

Options that may be available if you work with your servicer

If you want to keep your home, you may have options available, including:

- **Forbearance.** This temporarily reduces or suspends your payments to help you get through a period of lost income. You will also be offered a payment plan to make up the missed payments.
- **Mortgage modification.** A modification is a permanent change to your loan. Your interest rate may be changed or the number of years you have to pay off the loan could be extended.
- **Other Assistance.** Depending on your loan and where you live, you might be eligible for other assistance programs. For instance, if you have an FHA-insured loan or your state has a "*Hardest Hit Fund Program*" you might be able to get a one-time loan from the FHA insurance fund to bring your mortgage current.

Depending on the type of loan you have, you may be able to participate in other programs.

Contact us



Website

consumerfinance.gov



General inquiries

Consumer Financial Protection Bureau
1700 G Street NW
Washington DC 20552



Submit a complaint by phone

855-411-CFPB (2372);
TTY/TDD 855-729-CFPB (2372)



Submit a complaint online

consumerfinance.gov/complaint/



Submit a complaint by mail

Consumer Financial Protection Bureau
P.O. Box 4503
Iowa City, Iowa 52244



Find answers to frequently asked consumer questions

www.consumerfinance.gov/askcfpb/

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Act fast to avoid foreclosure

Act right away

A lot of Americans just like you have suffered financial setbacks. Your mortgage servicer – the company that receives and processes your payments – likely has a couple of ways to help you reduce or suspend your payments until you get back on your feet.

But don't put it off. The longer you wait, or the further you fall behind on your payments, the harder it will be to create a plan that works for you.

Here's what to do

1. Add up your income and expenses.

Look for ways to cut costs. If you can't find enough to make your payment, decide how much you can afford to pay.

2. Look for your servicer's contact information.

It should be on your mortgage statement or in your mortgage payment book.

3. Have this information ready:

- Mortgage loan number (account number)
- Other mortgage paperwork or notices you've received recently
- Recent pay stubs
- Latest tax return
- Your list of expenses

Free housing counseling

The Department of Housing and Urban Development (HUD) approves housing counseling agencies staffed by trained housing specialists. They can help you weigh your options.

For 24-hour foreclosure help and counseling, call:

888-995-HOPE (4673)

TTY service for the hearing impaired is available at:

877-304-9709.

For action steps and more information you can visit:

MakingHomeAffordable.gov

Beware of scams

Criminals often target homeowners worried about their mortgages. They charge big fees and promise "guaranteed" or "immediate" results. But you end up with nothing in return. Call the Consumer Financial Protection Bureau if you think you may be the target or victim of a scam:

855-411-CFPB (2372);

TTY/TDD 855-729-CFPB (2372)