

How to Find & Contact Your Lender

Don't know who your lender is?

Check your monthly mortgage billing statement or check your payment coupon book.

Don't know how to reach your lender?

- Check your phone book
- Search on the Internet: Search using the MERS (Mortgage Electronic Registration System) ServicerID web tool. MERS® ServicerID is a fast and free tool to identify the servicer of any loan registered on the MERS® System.
- HOPE NOW Servicer Telephone Numbers

Before you have any conversation with your lender (or loan servicer), prepare all of your documents.

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First, gather the following financial information:

- Your loan account number
- A brief description of your circumstances
- Recent income documents, such as pay stubs
Benefit statements from Social Security, Disability, Unemployment, Retirement, or Public Assistance
- If you are self-employed, have your tax returns or a year-to-date Profit & Loss Statement available for reference
- List of household expenses

Write down the answers to the following questions:

1. What happened to make you miss your mortgage payment(s)? Do you have any documents to back up your explanation for falling behind? How have you tried to resolve the problem?
2. Is your problem temporary, long-term, or permanent? What changes in your situation do you see in the short term, and in the long term? What other financial issues may be stopping you from getting back on track with your mortgage?
3. What would you like to see happen? Do you want to keep the home? What type of payment arrangement would be feasible for you?

**Expect to have more than one phone conversation with your lender (or loan servicer).*

Finally, your lender (or loan servicer) will usually mail you a "loan workout" package.

This package contains information, forms and instructions.

- If you want to be considered for assistance, you must complete the forms and return them to your lender quickly.
- The completed package will be reviewed before the lender talks about a solution with you.
- If you do not hear back from the lender (or loan servicer) in a reasonable amount of time after submitting the workout package (generally 7-10 days), contact your lender (or loan servicer) again. Continue to follow up.

A few final tips for communicating with your lender (or loan servicer).

Be sure to keep notes of all your communications with the lender (or loan servicer), including date and time of contact, the nature of the contact (face-to-face, by phone, email, fax or postal mail), the first and last name of the representative, and the outcome.

Also, follow up any oral requests you make with a letter to the lender (or loan servicer). Send your letter by certified mail, "return receipt requested," so you can document what the lender (or loan servicer) received. Keep copies of your letter and any enclosures.

**CALL TODAY!
The sooner you call,
the sooner help is available!**

Source: <http://www.ftc.gov/bcp/edu/pubs/consumer/homes/rea04.shtm>