



Directory of Servicer Contacts

To provide updates or ask questions, contact Ellie Pepper

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June 2, 2020

Mortgage Servicer	Consumer Self-Service Intake Portals and Telephone Numbers
Arvest	https://www.arvestcentralmortgage.com/resources/hardship-assistance/hardship-assistance-main
Bank of America	https://homeloanhelp.bankofamerica.com/en/forbearance.html
BB&T/Suntrust (now Truist)	BBT: 800-827-3722 opt. 9; SunTrust: 800-443-1032 https://bank.bbt.com/retailEnrollment/paymentrelief
Caliber	Call 800-401-6587 for assistance or information on how to request COVID-relief. Customers impacted by COVID-19 can request a forbearance plan by logging in to their account at www.myaccount.caliberhomeloans.com . Additional information related to COVID-19 assistance is available at http://www.caliberhomeloans.com/tools-resources/faqs/
Carrington	Log in to www.mortgageassistance@carringtonms.com for self-service options. Other Online Resources: www.carringtonmortgage.com/covid19
Cenlar	https://www.loanadministration.com/
Chase	www.chase.com/mortgageassistance or call 888-356-0023 to request assistance. An online COVID-19 assistance request form will be available for self-service on 5/17/2020.
Citizens One	Encouraged to use online or mobile banking for info: https://www.citizensone.com/home-loans/pay-my-loan.aspx 800-234-6002
Fay Servicing	https://www.fayservicing.com/covid-19/
Flagstar	Log in to Myloans at www.flagstar.com; 1. (800) 393-4887, Option 1; or 2. Go to www.Flagstar.com/hardship to submit an online forbearance request
Freedom Mortgage	Freedom encourages customers to submit a request for a COVID Forbearance online at www.freedommortgage.com/gethelp . This request form will allow for the customers to obtain the desired forbearance plan which will be mailed to them 3 to 5 business days after submission of the request online. No phone call is necessary to obtain the forbearance plan if they complete the online form at: http://www.freedommortgage.com/gethelp If the customer prefers to speak to a representative, they can contact Freedom Mortgage Customer Care at 855-690-5900 and select option 7 for Financial Hardship.
Guild Mortgage	Loan Counseling: 1-800-365-4884 If COVID19 related https://www.guildmortgage.com/covid-19/ All other requests for hardship assistance https://www.guildmortgage.com/help-center/hardship-assistance/

Lakeview Loan Servicing/Bayview	1-800-457-5105 https://bayviewloanservicingcares.com/coronavirus-update/
LoanCare	Log in to www.MyLoanCare.com to request an assistance, and click on the large red white button labeled “Financially Impacted by COVID-19? Click here for relief”. Borrower may also call 800-909-9525 1. Select option 1 for English 2. Listen to explanation of a forbearance and select Option 1 at the end of the message 3. Enter the loan number and last 4 of SSN OR full SSN and property zip code 4. Press 1 to confirm you are requesting temporary financial assistance 5. Press 1 to confirm you understand all monies are due in full at the end of the forbearance. Starting on or about 4/13/2020: press 1 for a plan shorter or longer than 3 months or hold to accept 3 month plan 1. If 1 pressed, confirm length by entering 1-6 on keypad (1 month to 6 months) 2. Confirm length requested by pressing # g. Route to request submitted message with option to speak to an agent for any further servicing needs.
LoanDepot	http://start.loandepot.com/assets/int-email/disaster/COVID19ServicingCommunicationv6.0.pdf
M&T Bank	www.mtb.com/help-center/be-informed/coronavirus/hardship-relief-form
MidFirst	1. Customers impacted by COVID-19 are encouraged to log in to www.MyMidlandMortgage.com to request assistance. 2. By phone, customers should call 800-552-3000, sign in with their loan number or social, and then select option 4 to speak to a team member.
Mr. Cooper(fka Nationstar)	Customers may submit a “Pandemic Forbearance Plan” request form by logging in to their account online or via their mobile device. This is the fastest way to receive assistance. Portal: Pandemic Forbearance Plan Resource Center: Coronavirus Disease COVID-19 Update Customer Service: 888.480.2432 Hours: Monday - Thursday: 7am-8pm CST Friday: 7am-7pm CST Saturday: 8am-12pm CST Sunday: Closed
New Residential	group_nrm_investor_communications@fortress.com
NewRez	Sign in to New Rez account: https://myloan.newrez.com/ 866-317-2347 (Customer Service)
Ocwen/PHH	https://www.mortgagequestions.com/coronavirus
PennyMac (PNMAC)	Go to www.pennymacusa.com to access an enrollment for COVID-19 assistance.
PNC	https://www.pnc.com/en/customer-service/hardship-request.html 800-523-8654 (Home retention)
Quicken	Customers can log in to their account at www.rocketmortgage.com Once logged in there is a banner that directs customers impacted by COVID-19 to apply for assistance. They are walked through a few questions to get them into the Covid-19 Forbearance. This site also offers information about the program and some expectations coming out of the forbearance.
Selene	http://www.selenefinance.com/CustomerAssistance.aspx#

Select Portfolio Servicing	https://www.spservicing.com/StaticDetails/DisasterManagement
Shellpoint	https://www.shellpointmtg.com/covid19-forbearance 800-365-7107 (Customer service)
SLS	https://www.sls.net/get-help/covid-19 800-315-4757 (Home retention)
SPS	https://www.spservicing.com/StaticDetails/DisasterManagement 888-818-6032 (Home Retention)
Suntrust/BB&T (now Truist)	SunTrust: 800-443-1032; BBT: 800-827-3722 opt. 9 https://www1.onlinebanking.suntrust.com/UI/paymentrelief?icid=PaymentRelief_PersonalBanking_PYMTRELIEF_Hero_NA_LO_567_1044_Default#/
The Money Source	https://themoneysource.com/happy-hub/coronavirus/
US Bank	Customers impacted by COVID-19 can obtain a forbearance, submit a loss mitigation application or establish payment plans at www.usbank.com/splash/covid-19.html then click on "Get help with your mortgage" under Mortgage Assistance. Customers that have already been set up on a forbearance or other assistance plan can contact their SPOC (single point of contact) via the information provided when the assistance was established. http://www.usbank.com/splash/covid-19.html
Wells Fargo	<ol style="list-style-type: none"> 1. Resource page at http://www.wellsfargo.com/mortgageassist 2. Online request for assistance: <ol style="list-style-type: none"> a. Request Mortgage payment suspension: <ul style="list-style-type: none"> · If you have Wells Fargo online banking, log in to your account. Select the payment assistance alert located by your mortgage account information. b. Request Home Equity payment suspension <ul style="list-style-type: none"> · Request a short-term payment suspension by emailing us through the secure Message Center in online banking. We'll respond to you in writing via U.S. mail within 7-10 days. 3. By phone <ol style="list-style-type: none"> a. Mortgage: 800-219-9739 option 2, 1 b. Home Equity: 800-219-9739 option, 2, 2