

## Template for Request for Information on Escrow Accounts

*A borrower or advocate can send this type of RFI for a borrower nearing the end of a COVID-19 forbearance in order to estimate whether there will be an escrow shortage and how much it will be. FHA requires escrow shortages to be included in COVID-19 loan modification options, but Fannie Mae and Freddie Mac have not done so. Borrowers may face a significant escrow shortage when they agree to either a Fannie Mae/ Freddie Mac Deferral or Flex Modification. It is important to help anticipate this issue.*

Date:

To:

*[Your mortgage servicer*

*Your mortgage servicer's address:*

***Make sure you use the address specifically for: “Qualified Written Requests- (QWRs); Requests for Information- (RFIs); and/or Notices of Error- (NOEs) found on a current mortgage statement or on the servicer’s website]***

From:

*[Your full name*

*Your street address*

*Your city, state, and ZIP Code]*

RE: Request for Information

Mortgage Loan Number: *[Your loan number]*

I am writing to request the information described below in regard to the mortgage on my property at *[Your home address]*.

I am currently in a forbearance plan. I request the following information to assess my options for bringing my loan current after the forbearance:

- An itemization of the total payment amount needed to bring the account current if that payment is made next month, including principal, interest, taxes, insurance, fees and costs;

- An itemization of total amount of funds that would be deferred to the end of the loan if I entered into a deferral plan next month;
- The total amount of escrow advances made by the servicer on the loan during the forbearance period;
- The specific amounts disbursed from the escrow account by the servicer over the past 12 months;
- The balance currently in my escrow account;
- The next two scheduled disbursements from my escrow account;
- The amount of any current shortage in my escrow account; and
- The amount of any estimated shortage in my escrow account if an escrow account analysis were done next month.

Please also provide:

- The identity of, and address or other relevant contact information for, the owner, insurer, guarantor or assignee of my mortgage loan and
- Any and all loss mitigation options available to me at the end of the forbearance period. Please include information about all loan modification, repayment, deferment or other options available to address repayment of the amounts that became due during the forbearance period; and
- Instructions on how to apply for and/or request each loss mitigation option; and
- The guidelines for determining eligibility for each loss mitigation option, including any investor guidelines that describe limits on loss mitigation options available for my loan.

*[Add a full description of any additional information you are requesting. Be as specific as possible.]*

If you need to contact me to discuss this request, I can be reached at *[Include the best contact information, which may be your home address, work or mobile phone, or email address.]*

I look forward to hearing from you in 10 business days regarding the owner of my loan and 30 business days for my other requests. Thank you.

Sincerely,

*[Your name, Co-borrower's name]*