



What is the role of CFH during a Foreclosure Prevention counseling session?

As a HUD and MSHDA approved *Counseling Agency* CFH will:

- 1) Evaluate client's needs and determine why you are here.
- 2) Review client's intake forms, mortgage documentation and supporting docs.
- 3) Review client's credit report.
- 4) Determine client's delinquency (amount of) and reason for the delinquency.
- 5) Help client to develop a basic budget.
- 6) Review basic understanding of foreclosure prevention options and time lines with client.
- 7) Discuss possible loan modification outcomes with client.
- 8) Counselor assembles loan modification package and submits to lender on client's behalf for a work-out plan. Submission to lender will take place within 72 business hours of Counseling Session (only if package is complete)
- 9) Refer client to other eligible services (if applicable)
- 10) Counselor to advocate on client's behalf should lender call with resolution or request for additional documentation.
- 11) Counselor to review resolution documents once received with client.

What is my role as the *Client*

- 1) Provide a complete package
- 2) Bring photo copies of all docs required
- 3) Call your lender within 10 business days from your appointment to ensure they have received the Modification package from CFF.
- 4) Take or return calls from your lender; write notes of whom you spoke with and what is said, and let the Counselor know right away.
- 5) Continue calling your lender every 10-15 days for a status update.
- 6) Forward any correspondence received from Lender to Counselor immediately
- 7) Notify the Counselor of any changes to your employment, income and/or assets
- 8) Continue to make your payments OR if the lender will not accept payments, continue to save as much money as you can each month to prepare for a possible modification where you may be required to make a down payment.
- 9) Refrain from incurring any additional debt.
- 10) Keep the budget developed by you and your counselor by the phone and refer to it when speaking to the lender about your monthly income and/or expenditures.
- 11) Provide copies of your pay stubs and bank statements monthly to the counselor

What the *Counselor* does NOT do:

- 1) Does not give legal advice
- 2) Does not determine the outcome of your application for a Modification – your lender is the only party able to make such a decision
- 3) Does not automatically receive updates from your lender

Client	Date	Client	Date
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