

# State Home Mortgage Forbearance

## COVID-19 Response

State Home Mortgage (SHM) is committed to helping our homeowners during this national crisis.

If you're experiencing financial difficulty as a result of COVID-19, we have a solution for you. You could qualify for a Short Term Forbearance which is a plan that provides temporary relief by allowing you to pay reduced, or suspended payments for a brief time, depending on your individual situation with protection from late fees and negative credit reporting. Toward the end of your forbearance period or when you return to work, we will reevaluate your situation to determine the best program to repay those missed payments.

### Who Should Apply For Assistance?

If you can afford to make your mortgage payment, please do so. The initial period of any offered forbearance is 3 months. Once that time frame is up, we work to reevaluate your situation and determine the next step, which can be a continuance of your forbearance. By waiting until you need the mortgage assistance help, you give yourself the most time when you need it. The assistance being offered around this COVID-19 situation is available for those who have lost work, are ill or can't work due to caring for a sick family member.

- If you have been impacted by COVID-19 and having difficulty with your mortgage payment:
  - Please email [SHMCovid19help@dca.ga.gov](mailto:SHMCovid19help@dca.ga.gov) to request a COVID-19 Mortgage Assistance application, or
  - Please contact our office at 1-800-781-8346
  - Select option #3 to speak to a Loan Servicing Representative
  - Select option #1 to speak with a Default Representative
  - We anticipate high call volume during this period. If your call is not answered, PLEASE leave a voicemail message. Someone on our staff will return your call within 48 business hours.

SHM must receive the COVID-19 Mortgage Assistance application to process your request for a COVID-19 Forbearance plan. Please return the 4-page application to [SHMCovid19help@dca.ga.gov](mailto:SHMCovid19help@dca.ga.gov) immediately. If you require this form to be in a different language, please submit a request to our fair housing email account ([fairhousing@dca.ga.gov](mailto:fairhousing@dca.ga.gov)).

SHM must follow the guidelines set forth by the investor or insurer/guarantor of your loan (FHA, USDA, VA, etc.). These guidelines allow SHM to offer loan modifications, repayment plans, and forbearances. SHM, as a loan servicer of federally insured mortgages, applauds the passage of the federal CARES Act to provide relief for our borrowers.

# COVID-19 mortgage assistance application



Use this form to seek, extend or terminate forbearance, or to request help catching up on past-due payments or other loss mitigation options. Enter your information clearly using blue or black ink.

## 1. Property information

Property address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Mailing address (If different than property address) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Loan number \_\_\_\_\_

Occupancy type:  Owner occupied  Tenant occupied  Vacant  Other (Explain required) \_\_\_\_\_

## 2. Borrower information

Borrower first name \_\_\_\_\_ M.I. \_\_\_\_\_ Last name \_\_\_\_\_

Phone\* \_\_\_\_\_ Email \_\_\_\_\_

Co-borrower first name \_\_\_\_\_ M.I. \_\_\_\_\_ Last name \_\_\_\_\_

Phone\* \_\_\_\_\_ Email \_\_\_\_\_

\* By providing your phone number(s), you agree that State Home Mortgage may call you at those number(s) and that you will notify State Home Mortgage promptly if your telephone(s) or other contact information changes.

For regulatory and legal purposes, State Home Mortgage is required to disclose that it may be a debt collector. This may be an attempt to collect a debt and any information obtained will be used for that purpose. In the event that you have filed for bankruptcy protection and are covered by an automatic stay, discharge or other bankruptcy protection, this communication is not an attempt to collect a debt from you personally and is for informational purposes only.

### 3. Tell us your situation

Read each of the three options and select the one that best describes what you're looking to do: Request forbearance/extension, resume payments or discuss other options like a loan modification.

#### a. I/We would like to request forbearance or a forbearance extension due to impacts caused by COVID-19.

Events that contribute to my difficulty making payments <i>(Check all that apply)</i>	Borrower	Co-borrower
My income has been lost. For example: Unemployment caused by COVID-19.	<input type="checkbox"/>	<input type="checkbox"/>
My income has been reduced. For example: Unemployment, reduced job hours, reduced pay, or a decline in self-employed business earnings caused by COVID-19.	<input type="checkbox"/>	<input type="checkbox"/>
There are other reasons I'm/we're facing financial hardship due to COVID-19. <i>(Please explain below)</i>	<input type="checkbox"/>	<input type="checkbox"/>

#### b. I/We would like resume payments or discuss Home Retention Options like a modification or Terminate Forbearance request. *(Please select the option that best describes what you're looking to do.)*

- I/We are able to resume my payments, and while I/we are no longer experiencing financial hardship due to COVID-19, I/we need help catching up on past-due payments or other loss mitigation options.**
- I/We are able to resume payments and can bring my/our loan current through a repayment plan.**  
This option may be available if your loan is delinquent six months or less, and you are able to resume your monthly payments and can also make partial payments toward the past due amount sufficient to bring your loan current within 12 months or less. Required: Section 4 of this form.
- I/We can resume payments and meet the criteria for a Home Retention Options.** Home Retention options provide options to reinstate the Mortgage after the expiration of the COVID-19 Forbearance period. Borrowers who are able to resume the monthly or the modified monthly Mortgage payments, where the Mortgage was current as of March 1, 2020, are eligible to be reviewed for COVID-19 Home Retention Options. This option is only available if you meet these four criteria: 1) your loan was current as March 1, 2020; 2) experienced a financial hardship due to COVID-19; 3) you no longer experience this hardship and can resume on-time payments; and 4) you are unable to bring your loan current through a repayment plan or lump-sum payment. \*
- \* Eligibility is determined by the requirements of your Investor who owns the loan and applicable law. Some restrictions may apply.
- I/We need to discuss other options such as a loan modification in order to resume my/our payments or bring my/our loan current.**  
Other loss mitigation options, such as a loan modification, may be available if you can no longer afford your monthly payment. With a loan modification, certain terms of your loan such as the interest rate or maturity date may change to make payments more affordable. Required: A completed and signed Mortgage Assistance Application<sup>®</sup>, available for download at [Statehomemortgage.net](https://www.Statehomemortgage.net). Simply return via any of the options noted on the form.
- I/We are able to terminate my/our loss mitigation support and do not need help catching up on past-due payments.**
- I/We are able to resume payments, bring my/our loan current and want to withdraw our forbearance request.**  
This option is available if you are able to pay all outstanding amounts and can resume monthly payments. Upon receipt of your past-due amount by mail, phone or online bill pay, your forbearance request will be withdrawn.
- My/Our loan is current, and I/we want to withdraw our forbearance request.**  
This option is only available if you've made all monthly payments during the forbearance period and don't need any other loss mitigation assistance at this time.

Note: A forbearance, forbearance extension or other loss mitigation options may be available depending upon the investor who owns your loan and applicable legal requirements. We will reach out to you if additional information or documentation is needed in order to evaluate you for available loss mitigation options.

## 4. Monthly cash flow

Only complete this section if you indicated that you're able to resume payments and can bring your loan current through a repayment plan. Otherwise, skip to the signature section.

### INCOME

_____ Borrower employer	_____ Borrower occupation	_____ Borrower monthly income
_____ Borrower other income	_____ Borrower dependents	
_____ Co-borrower employer	_____ Co-borrower occupation	_____ Co-borrower monthly income
_____ Co-borrower other income	_____ Co-borrower dependents	

### EXPENSES

Use the table below to provide your monthly expenses. If there is a co-borrower on the loan, be sure to enter the combined expenses for you and your co-borrower.

Expenses	Combined monthly expense	Expenses	Combined monthly expense
1st mortgage		Food	
2nd mortgage		Utilities	
Other mortgage liens		Transportation	
Auto loans		Child care	
Credit cards		Tuition	
Installment loans		Life insurance	
Alimony/support		Cable	
HOA/condo fees		Cell	
Auto insurance		Medical	
Total combined expenses			
<b>Total unpaid principal balance</b>			
1st mortgage			
2nd mortgage			

## 5. Signature(s)

If applying for a forbearance or forbearance extension:

I/We certify and agree that I/we are experiencing a financial hardship related to COVID-19, and State Home Mortgage will use the information provided in this COVID-19 Mortgage Assistance Application (and may require additional supporting documentation, except as required by applicable law) to evaluate me/us for a forbearance or forbearance extension, or for other loss mitigation options, if requested, but the availability of any loss mitigation options are not guaranteed, but are dependent upon the requirements of the investor who owns the loan and applicable law; and that all of the information provided is accurate and true and that knowingly submitting false information may violate federal law.

If applying for all other loss mitigation options (i.e.: Repayment, Home Retention Options or Modification Plans):

I/We certify and agree that I/we were impacted by COVID-19 but are no longer experiencing a financial hardship resulting from COVID-19, but I/we are unable to bring the loan current through a lump-sum payment of the past due amounts; and State Home Mortgage will use the information provided in this COVID-19 Mortgage Assistance Application (and may require additional supporting documentation, except as required by applicable law) to evaluate me/us for all loss mitigation options, if requested, but the availability of any loss mitigation options are not guaranteed, but are dependent upon the requirements of the investor who owns the loan and applicable law; and that all of the information provided is accurate and true and that knowingly submitting false information may violate federal law.

If requesting termination of forbearance plan:

I/We certify and agree that I/we were impacted by COVID-19, but are no longer experiencing a financial hardship resulting from COVID-19, or otherwise, and want to resume my/our mortgage payment and withdraw the forbearance request; that either the loan is current or will be brought current through a lump-sum payment; and that all of the information provided in this COVID-19 Mortgage Assistance Application is accurate and true and that knowingly submitting false information may violate federal law.

If payments are made via auto-draft from a bank account:

I/We understand and agree that if a forbearance, forbearance extension or other loss mitigation request is approved and the loan is set up to make monthly payments via auto-draft from my bank account, the auto-draft will be stopped and I/we will need to re-activate auto-draft once I/we are ready to resume payments, and that if I/we use a third-party bill pay provider, I/we will contact the bill pay provider directly to stop or resume any payments.



\_\_\_\_\_

Borrower signature

\_\_\_\_\_

Date

\_\_\_\_\_

Co-borrower signature

\_\_\_\_\_

Date

## 6. Submit (Select only one)

Fax: 770-302-9652

Email: [shmccovid19help@dca.ga.gov](mailto:shmccovid19help@dca.ga.gov)

Mail: State Home Mortgage, Attn: Loss Mitigation-COVID-19

60 Executive Park South, NE, Atlanta, GA 30329-2231

