

# HAVING TROUBLE PAYING YOUR MORTGAGE?

## THERE ARE SOLUTIONS AVAILABLE


A financial hardship can happen when you least expect it. If you're struggling to make mortgage payments, **the sooner you connect with us, the better.**



## Connect with Us

Visit [Secure.CMGHomeLoans.com](https://Secure.CMGHomeLoans.com) and log in to your account. Navigate to Assistance & Requests select Hardship Assistance - OR - contact us at 866-659-8989

**We'll ask for details on your hardship situation** and use the information to determine what solution(s) may be available for you. This process is commonly referred to as loss mitigation.

 *You can view and download a full Mortgage Assistance Application in the Help Center of your online portal.*

## What Comes Next

After reviewing your information, we'll reach out soon after. What you may receive:

- **An approval for a solution** - This means we were able to approve you without any additional information. The approval will include details of a loss mitigation plan and info on how to accept (or reject) it.
- **A request for more information, documents, or time** - We may need you to complete a full Mortgage Assistance Application or simply need a little more time to evaluate your case for all available options (decisions can take up to 30 days).

## Understand Potential Solutions

All are subject to approval based on guidelines of your loan's investor



### REPAYMENT PLAN

- Brings the loan current by spreading out any past-due amount over a set period of time, adding it to the current mortgage payment.
- **Appropriate when** the hardship is resolved and you can afford a higher payment for a set period of time.



### FORBEARANCE

- Temporarily reduces or pauses payment for a set period of time; however you must pay back any unpaid amounts at the end of the plan.
- **Appropriate when** the hardship is short term and you need extra breathing room to get back on track.



### PAYMENT DEFERRAL

- Brings the loan current by deferring a set number of principal and interest payments, making them due when the loan matures (or earlier if you sell, refinance, etc.)
- **Appropriate when** the hardship is resolved and you can continue making your full payment (but can't pay the past-due balance).



### LOAN MODIFICATION

- Brings the loan current by reaching an agreement to permanently change the terms of your loan to lower your monthly payment.
- **Appropriate when** the hardship is longer term and you need a more affordable payment.

*NOTE: If you prefer to explore leaving the property, additional solutions may be available, such as a short sale or mortgage release.*