

Directory of Servicer Contacts

For Use by HUD Approved Housing Counseling Agencies only April 20, 2020

Mortgage Servicer	Consumer Self-Service Intake Portals and Telephone Numbers
Arvest	https://www.arvestcentralmortgage.com/resources/hardship-assistance/hardship-assistance-main
Bank of America	https://homeloanhelp.bankofamerica.com/en/forbearance.html
Bayview	https://bayviewloanservicingcares.com/coronavirus-update/
BB&T	https://bank.bbt.com/retailEnrollment/paymentrelief
Caliber	<p>Call 800-401-6587 for assistance or information on how to request COVID- relief. Customers impacted by COVID-19 can request a forbearance plan by logging in to their account at www.myaccount.caliberhomeloans.com.</p> <p>Additional information related to COVID-19 assistance is available at http://www.caliberhomeloans.com/tools-resources/faqs/</p>
Carrington	<p>Log in to www.mortgageassistance@carringtonms.com for self-service options.</p> <p>Other Online Resources: www.carringtonmortgage.com/covid19</p>
Carrington Mortgage Services	https://www.carringtonmortgage.com/covid19
Cenlar	https://www.loanadministration.com/
Chase	<p>Customers should log in to their account at www.chase.com/mortgageassistance , or call 888-356-0023 to request assistance. An online COVID-19 assistance request form will be available for self-service on 5/17/2020.</p>
Fay Servicing	https://www.fayservicing.com/covid-19/
Flagstar	<p>Log in to Myloans at www.flagstar.com;</p> <p>1. (800) 393-4887, Option 1; or</p> <p>2. Go to www.Flagstar.com/hardship to submit an online forbearance request</p>
Freedom Mortgage	<p>Freedom encourages customers to submit a request for a COVID Forbearance online at www.freedommortgage.com/gethelp. This request form will allow for the customers to obtain the desired forbearance plan which will be mailed to them 3 to 5 business days after submission of the request online. No phone call is necessary to obtain the forbearance plan if they complete the online form at: http://www.freedommortgage.com/gethelp</p> <p>If the customer prefers to speak to a representative, they can contact Freedom Mortgage Customer Care at 855-690-5900 and select option 7 for Financial Hardship.</p>
LoanCare	<p>Log in to request an assistance, and click on the large red white button labeled "Financially Impacted by COVID-19? Click here for relief".</p> <p>Borrower may also call 800-909-9525</p> <ol style="list-style-type: none"> 1. Select option 1 for English 2. Listen to explanation of a forbearance and select Option 1 at the end of the message 3. Enter the loan number and last 4 of SSN OR full SSN and property zip code 4. Press 1 to confirm you are requesting temporary financial assistance 5. Press 1 to confirm you understand all monies are due in full at the end of the forbearance. <p>Starting on or about 4/13/2020: press 1 for a plan shorter or longer than 3 months or hold to accept 3 month plan</p> <ol style="list-style-type: none"> 1. If 1 pressed, confirm length by entering 1-6 on keypad (1 month to 6 months) 2. Confirm length requested by pressing #g. Route to request submitted message with option to speak to an agent for any further servicing needs.

LoanDepot	http://start.loandepot.com/assets/int-email/disaster/COVID19ServicingCommunicationv6.0.pdf
M&T Bank	www.mtb.com/help-center/be-informed/coronavirus/hardship-relief-form
MidFirst	<p>1. Customers impacted by COVID-19 are encouraged to log in to www.MyMidlandMortgage.com to request assistance.</p> <p>2. By phone, customers should call 800-552-3000, sign in with their loan number or social, and then select option 4 to speak to a team member.</p>
New America Funding	newamericanfunding.com/manage-my-loan/#covid19relief
New Residential	Not Available
Mr. Cooper(fka Nationstar)	Customers may submit a "Pandemic Forbearance Plan" request form by logging in to their account online or via their mobile device. This is the fastest way to receive assistance.
Ocwen/PHH	https://www.mortgagequestions.com/coronavirus
PennyMac (PNMAC)	Go to www.pennymacusa.com to access an enrollment for COVID-19 assistance.
Quicken	<p>Customers can log in to their account at www.rocketmortgage.com. Once logged in there is a banner that directs customers impacted by COVID-19 to apply for assistance. They are walked through a few questions to get them into the Covid-19 Forbearance. This site also offers information about the program and some expectations coming out of the forbearance.</p> <p>http://www.rocketmortgage.com</p>
Suntrust	https://www1.onlinebanking.suntrust.com/UI/paymentrelief?icid=PaymentRelief_PersonalBanking_PYMTRELIEF_Hero_NA_L0_567_1044_Default#/
Selene	877-768-3759
Select Portfolio Servicing	https://www.spservicing.com/StaticDetails/DisasterManagement
The Money Source	https://themoneysource.com/happy-hub/coronavirus/
US Bank	<p>Customers impacted by COVID-19 can obtain a forbearance, submit a loss mitigation application or establish payment plans at www.usbank.com/splash/covid-19.html then click on "Get help with your mortgage" under Mortgage Assistance. Customers that have already been set up on a forbearance or other assistance plan can contact their SPOC (single point of contact) via the information provided when the assistance was established.</p> <p>http://www.usbank.com/splash/covid-19.html</p>
Wells Fargo	<p>1. Resource page at http://www.wellsfargo.com/mortgageassist</p> <p>2. Online request for assistance:</p> <p>a. Request Mortgage payment suspension: If you have Wells Fargo online banking, log in to your account. Select the payment assistance alert located by your your mortgage account information.</p> <p>b. Request Home Equity payment suspension Request a short-term payment suspension by emailing us through the secure Message Center in online banking. We'll respond to you in writing via U.S. mail within 7-10 days.</p> <p>3. By phone</p> <p>a. Mortgage: 800-219-9739 option 2, 1 or b. Home Equity: 800-219-9739 option, 2, 2</p>