

Agency	Resource Type	Type	Deferment or Forbearance?	Contact Number or Email or Application	State or Federal	Description	Link
Keep	Additional Resources					Worried About Paying Your Mortgage? Here's What You Can Do in a Crisis like COVID-19	https://www.KeepHome.com/worried-about-paying-your-mortgage-what-to-do-in-a-crisis-like-covid-19
Keep	Additional Resources					Loss Mitigation Explained: How to Catch Up if Your Mortgage Falls Behind	https://www.KeepHome.com/loss-mitigation-explained-how-to-catch-up-if-your-mortgage-falls-behind
Keep	Additional Resources					Loan Assistance for Veterans During COVID-19	https://www.KeepHome.com/loan-assistance-for-veterans-during-covid-19
Bankrate	Articles of Interest					Mortgage relief guide: Forbearance programs; freeze on foreclosures, evictions	https://www.bankrate.com/mortgages/programs-to-freeze-foreclosures-evictions-from-coronavirus-disruptions/
Forbes	Articles of Interest					List of Banks Offering Relief to Customers Affected By Coronavirus (COVID-19)	https://www.forbes.com/sites/advisor/2020/03/12/list-of-banks-offering-relief-to-customers-affected-by-coronavirus/#68e95a0e3ee3
Consumer Financial Protection Bureau (CFPB)	Government Agency					If I can't pay my mortgage loan, what are my options?	https://www.consumerfinance.gov/ask-cfpb/if-i-cant-pay-my-mortgage-loan-what-are-my-options-en-268/
Consumer Financial Protection Bureau (CFPB)	Government Agency					Outlines in sequential steps what to do.	
Consumer Financial Protection Bureau (CFPB)	Government Agency					I've heard about something called the HOPE(TM) Hotline. What's that?	
Consumer Financial Protection Bureau (CFPB)	Government Agency					Describes the HOPE Hotline; What it does and gives number to call	
Consumer Financial Protection Bureau (CFPB)	Government Agency					Protecting your finances during the Coronavirus Pandemic	https://www.consumerfinance.gov/coronavirus/
Consumer Financial Protection Bureau (CFPB)	Government Agency					Protect yourself financially from the impact of the coronavirus	https://www.consumerfinance.gov/about-us/blog/protect-yourself-financially-from-impact-of-coronavirus/
Department of Labor	Government Agency	Job Loss			Federal		https://www.dol.gov/newsroom/releases/eta/eta20200312-0
Department of Veteran Affairs (VA)	Government Agency					VA Help to Avoid Foreclosure	"VA help to avoid foreclosure."
Department of Veteran Affairs (VA)	Government Agency					Special Relief for those Potentially Impacted by COVID-19	https://www.benefits.va.gov/HOMELoans/documents/circulars/26_20_7.pdf
Department of Veteran Affairs (VA)	Government Agency					Web Automated Reference Material System	https://www.benefits.va.gov/WARMS/M26_4.asp
Federal Housing Administration (FHA)	Government Agency				Federal	FHA-Approved Mortgagees' Loss Mitigation Home Retention Options for Assisting Borrowers	https://www.hud.gov/sites/dfiles/SFH/documents/SFH_FHA_INFO_20-18.pdf
Federal Housing Finance Agency (FHFA)	Government Agency					Mortgage Help	https://www.fhfa.gov/HomeownersBuyer/MortgageAssistance/Pages/Coronavirus-Assistance-Information.aspx
Housing and Urban Development (HUD)	Government Agency					Foreclosure Avoidance Counseling	https://apps.hud.gov/offices/hsg/sfh/hcc/fo/index.cfm
Fannie Mae	GSE					https://www.fanniemae.com/portal/media/news.html	
Fannie Mae	GSE					Fannie Mae Provides Assistance to Help Renters Impacted by COVID-19 Stay in Their Apartments	https://www.fanniemae.com/portal/media/corporate-news/2020/renters-covid-19-multifamily-7002.html
Fannie Mae	GSE					Speaks to the Disaster Response Network (DRN) available through MMI	
Fannie Mae	GSE					For more information on our COVID-19 resiliency strategies, visit	https://www.fanniemae.com/portal/covid-19.html
Fannie Mae	GSE					Provides important Fannie Mae COVID-19 Updates	
Fannie Mae	GSE					Fannie Mae Multifamily COVID-19 Response page:	https://www.fanniemae.com/portal/media/corporate-news/2020/renters-covid-19-multifamily-7002.html
Fannie Mae	GSE					Fannie Mae: Possible Options to Help You Stay In Your Home	https://www.knowyouroptions.com/options-to-stay-in-your-home/overview
Fannie Mae	GSE					Stay in your home and avoid foreclosure	https://www.knowyouroptions.com/avoid-foreclosure-overview
Fannie Mae	GSE					How do I know if my mortgage is owned by Fannie Mae? Fannie Mae Loan Lookup	https://www.knowyouroptions.com/loanlookup
Fannie Mae	GSE					Impact of COVID-19 on Servicing	https://singlefamily.fanniemae.com/servicing
Fannie Mae	GSE					Impact of COVID-19 on Servicing	https://singlefamily.fanniemae.com/media/22261/display
Fannie Mae	GSE		Forbearance		Federal	Determining Eligibility for a Forebearance Plan	https://servicing-guide.fanniemae.com/THE-SERVICING-GUIDE/Part-D-Providing-Solutions-to-a-Borrower/Subpart-D2-Assisting-a-Borrower-Who-is-Facing-Default-or/Chapter-D2-3-Fannie-Mae-s-Home-Retention-and-Liquidation/Section-D2-3-2-Home-Retention-Workout-Options/D2-3-2-01-Forbearance-Plan/1042399011/D2-3-2-01-Forbearance-Plan-09-18-2018.htm#Determining.20Eligibility.20for.20a.20Forbearance.20Plan
Fannie Mae	GSE		Forbearance		Federal	Forebearance Plan Terms	https://servicing-guide.fanniemae.com/THE-SERVICING-GUIDE/Part-D-Providing-Solutions-to-a-Borrower/Subpart-D2-Assisting-a-Borrower-Who-is-Facing-Default-or/Chapter-D2-3-Fannie-Mae-s-Home-Retention-and-Liquidation/Section-D2-3-2-Home-Retention-Workout-Options/D2-3-2-01-Forbearance-Plan/1042399011/D2-3-2-01-Forbearance-Plan-09-18-2018.htm#Forbearance.20Plan.20Terms
Freddie Mac	GSE						https://sf.freddiemac.com/news-insights
Freddie Mac	GSE					Freddie Mac COVID-19 Response	http://www.freddiemac.com/about/covid-19.html? gl=1*1jc1k4e* gcl aw*R0NMLjE1ODAxNTA0ODkuRUFjYURb2JDaE1JMEpmU203ZW s1d0IWbFpPekNoMVktUUNnRUFBUFTQUFFZ0k0VVBEX0J3RQ..* gcl dc*R0NMLjE1ODAxNT A0ODkuRUFjYURb2JDaE1JMEpmU203ZW s1d0IWbFpPekNoMVktUUNnRUFBUFTQUFFZ0k0V VBEX0J3RQ..
Freddie Mac	GSE					My Home by Freddie Mac: For more information on Freddie Mac mortgage relief - Who to Contact for Help	https://myhome.freddiemac.com/mortgage-help/contact.html? ga=2.155029816.1652554392.1585258913-1702141873.1576871523& gl=1*140gooi* gcl aw*R0NMLjE1ODAxNTA0ODkuRUFjYURb2JDaE1JMEpmU203ZW s1d0IWbFpPekNoMVktUUNnRUFBUFTQUFFZ0k0VVBEX0J3RQ..* gcl dc*R0NMLjE1ODAxNTA0ODkuRUFjYURb2JDaE1JMEpmU203ZW s1d0IWbFpPekNoMVktUUNnRUF BUFTQUFFZ0k0VVBEX0J3RQ..
Freddie Mac	GSE					How do I know if my mortgage is owned by Freddie Mac? Freddie Mac Loan Lookup	https://www3.freddiemac.com/loanlookup/

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Freddie Mac	GSE					Freddie Mac Announces Nationwide COVID-19 Relief Plan Affecting More than 4 Million Multifamily Apartment Renters	https://freddiemac.gcs-web.com/news-releases/news-release-details/freddie-mac-announces-nationwide-covid-19-relief-plan-affecting?_ga=2.175951906.1652554392.1585258913-1702141873.1576871523&_gl=1*1yijnuo*_gcl_aw*R0NMLjE1ODAxNTA0ODkuRUJFYURb2JDaE1JMEpmU203ZWs1d0lWbFpPekNoMVktUUNnRUFBUFTQUFFZ0k0VVBEX0J3RQ..*_gcl_dc*R0NMLjE1ODAxNTA0ODkuRUJFYURb2JDaE1JMEpmU203ZWs1d0lWbFpPekNoMVktUUNnRUFBUFTQUFFZ0k0VVBEX0J3RQ..
Freddie Mac	GSE					Extending Help to Homeowners Impacted by COVID-19	https://myhome.freddiemac.com/own/getting-help-disaster.html?_ga=2.190552107.1652554392.1585258913-1702141873.1576871523&_gl=1*89u5tz*_gcl_aw*R0NMLjE1ODAxNTA0ODkuRUJFYURb2JDaE1JMEpmU203ZWs1d0lWbFpPekNoMVktUUNnRUFBUFTQUFFZ0k0VVBEX0J3RQ..*_gcl_dc*R0NMLjE1ODAxNTA0ODkuRUJFYURb2JDaE1JMEpmU203ZWs1d0lWbFpPekNoMVktUUNnRUFBUFTQUFFZ0k0VVBEX0J3RQ..
Freddie Mac	GSE					Verifying a Borrower's hardship	https://guide.freddiemac.com/app/guide/content/a_id/1001186
Freddie Mac	GSE		Forbearance		Federal	Requirements for a forbearance plan	https://guide.freddiemac.com/app/guide/section/9203.13
Freddie Mac	GSE					Borrower hardship, income and other documentation	https://guide.freddiemac.com/app/guide/content/a_id/1002020
Ally	Lender	Custom application		Must be done within the app.		You can defer your payment for up to 120 days with no impact to your credit (starting from the day you contact us; interest will still accrue, but we won't charge late fees on payments due during this time)	https://www.ally.com/coronavirus-response
Ally	Lender	Phone		1-866-401-4742		You can defer your payment for up to 120 days with no impact to your credit (starting from the day you contact us; interest will still accrue, but we won't charge late fees on payments due during this time)	https://www.ally.com/coronavirus-response
Bank of America	Lender	Custom Application	Unclear	https://about.bankofamerica.com/promo/assistance/latest-updates-from-bank-of-america-coronavirus		Client Resource Website	https://homehelp.bankofamerica.com/en/index.html
Bank of America	Lender	Phone	Forbearance	800 669 6650		Must call and have the following info on hand: 1. Loan number. 2. Monthly pre-tax income of each borrower on the loan 3. Description of your hardship 4. Details about your monthly household expenses Unemployment benefits, if applicable Amount of homeowner's association dues, if applicable	https://about.bankofamerica.com/promo/assistance/latest-updates-from-bank-of-america-coronavirus
BBVA USA	Lender	Online Application		https://www.bbvausa.com/special/covid19-loan-assistance.html		No advertised commitments. Must fill out the form.	https://www.bbvausa.com/special/covid19.html
Capital One	Lender	Phone		Conditional based on the type of loan		Impacted customers must call the number based on the type of loan.	https://www.capitalone.com/support-center/contact-us
Citibank	Lender	Phone	Unclear	1-855-839-6253		A range of hardship programs through our service provider, Cenlar FSB. Please contact them at 1-855-839-6253 Monday-Friday 8:30am - 8pm ET and Saturday 8:30am - 5pm ET	https://online.citi.com/US/JRS/pands/detail.do?ID=covid19
Fifth Third Bank	Lender	Phone	Forbearance	866-601-6391		90-day payment forbearance with no late fees. Suspension of all foreclosure activity on homes for the next 60 days.	https://www.53.com/content/fifth-third/en/alerts/covid-support.html
Fifth Third Bank	Lender	Email	Forbearance	Must be done via the app. Use COVID-19 in the subject line.		90-day payment forbearance with no late fees. Suspension of all foreclosure activity on homes for the next 60 days.	866-601-6391 from 8 a.m.—5 p.m. ET, Monday—Friday
JPMorgan Chase	Lender	Phone	Unclear	1-800-848-9136			https://www.chase.com/digital/resources/coronavirus?jp_cmp=rb/CV/off/stayconnected/na
JPMorgan Chase	Lender	Custom Application	Unclear	https://www.chase.com/digital/login-secure-message		Must be done within the application or online web portal.	
PNC Bank	Lender	Phone		1-888-762-2265			https://www.pnc.com/en/customer-service/coronavirus-update.html
Truist	Lender	Phone	Forbearance	800-443-1032		We have programs available, including a minimum of 90 days of payment forbearance, to help our mortgage clients through these tough times. Forbearance is the simplest of these to get started today, while leaving options open for whatever else becomes available because of COVID-19. If you are still unable to catch-up on payments during forbearance, you may choose to opt for a loan modification.	https://www.truist.com/content/dam/truist/us/en/documents/servicing-faq.pdf
Wells Fargo	Lender	Custom Application	Deferment	https://update.wf.com/coronavirus/home-lending/?_ga=2.14054131.1513696215.1585532772-1685363952.1585532772		If you are able to, please continue making your payments through online banking. This is a safe and secure way to submit your payments. If you're not able to make payments during this time, please take the following steps: Request a 3 month payment suspension by emailing us through the secure Message Center in online banking. We will respond to you in writing within 3 to 5 days. Cancel or suspend any automatic recurring payments you may have set up for your account. If you cannot do this through your online banking, contact us to discuss your options.	https://newsroom.wf.com/press-release/corporate-and-financial/wells-fargo-announces-aid-customers-and-communities-impacted

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Wells Fargo	Lender	Counselor Support				Tools and resources to help assist customers with everything from submitting and tracking mortgage assistance requests to understanding the documents and forms involved in the process.	https://www.wellsfargo.com/mortgage/counselor-support/
PNC Bank	Lender - Student Loans	Custom Application					http://www.aessuccess.org/
Housing Assistance Council	Non Profit					Updates on USDA programs and other programs affecting rural housing	http://www.ruralhome.org/whats-new/mn-coronavirus
National Consumer Law Center	Non Profit					List of link to resources and activity in process on the state and federal level	https://www.nclc.org/special-projects/covid-19-consumer-protections.html
National Low Income Housing Coalition	Non Profit					Updates on State and Federal Responses, webinars	https://nlihc.org/coronavirus-and-housing-homelessness
National Housing Law Project (NHLP)	Non Profits					Summary and Analysis of Federal CARES Act Eviction Moratorium	https://www.nhlp.org/wp-content/uploads/2020.03.27-NHLP-CARES-Act-Eviction-Moratorium-Summary.pdf
NCLC	Non Profits					COVID-19 & Consumer Protections	https://www.nclc.org/special-projects/covid-19-consumer-protections.html?eType=EmailBlastContent&eid=949113cf-9cfb-4d84-bf31-04d0464d0339
Novogradarc	Professional Services Organization					COVID-19 Resources for the Affordable Housing, Community Development and Renewable Energy Communities	https://www.novoco.com/covid-19-resources-affordable-housing-community-development-and-renewable-energy-communities
National Housing Conference						List of links to resources including those related to homelessness and renter assistance	https://www.nhc.org/coronavirus-resources/