

(Date)

Customer Name

Customer Name

Address

City, State, Zip Code

RE: Forbearance plan for loan number 0000000000

We are providing this letter as follow-up to our recent conversation regarding the set-up of a COVID-19 Forbearance Plan. We understand this can be a difficult time and we are here to support you.

**What is a COVID-19 Forbearance Plan?**

As a result of the events affecting our customers regarding the Coronavirus, we are providing the COVID-19 Forbearance Plan. This plan is a three (3) month forbearance of your mortgage payments.

As your Servicer, we continue to work closely with the various Investors (Fannie Mae, Freddie Mac, and others) and Insurers (FHA, VA and USDA) to determine all available payment relief options for your loan and will update our programs as they are available.

Your current mortgage loan terms remain in effect; however, we are suspending your obligation to make mortgage payments during the forbearance plan term.

If you want to make any payments during the forbearance plan term, we will hold those payments in an account until it contains sufficient funds to pay your oldest past due monthly payment. Unless required by law, there will be no interest paid on the funds held in this account. If any funds are in this account at the end of the forbearance plan term, those funds will be applied to your mortgage in accordance with your mortgage documents.

Prior to the end of the forbearance plan, we will contact you to discuss your situation and provide information on options that may be available to you. Options may include a revised repayment plan or loan modification

**What to expect during this COVID-19 Forbearance Plan period?**

You can expect to receive a monthly touch-base communication from us. This will allow the opportunity to discuss any changes in your financial situation.

You will continue to receive a monthly statement, and for escrowed accounts, we will continue to make your tax and insurance payments.

If you are currently on recurring drafting, it will be discontinued and will need to be reset after your forbearance period.

**What happens after the COVID-19 Forbearance Plan expires?**

At the end of the COVID-19 Forbearance Plan, we will work with you on a permanent workout option to maintain or reduce monthly payment amounts as necessary through options such as a loan modification or like programs available through the Investors (Fannie Mae, Freddie Mac or others) or the Insurer (FHA, VA or USDA) that hold your loan.

**What do you need to do?**

- Beginning on <DATE>, you will begin to make payments of < AMOUNT>
- Your forbearance ends on <DATE>

**Credit Reporting**

We will not be reporting to credit bureau agencies during the term of this forbearance plan.

**HUD Counseling Options**

For help exploring your options, the federal government provides contact information for housing counselors, which you can access by contacting the U.S. Department of Housing and Urban Development (HUD) at 800-5694287, or go to [www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm](http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm) for a list of homeowner counselors or counseling organizations in your area.

**FNMA Know Your Options**

If the investor of your loan is Fannie Mae, go to <https://www.knowyouroptions.com/> for a list of available options.

**Contact Us**

Please contact us at 877-297-5350 from 8:30am-5:00pm CST Monday through Friday with any questions you may have.

We want to work with you during this difficult time. Please let us know what questions you may have.

Sincerely,

Fairway Leadership Team