOUNT	REQUIRED DOCUMENTATION	
Gross wages, salaries and overtime pay, commissions, tips, and bonuses	\$	<ul style="list-style-type: none"> ▪ Most recent pay stub(s) reflecting 30 consecutive days' or four weeks' earnings AND documentation of year-to-date earnings if not on pay stub
Self-employment income	\$	<ul style="list-style-type: none"> ▪ The most recent signed and dated quarterly or year-to-date profit/loss statement
Social Security, pension, disability, or death benefits	\$	<ul style="list-style-type: none"> ▪ Documentation from the provider showing the amount and frequency of benefits OR two most recent bank statements showing deposit amounts
Rental income (Rents received, less expenses other than mortgage expense)	\$	<ul style="list-style-type: none"> ▪ Provide a copy of the current lease agreement with either bank statements or cancelled rent checks demonstrating receipt of rent
Unemployment income	\$	<ul style="list-style-type: none"> ▪ No documentation required at this time

MONTHLY INCOME TYPE AND AMOUNT		REQUIRED DOCUMENTATION
Adoption assistance, housing allowance, and other public assistance	\$	▪ No documentation required at this time
Other (e.g. income from alimony*, child support*, investments, or insurance) _____ _____ _____	\$	▪ No documentation required at this time
Total gross monthly household income	\$	

*Not required if you choose not to have it considered for repaying this loan

Household Assets – excluding retirement funds such as a 401(k) or Individual Retirement Account (IRA) funds

Checking account(s) and cash on hand	\$
Savings, money market funds, and Certificates of Deposit (CDs)	\$
Stocks and bonds	\$
Other (please describe):	\$
Total assets	\$

Hardship Information

The hardship causing mortgage payment challenges began on _____ and is believed to be:

Short-term (up to 6 months) Long-term or permanent (greater than 6 months) Resolved as of: _____

TYPE OF HARDSHIP (CHECK ALL THAT APPLY)	REQUIRED DOCUMENTATION
<input type="checkbox"/> Divorce or legal separation	▪ Final divorce decree or final separation agreement
<input type="checkbox"/> Separation of borrowers unrelated by marriage, civil union, or similar domestic partnership under applicable law	▪ Recorded quitclaim deed or other legally binding agreement evidencing that the non-occupying borrower or co-borrower has relinquished all rights to the property
<input type="checkbox"/> Death of borrower or death of either the primary or secondary wage earner	▪ Death certificate
<input type="checkbox"/> Distant employment transfer / relocation	▪ For active duty service members: PCS orders or letter showing transfer. ▪ For employment transfers/new employment: Copy of signed offer letter or notice from employer showing transfer to a new location OR ▪ A written explanation if employer documentation not applicable AND documentation that reflects the amount of any relocation assistance provided (not required for those with PCS orders)
<input type="checkbox"/> Unemployment	▪ No documentation required at this time
<input type="checkbox"/> Reduction in income	▪ No documentation required at this time
<input type="checkbox"/> Increase in housing-related expenses	▪ No documentation required at this time
<input type="checkbox"/> Long-term or permanent disability, serious illness of a borrower/co-borrower or dependent family member	▪ No documentation required at this time
<input type="checkbox"/> Disaster (natural or man-made) impacting the property or borrower's place of employment	▪ No documentation required at this time
<input type="checkbox"/> Other: _____ _____ _____	▪ Written explanation describing the details of the hardship and relevant documentation

Borrower Certification

I certify, acknowledge, and agree to the following:

1. All of the information in this Borrower Assistance Form is truthful, and the hardship I identified contributed to my need for mortgage relief. Knowingly submitting false information may violate Federal and other applicable law.
2. I may be required to provide additional supporting documentation. I will provide all requested documents and will respond in a timely manner to all servicer or authorized third party** communications.
3. My mortgage servicer is not obligated to offer me assistance based solely on the representations in this document or other documentation submitted in connection with my request.
4. The servicer or authorized third party** may obtain a current credit report for the borrower and co-borrower.
5. I consent to the servicer, authorized third party**, or any investor/guarantor, disclosing of personal information collected during the mortgage assistance process, as well as information about any relief I receive, to Fannie Mae, Freddie Mac, or any investor, insurer, guarantor, or servicer of my first lien or subordinate lien (if applicable) mortgage loan(s) or any companies that provide support services to them. Personal information may include, but is not limited to: (a) my name, address, telephone number, (b) my Social Security number, (c) my credit score, (d) my income, and (e) my payment history and information about my account balances and activity.
6. I consent to being contacted concerning this request for mortgage assistance at any telephone number or email address I have provided to the lender/servicer or authorized third party**.
7. If I am eligible for and enter in to a Trial Period Plan for a modification, I agree that payments due will contain escrow amounts. If I was not previously required to pay escrow amounts, and my Trial Period Plan contains escrow amounts, I agree to the establishment of an escrow account and agree that any prior waiver is revoked. Payments due under a repayment plan or forbearance plan may or may not contain escrow amounts. If I was not previously required to pay escrow amounts and my repayment plan or forbearance plan contains escrow amounts, I agree to the establishment of an escrow account and agree that any prior escrow waiver is revoked.

Borrower signature: _____

Date: _____

Co-Borrower signature: _____

Date: _____

**An authorized third party may include, but is not limited to, a counseling agency, Housing Finance Agency (HFA), or other similar entity that is helping me obtain mortgage assistance.