

**TEMPLATE: END OF FORBEARANCE LETTER (VERSION CONTAINING REQUIRED INFORMATION TO ALSO COMPLY WITH § 1024.39, THE 45-DAY LETTER REQUIREMENT)**

Dear [Borrower]:

We agreed to a forbearance plan on **[date]** because you had a financial hardship resulting from the COVID-19 pandemic. That forbearance plan is ending on **[date.]** Because your loan is **[insured by \_\_\_\_/owned by \_\_\_\_]**, there may be options for you to bring you current based on your financial situation. You do not have to make a lump sum payment to cover the payments you did not send during the forbearance plan.

It is important for you to contact us at right away, and before your forbearance ends, to discuss options for bringing your loan current. Most of these options do not require you to send us documents.

**[for people who can still extend forbearance]** If you still have COVID-related hardship and cannot make payments, you may call us or visit our website to ask for more **[X]** months of forbearance. You can also consider resuming payments under one of the options described below because some may reduce your payment to a level you can afford.

**Option to Resume Making Your Payment**

The first option is called a “partial claim **[or deferral, if GSE loan]**.” It lets you resume the same monthly mortgage payment you were making before your forbearance. It pushes back the payments that you missed (“arrearages”) and does not require you to pay them until the end of your loan. This may be when you make all the payments or you sell or refinance your house.

**Options to Get a Lower Payment**

If you cannot afford the mortgage payment you were making before you went into forbearance, we can offer you a loan modification, which changes the terms of your loan. It may lower your payment by reducing your interest rate and extending your mortgage term. We may be able to offer you a lower payment based on information you can provide by phone. If that does not provide enough payment relief, we may have options to bring the payment lower. If you choose to send us financial documents, we will consider you for those other options.

**Non-Home Retention Options**

Finally, if you do not think you can afford to stay in your house at all or do not wish to do so, we can explain other options such as selling your house, short-sale, or a cash-for-keys offer. When you contact us, we will provide you with more details about all these options.

**Getting Help**

At any time, you may wish to seek assistance in figuring out which option is best for you. The Department of Housing and Urban Development (HUD) maintains a list of HUD-certified housing counselors who can provide you with objective advice at no charge. To locate a counselor, you can visit the HUD website <http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or call the HUD Housing Counselor Agency Locator at 800-569-4287.

Please call us today at **[XXXXXXXX]** to learn more about all the options available to you. Our representatives are available **[hours & time zone]** to answer your questions so that you can decide what

is best suited for your current financial situation. You can also visit our website **[URL]** anytime for additional information.

***[If Borrower has sent a cease-communication notice to a servicer covered by the FDCPA]:***

This is a legally required notice. We are sending this notice to you because you are behind on your mortgage payment, although you are currently in an approved forbearance. We want to notify you of possible ways to avoid losing your home after the forbearance ends and we have a right to invoke foreclosure based on the terms of your mortgage contract. Please read this letter carefully and contact us right away, prior to the end of the forbearance period, to discuss your options.

Sincerely,

[Servicer – Point of Contact]