



## Directory of Servicer Contacts

To provide updates or ask questions, contact Ellie Pepper

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Mortgage Servicer	Consumer Self-Service Intake Portals and Telephone Numbers
Arvest	<a href="https://www.arvestcentralmortgage.com/resources/hardship-assistance/hardship-assistance-main">https://www.arvestcentralmortgage.com/resources/hardship-assistance/hardship-assistance-main</a>
Bank of America	<a href="https://homeloanhelp.bankofamerica.com/en/forbearance.html">https://homeloanhelp.bankofamerica.com/en/forbearance.html</a>
BB&T/Suntrust (Now Truist)	<a href="https://www1.onlinebanking.suntrust.com/UI/paymentrelief?picid=PaymentRelief_PersonalBanking_PYMTRELIEF_Hero_NA_LO_567_1044_Default#/">https://www1.onlinebanking.suntrust.com/UI/paymentrelief?picid=PaymentRelief_PersonalBanking_PYMTRELIEF_Hero_NA_LO_567_1044_Default#/_</a>
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 <a href="http://www.myaccount.caliberhomeloans.com">www.myaccount.caliberhomeloans.com</a> . Additional information related to COVID-19 assistance is available at <a href="http://www.caliberhomeloans.com/tools-resources/faqs/">http://www.caliberhomeloans.com/tools-resources/faqs/</a>
Carrington	<a href="mailto:mortgageassistance@carringtonms.com">Log in to www.mortgageassistance@carringtonms.com for self-service options.</a>  <a href="http://www.carringtonmortgage.com/covid19">Other Online Resources: www.carringtonmortgage.com/covid19</a>
Cenlar	1-855-839-6253  <a href="https://www.loanadministration.com/">https://www.loanadministration.com/</a>
Chase	<a href="http://www.chase.com/mortgageassistance">Customers should log in to their account at www.chase.com/mortgageassistance.</a>  or call 888-356-0023 to request assistance. An online COVID-19 assistance
Citizens One	Encouraged to use online or mobile banking for info: <a href="https://www.citizensone.com/home-loans/pay-my-loan.aspx">https://www.citizensone.com/home-loans/pay-my-loan.aspx</a> 800-234-6002
Colonial	<a href="https://www.ServiceHomeLoan.com">https://www.ServiceHomeLoan.com</a> 800-937-6303
Fay Servicing	<a href="https://www.fayservicing.com/covid-19/">https://www.fayservicing.com/covid-19/</a>
Flagstar	<a href="http://www.flagstar.com">Log in to Myloans at www.flagstar.com;</a> 1. (800) 393-4887, Option 1; or 2. <a href="http://www.Flagstar.com/hardship">Go to www.Flagstar.com/hardship</a> to submit an online forbearance request
Freedom Mortgage	Freedom encourages customers to submit a request for a COVID Forbearance online at <a href="http://www.freedommortgage.com/gethelp">www.freedommortgage.com/gethelp</a> . 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:  <a href="http://www.freedommortgage.com/gethelp">http://www.freedommortgage.com/gethelp</a>  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

<p style="text-align: center;">Guild Mortgage</p>	<p style="text-align: center;">Loan Counseling: 1-800-365-4884</p> <p style="text-align: center;">Online if COVID19 related  <a href="https://www.guildmortgage.com/covid-19/">https://www.guildmortgage.com/covid-19/</a></p> <p style="text-align: center;">All other online requests for hardship assistance  <a href="https://www.guildmortgage.com/help-center/hardship-assistance/">https://www.guildmortgage.com/help-center/hardship-assistance/</a></p>
<p style="text-align: center;">Lakeview Loan Serving/ Bayview</p>	<p style="text-align: center;">1-800-457-5105</p> <p style="text-align: center;"><a href="https://bayviewloanservicingcares.com/coronavirus-update/">https://bayviewloanservicingcares.com/coronavirus-update/</a></p>
<p style="text-align: center;">LoanCare</p>	<p style="text-align: center;"><a href="http://www.MyLoanCare.com">www.MyLoanCare.com</a></p> <p style="text-align: center;">Log in to 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</p>
<p style="text-align: center;">LoanDepot</p>	<p style="text-align: center;"><a href="http://start.loandepot.com/assets/int-email/disaster/COVID19ServicingCommunicationv6.0.pdf">http://start.loandepot.com/assets/int-email/disaster/COVID19ServicingCommunicationv6.0.pdf</a></p>
<p style="text-align: center;">M&amp;T Bank</p>	<p style="text-align: center;"><a href="http://www.mtb.com/help-center/be-informed/coronavirus/hardship-relief-form">www.mtb.com/help-center/be-informed/coronavirus/hardship-relief-form</a></p>
<p style="text-align: center;">MidFirst</p>	<p style="text-align: center;"><a href="http://www.MyMidlandMortgage.com">www.MyMidlandMortgage.com</a> to request assistance.</p> <p style="text-align: center;">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.</p>
<p style="text-align: center;">Mr. Cooper(fka Nationstar)</p>	<p style="text-align: center;">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.</p> <p style="text-align: center;"><a href="#">Pandemic Forbearance Plan</a></p> <p style="text-align: center;">Resource Center: <a href="#">Coronavirus Disease COVID-19 Update</a></p> <p>Customer Service: 888.480.2432  Friday: 7am-7pm CST  Saturday: 8am-12pm CST  Sunday: Closed</p>
<p style="text-align: center;">Broker Solutions dba New American Funding</p>	<p style="text-align: center;"><a href="http://newamericanfunding.com/manage-my-loan/#covid19relief">newamericanfunding.com/manage-my-loan/#covid19relief</a></p>
<p style="text-align: center;">NewRez</p>	<p style="text-align: center;">Sign in to New Rez account:  <a href="https://myloan.newrez.com/">https://myloan.newrez.com/</a></p> <ul style="list-style-type: none"> <li>• Select your Loan Number</li> <li>• Choose Online Services</li> <li>• Click on "Homeowner Assistance Portal"</li> </ul> <p style="text-align: center;">866-317-2347 (Customer Service)</p>
<p style="text-align: center;">Ocwen/PHH</p>	<p style="text-align: center;"><a href="https://www.mortgagequestions.com/coronavirus">https://www.mortgagequestions.com/coronavirus</a></p>
<p style="text-align: center;">PennyMac (PNMAC)</p>	<p style="text-align: center;"><a href="http://www.pennymacusa.com">Go to www.pennymacusa.com</a> to access an enrollment for COVID-19 assistance.</p>
<p style="text-align: center;">PNC</p>	<p style="text-align: center;"><a href="https://www.pnc.com/en/customer-service/hardship-request.html">https://www.pnc.com/en/customer-service/hardship-request.html</a></p> <p style="text-align: center;">800-523-8654 (Home retention)</p>

<p style="text-align: center;">Quicken</p>	<p>Customers can log in to their account at <a href="http://www.rocketmortgage.com">www.rocketmortgage.com</a>. 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.</p> <p style="text-align: center;"><a href="http://www.rocketmortgage.com">http://www.rocketmortgage.com</a></p>
<p style="text-align: center;">RoundPoint</p>	<p style="text-align: center;"><a href="https://www.rpmservicing.com/coronavirus">https://www.rpmservicing.com/coronavirus</a> 877-426-8805 (Customer Service)</p>
<p style="text-align: center;">Suntrust/BB&amp;T (Now Truist)</p>	<p style="text-align: center;"><a href="https://www1.onlinebanking.suntrust.com/UI/paymentrelief?icid=PaymentRelief_PersonalBanking_PYMTRELIEF_Hero_NA_LO_567_1044_Default#/">https://www1.onlinebanking.suntrust.com/UI/paymentrelief?icid=PaymentRelief_PersonalBanking_PYMTRELIEF_Hero_NA_LO_567_1044_Default#/</a></p>
<p style="text-align: center;">Selene</p>	<p style="text-align: center;">877-768-3759</p>
<p style="text-align: center;">Shellpoint</p>	<p style="text-align: center;"><a href="https://www.shellpointmtg.com/covid19-forbearance">https://www.shellpointmtg.com/covid19-forbearance</a> 800-365-7107 (Customer service)</p>
<p style="text-align: center;">SLS</p>	<p style="text-align: center;"><a href="https://www.sls.net/get-help/covid-19">https://www.sls.net/get-help/covid-19</a> 800-315-4757 (Home retention)</p>
<p style="text-align: center;">Select Portfolio Servicing (SPS)</p>	<p style="text-align: center;"><a href="https://www.spservicing.com/StaticDetails/DisasterManagement">https://www.spservicing.com/StaticDetails/DisasterManagement</a> 888-818-6032 (Home Retention)</p>
<p style="text-align: center;">The Money Source</p>	<p style="text-align: center;"><a href="https://themoneysource.com/happy-hub/coronavirus/">https://themoneysource.com/happy-hub/coronavirus/</a></p>
<p style="text-align: center;">US Bank</p>	<p>Customers impacted by COVID-19 can obtain a forbearance, submit a loss mitigation application or establish payment plans at <a href="http://www.usbank.com/splash/covid-19.html">www.usbank.com/splash/covid-19.html</a> 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.</p> <p style="text-align: center;"><a href="http://www.usbank.com/splash/covid-19.html">http://www.usbank.com/splash/covid-19.html</a></p>
<p style="text-align: center;">Wells Fargo</p>	<ol style="list-style-type: none"> <li>1. <a href="http://www.wellsfargo.com/mortgageassist">Resource page at http://www.wellsfargo.com/mortgageassist</a></li> <li>2. Online request for assistance: <ol style="list-style-type: none"> <li>a. Request Mortgage payment suspension: <ul style="list-style-type: none"> <li>· If you have Wells Fargo online banking, log in to your account. Select the payment assistance alert located by your mortgage account information.</li> </ul> </li> <li>b. Request Home Equity payment suspension <ul style="list-style-type: none"> <li>· 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.</li> </ul> </li> </ol> </li> <li>3. By phone <ol style="list-style-type: none"> <li>a. Mortgage: 800-219-9739 option 2, 1</li> <li>b. Home Equity: 800-219-9739 option, 2, 2</li> </ol> </li> </ol>