

RE: Loan Number \_\_\_\_\_

Dear Loan Customer(s):

Thank you for contacting us to request information concerning a possible sale and short payoff of your loan. If the amount required to pay off your loan is greater than what we determine in our sole discretion to be the value of the collateral property, we may consider accepting an amount less than the current payoff amount to satisfy your mortgage obligation. If unable to make your regular monthly payments, this may allow you to sell your home for less than you owe.

We know how important your credit is to you, and that is why it is important to quickly find a solution. We need your help to do this. You must complete each of the following steps and send us ALL of the required information. We cannot effectively process your request if we do not have all of the information referenced below:

- (1) **SIGNED AND COMPLETED APPLICATION:** Complete every portion of the enclosed 3 page financial information request application and have ALL borrowers sign and date the document where indicated.
- (2) **PROOF OF INCOME:** We need a copy of 2 of the most recent pay stubs for each borrower.
  - If paid monthly, pay stubs cannot be more than 60 days old as of the date we receive them.
  - If paid more than monthly, pay stubs cannot be more than 30 days old as of the date we receive them.
  - If self-employed, send bank statements for the last 6 months to verify the reported income.
  - If you receive other income such as child support, social security, rental income, etc., we require verification showing the amount and duration of the additional income. If unable to verify income, we cannot consider it when processing your request for assistance.

- (3) FEDERAL INCOME TAX RETURNS: We require a complete copy of the most recent federal income tax return for each borrower, including all schedules. If any borrower has not filed a return for the most recent year, we require the prior year's return along with the extension request for the most recent year. W-2s DO NOT satisfy this requirement. If you filed your return electronically, we need you to print and sign a copy for our records.
- (4) LISTING AGREEMENT: Please forward to us a copy of the agreement with the realtor so that we can work with the agent on the sale of the home.
- (5) SALES CONTRACT: Once an offer is received, forward it to us IMMEDIATELY INCLUDING A NET SHEET OR HUD-1 showing the proposed payoff to be realized at sale minus closing costs and commission.

Mail the completed financial information request application along with the additional documents listed above to:

Loan Services  
ATTN: Resolution Team, LOC 24-125  
150 Allegheny Center Mall  
Pittsburgh, PA 15212

or fax the information to: 412-499-3400

Once we have received all the required information, we can begin our review to determine whether a short payoff is appropriate in your circumstance. Please be advised that you are required to continue to make your monthly payments and otherwise comply with the terms of your mortgage loan. If your loan is delinquent, we will continue to pursue collection of the loan including foreclosure, if necessary.

Feel free to call our office with any questions you may have about completing the financial information request application or about any of the required documentation. We are available to assist you at: 800-622-5035, extension 24267, Monday through Friday between 8 a.m. and 10 p.m., Eastern Time.

Sincerely,

Resolution Team

Enclosures

You should consider this letter as coming from a debt collector as we sometimes act as a debt collector. Any information provided by you will be used to collect this debt. However, if you are in bankruptcy or received a bankruptcy discharge for this debt, this letter is not an attempt to collect the debt, but notice of possible enforcement of our lien against the collateral property.

**FINANCIAL INFORMATION REQUEST APPLICATION**

LOAN NO: \_\_\_\_\_

YOUR NAME AND MAILING ADDRESS

CO-BORROWER NAME AND MAILING

ADDRESS

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PHONE/CELL NUMBERS\* (BEST TIMES TO CALL) FOR ALL BORROWERS:

\_\_\_\_\_

\* By signing below, Borrower agrees that the lender, lender's affiliates, the loan servicer and their respective successors and assigns (collectively, "we") may contact you at the telephone numbers listed above for the purpose related to the servicing and collection of any loan(s) or line of credit we have made to you. You agree that we may use an automated dialing and announcing device to make such calls that we may make such calls to any telephone, facsimile or cellular telephone number that we may subsequently obtain.

**WHAT IS THE PRIMARY REASON FOR YOUR HARDSHIP?**

Select ONLY ONE option which best describes your situation.

- Death of Mortgagor
- Illness of Mortgagor
- Marital Difficulties
- Excessive Obligations
- Job Relocation
- Unemployment
- Incarceration
- Military Service
- Death of Mortgagor's Family Member
- Illness of Mortgagor's Family Member
- Reduction in Income
- Abandonment of Property
- Inability to Sell Property
- Business Failure
- Natural Disaster

Are you currently on active deployment? Yes No

If you are on active deployment, have you faxed your orders?

to Fax: 412-918-7310 Yes No

Other \_\_\_\_\_

What date did your hardship begin? \_\_\_\_\_

Is the hardship temporary? Yes No

How long will the hardship last? \_\_\_\_\_

Do you have a credit counselor? Yes No

Agency Name \_\_\_\_\_

Phone Number: \_\_\_\_\_

Do you intend to keep the property? Yes No

Is the property for sale? Yes No

IF FOR SALE: LISTING DATE & PRICE: \_\_\_\_\_

REALTOR NAME, COMPANY, PHONE NO.: \_\_\_\_\_

\_\_\_\_\_

**FINANCIAL INFORMATION REQUEST APPLICATION**

Loan No. \_\_\_\_\_

TOTAL MONTHLY INCOME (TAKE HOME)

MORTGAGOR:

WAGES \_\_\_\_\_  
SOCIAL SECURITY \_\_\_\_\_  
PENSIONS \_\_\_\_\_  
RENT/OTHER INCOME \_\_\_\_\_

CO-MORTGAGOR:

WAGES \_\_\_\_\_  
SOCIAL SECURITY \_\_\_\_\_  
PENSIONS \_\_\_\_\_  
RENT/OTHER INCOME \_\_\_\_\_

NO. OF DEPENDENTS: \_\_\_\_\_

**MONTHLY EXPENSES**

1ST MORTGAGE: \_\_\_\_\_

FOOD: \_\_\_\_\_

2ND MORTGAGE: \_\_\_\_\_

GAS/ELECTRIC: \_\_\_\_\_

PROPERTY TAXES: \_\_\_\_\_

WATER/SEWER: \_\_\_\_\_

HOMEOWNER'S INSURANCE: \_\_\_\_\_ TRASH: \_\_\_\_\_

HOA/CONDO FEES: \_\_\_\_\_ PHONE/CELL BILLS: \_\_\_\_\_

CREDIT CARD PAYMENTS: \_\_\_\_\_ CABLE/SATELITE TV: \_\_\_\_\_

INSTALLMENT LOAN PAYMENTS: \_\_\_\_\_ INTERNET: \_\_\_\_\_

LIFE / HEALTH INSURANCE: \_\_\_\_\_ NO. OF VEHICLES IN HOUSEHOLD: \_\_\_\_\_

CHILD SUPPORT/ALIMONY: \_\_\_\_\_ AUTO PAYMENTS: \_\_\_\_\_

MEDICAL/DENTAL EXPENSES: \_\_\_\_\_ AUTO INSURANCE: \_\_\_\_\_

CHARITABLE CONTRIBUTIONS: \_\_\_\_\_ DAY CARE/CHILD CARE: \_\_\_\_\_

TUITION: \_\_\_\_\_ OTHER: \_\_\_\_\_

TRANSPORTATION/GAS/CAR REPAIRS: \_\_\_\_\_

**YOU MUST ATTACH YOUR 2 MOST RECENT PAY STUBS**

## FINANCIAL INFORMATION REQUEST APPLICATION

Loan No. \_\_\_\_\_

IMPORTANT: By providing this information and signing below you:

- Agree that the information provided is a true and accurate statement of my/our financial status.
- Understand that a loan modification requires the establishment of an escrow account for property taxes.
- Understand that applying for a loan modification means that any and all delinquent taxes must be paid resulting in an escrow account being established and causing the monthly payment to increase in order to meet this obligation.
- Understand that ANY action taken by the servicer is in strict reliance upon the accuracy of this information.
- Understand that a property valuation or appraisal may be charged in order to review my application and that this cost will be added to my account. This cost can be as high as \$425.
- Understand that delinquent servicing, up to and including foreclosure sale will continue while this request is being reviewed.
- Understand that eligibility is subject to the servicer's sole discretion and can take several weeks to reach a final decision.

### AUTHORIZATION & ACKNOWLEDGEMENT

I obtained a mortgage loan secured by the above-referenced property. I certify that all information presented herein as well as attachments are true, accurate and correct to the best of my knowledge. I understand that submission of this information in no way obligates my mortgage servicer or insurer to provide me with assistance.

By signing this Financial Statement, I hereby authorize the owner of the mortgage, my mortgage servicer and/or mortgage insurer to 1) order a credit report from any credit reporting agency, 2) discuss details of my mortgage with my real estate agent and/or credit counseling service representative and provide any information regarding me or my loan, 3) release information regarding this or any other liens on any mortgaged properties.

\_\_\_\_\_  
Mortgagor's Signature / Date

\_\_\_\_\_  
Co-Mortgagor's Signature / Date

You should consider this letter as coming from a debt collector as we sometimes act as a debt collector. Any information provided by you will be used to collect this debt. However, if you are in bankruptcy or received a bankruptcy discharge for this debt, this letter is not an attempt to collect the debt, but notice of possible enforcement of our lien against the collateral property.

## **HAS A HARDSHIP AFFECTED YOUR ABILITY TO PAY YOUR MORTGAGE?**

### **WE MAY BE ABLE TO HELP!**

If you are able to make a mortgage payment but need assistance to bring your delinquent mortgage current, we may be able to help through one of the following options:

- **REPAYMENT PLAN:** This is an agreement where you resume making regular monthly mortgage payments in addition to paying a portion of the past due payments, until the loan is current.
- **MODIFICATION:** If you can make payments on your loan, but do not have enough money to bring the account current, we may be able to modify the terms of your original loan to bring your loan current.

If you are unable to maintain your current payments due to an increase in payment due to a scheduled rate adjustment, or due to an unforeseen life event that will soon cause you to default on your mortgage, the following option may be available to assist you:

- **MODIFICATION:** If you can make payments on your loan, but have defaulted or soon will default, we may be able to offer you a loan modification that changes the terms of your loan in an effort to make it affordable.

If you are experiencing a long term hardship and need to sell your property, the following options may assist you:

- **SHORT PAYOFF:** If the payoff amount of your loan is greater than the fair market value of your property, you may qualify to sell your home for less than what you owe.
- **DEED IN LIEU OF FORECLOSURE:** If you have had your property listed at the fair market value for an extended period of time with no activity, we may accept title to your property as settlement of the debt. To do this, there generally can not be additional liens or judgments on the home.

Keep in mind that if you are considering filing for bankruptcy or if you have already filed, we may still be able to work with you. Please do not hesitate to contact us or have your bankruptcy attorney do so.

Please follow the directions detailed in the cover letter to take the next step to provide us with the information needed to determine what the best option is for you and your financial situation.

## Resolution Information Sheet

For help with other debts, you may consider contacting a counseling agency in your area. To locate an agency, call 1-800-569-4287. You will be asked to enter your zip code and then will be provided with a phone number for an agency near you. Agencies reached through this number are approved by the U.S. Department of Housing and Urban Development.

Some of the non-profit organizations you can find on the internet are:

- Homeownership Preservation Foundation  
[www.995hope.org](http://www.995hope.org) (or call 1-888-995-HOPE)
- Consolidated Credit Counseling Services  
[www.moneymanagement.org](http://www.moneymanagement.org) (or call 1-800-320-9929)
- Auriton Solutions  
[www.auriton.org](http://www.auriton.org) (or call 1-888-562-4557)
- Novadebt  
[www.novadebt.org](http://www.novadebt.org) (or call 1-800-992-4557)

If you are self-employed, SCORE is an agency specifically for you. You can find them on the internet at [www.score.org](http://www.score.org) or call them at 1-800-634-0245.

For Senior Citizens, there is an agency to assist you with various financial, health or other problems. For information on how to reach a local office, please call Elder Care Locator at 1-800-677-1116.

Please be cautious of any company that wants YOU to pay THEM to talk to us or any of your creditors. We can do the same thing for which they may charge several hundred dollars. Non-profit agencies may require a contribution so they can continue to provide their services to others. It is recommended that you shop around for an agency with which you feel comfortable.

If you would like to discuss options or if you have any questions, feel free to call our Resolution Specialists at 1-800-622-5035.

Delinquency servicing, up to and including foreclosure, will continue while your request is being reviewed. Eligibility is subject to the Mortgage Servicer's sole discretion and can take several weeks to reach a final decision.

A DEDICATED fax line is available to accept your financial information:  
412-499-3400

You should consider this information as coming from a debt collector as we sometimes act as a debt collector. Any information provided by you will be used to collect this debt. However, if you are in bankruptcy or have received a bankruptcy discharge for this debt, this information is not an attempt to collect a debt, but notice of possible enforcement of our lien against the collateral property.