

Mortgage Foreclosure Office Appointment

During initial phone conversation ask client to bring the following information to their 1st office visit:

- 1 – Mortgage Statement;
- 2 – Any correspondence they have received including Notice of Default letters which are sent during the first 90 days of late payments and Foreclosure Letters which state the date of auction. This correspondence is usually issued 30 days after the final Notice of Default and often at the end of the 4th month; and
- 3 – A detailed Budget or Spending plan.

1st Office Visit:

- Step 1 -Intake forms completed and demographic information collected such as income, address, and phone #'s. Client reads signs and dates authorization to pull credit. Pull a credit report which is an essential tool to provide an accurate budget and makes sure there are no surprises in the process of saving the home.
- Step 2 -Disclaimer about the services that will be provided by the organization is read and signed.
- Step 3 - \$50.00 fee collected which provides 2 years of classes, unlimited counseling services and a merged credit report with credit scores at the Center.
- Step 4-Credit Report pulled and reviewed. Budget examined and changed to reflect added information from credit report and conversation with client.
- Step 5-If clients have a FHA Loan, HUD requires this information to be in clients files and loss mitigation process is different than other lenders.
- Step 6-Review of potential solutions to save home, equity and credit history.
- 1) Re-Payment Plan
 - 2) Special Forbearance Agreement
 - 3) Mortgage Modified
 - 4) Partial Claim
 - 5) Mortgage Refinanced
 - 6) Reverse Mortgage
 - 7) Execute a deed-in-lieu
 - 8) Sale of home.
- Step 7 - Once counselor has discussed the potential options and reviewed the client's budget, the client selects the alternative that is best for them. It is important the client own their decision. The selection may not be what the lender wants so the client will have to give reasons why their choice will be better. Remember to have the client sign and date a Letter of Authorization for the lender to allow the counselor to talk on the client's behalf. The counselor should also sign and date the authorization document.
- Step 8-Call Lender to fax Authorization and receive one day Authorization to speak to Lender. Ask lender:
- 1 – Available options for the client.
 - 2 – Request Work Out Packet. These are also called a Loss Mitigation Packet.
 - 3 – Verify with the Lender where the client is in the foreclosure process. (90 days late, 120 days late, etc.)
 - 4 – Ask if and how the payment may be made.
 - 5 – Verify the following dates for the client: Foreclosure and Auction.
- Step 9- Establish a clear and specific action plan with the client and the date and time all tasks are to be completed. Set-up a Follow-Up Appointment or Phone Conversation with the client.