

Mortgage Assistance Application

(HELOC and SFR Owner Occupied and Investment Properties – 1 to 4 Units)

Loan Number: _____

If you are experiencing a hardship and have mortgage payment challenges, please complete and submit this application using any one of the following methods:

1. East West Bank via mail: East West Bank, ATTN: Special Servicing, P.O. Box 60020, City of Industry, CA 91716.
2. Fax: (626) 242-9570, or
3. Email: Special Servicing@eastwestbank.com.

We will contact you within five business days to acknowledge receipt of your application. We will use the information you provided to help us identify the assistance you may be eligible to receive. If you need help completing this application, please contact East West Bank toll-free at (877) 392-6868.

For a list of HUD-approved housing counseling agencies that can provide foreclosure prevention information, contact one of the following federal government agencies:

- The U.S. Department of Housing and Urban Development (HUD) at (800) 569-4287 or www.hud.gov/counseling
- The Consumer Financial Protection Bureau (CFPB) at (855) 411-2372 or www.consumerfinance.gov/mortgagehelp
- If you need assistance with translation or other language assistance, HUD-approved housing counseling agencies may be able to assist you. These services are provided without charge.

Beware of Foreclosure Rescue Scams. Help is Free: There is never a fee to get assistance or information about loan modifications from your lender or a HUD-approved housing counselor. For a HUD-approved counselor, visit: <http://www.hud.gov/offices/hsg/sfh/hcc/fc/>. Beware of any person or organization that asks you to pay a fee in exchange for housing counseling services or modification of a delinquent loan. Beware of anyone who says they can “save” your home if you sign or transfer over the deed to your house. Do not sign over the deed to your property to any organization or individual unless you are working directly with your mortgage company to forgive your debt. Never make your mortgage payments to anyone other than your mortgage company without their approval.

Borrower Information

Borrower Name: _____ Social Security No. (last 4 digits) _____

Email Address: _____

Primary Phone No. _____ (____ Cell ____ Home ____ Work)

Alternative Phone No. _____ (____ Cell ____ Home ____ Work)

Co-Borrower Information

Co-Borrower Name: _____ Social Security No. (last 4 digits) _____

Email Address: _____

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Primary Phone No. _____ (____ Cell ____ Home ____ Work)

Alternative Phone No. _____ (____ Cell ____ Home ____ Work)

Preferred contact method (chosed all that apply) ____ Cell ____ Home ____ Work ____ email

Is either borrower on active duty with the military (including the National Guard and Reserves), the dependent of a borrower on active duty, or the surviving spouse of a member of the military who was on active duty at the time of death? ____ Yes ____ No

If additional borrowers, please complete a separate application.

Property Information

Property Address: _____

Mailing Address (if different from property address): _____

The property is currently: ____ A primary residence ____ A second home ____ Investment Property

I want to ____ keep the property ____ sell the property ____ Undecided

Is the property listed for sale? ____ Yes ____ No. If yes, provide the listing agent's name and phone # or indicate "for sale by owner", if applicable

Type of Hardship (Check all that apply)

- ____ Unemployment
- ____ Reduction in income
- ____ Increase in housing-related expenses
- ____ Long-term or permanent disability or serious illness of a borrower/co-borrower or dependent in family
- ____ Divorce or legal separation
- ____ Death of borrower or death of either the primary or secondary wage earner
- ____ Other hardship that is not covered above: _____

Income

- Total Monthly Gross (pre-tax) wages: \$ _____
(also includes overtime pay, commissions, tips, bonuses, unemployment benefits, social security benefits, alimony, child support, rental income from other properties, etc.)
Note: Only include alimony, child support, or separate maintenance income if you choose to have it considered for repaying this loan

IMPORTANT: The total monthly income must be stated in this application and if not, the Bank may not be able to process your modification request.

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- If this is investment property, provide a rent roll

Current Assets

Checking account(s) and cash on hand: \$ _____

Savings, money market funds, and Certificates of Deposit (CDs): \$ _____

Stocks and bonds (non-retirement accounts): \$ _____

Other Sources of Income: \$ _____

Stop Automatic Payment Draft Authorization

If you are currently on an automatic payment draft and are interested in our temporary payment deferral plan or a more permanent workout solution, we need your acknowledgement below to stop your automatic payment draft. East West Bank needs 3 business days' notice before the payment is scheduled to draw to stop.

I authorize East West Bank to stop the automatic drafts for my mortgage payment

_____ Yes _____ No

By submitting this application, I certify and agree to the following:

1. I certify and acknowledge that all of the information in this Mortgage Assistance Application is truthful, and that the hardship I identified contributed to my need for mortgage relief. Knowingly submitting false information may violate Federal and other applicable laws.
2. If requested by the servicer, I agree to provide any supporting documentation and will respond in a timely manner to all servicer or authorized third party communications.
3. I acknowledge and agree that my servicer is not obligated to offer me assistance based solely on the representations in this document or other documentation submitted in connection with my request.
4. I consent to the servicer or authorized third party obtaining a current credit report for the borrower and co-borrower (if applicable).

NOTE: An authorized third party may include, but is not limited to, a housing counseling agency, Housing Finance Agency (HFA) or other similar entity that is assisting me in obtaining a foreclosure prevention alternative.

5. I consent to the disclosure by my servicer, authorized third party, or any investor/guarantor of my mortgage loan(s), of any personal information collected during the mortgage assistance process and of any information about any relief I receive, to any third party that deals with my first lien or subordinate lien (if applicable) mortgage loan(s), including any investor, insurer, guarantor, or servicer of my mortgage loan(s) or any companies that provide support services to them, for purposes permitted by applicable law. Personal information may include, but is not limited to: (a) my name, address, telephone

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number, (b) my Social Security number, (c) my credit score, (d) my income, and (e) my payment history and information about my account balances and activity.

6. I agree that the terms of this borrower certification and agreement will apply to any modification trial period plan, repayment plan, or forbearance plan that I may be offered based on this application. If I receive an offer for a modification trial period plan or repayment plan, I agree that my first timely payment under the plan will serve as acceptance of the plan.
7. I consent to being contacted concerning this application for mortgage assistance at any telephone number, including mobile telephone number, or email address I have provided to the lender, servicer, or authorized third party.

I declare under penalty of perjury that the foregoing is true and correct.

Borrower signature: _____ Date: _____

Co-Borrower signature: _____ Date: _____

Please print application, sign your name (live signature required), and submit using one of the delivery methods as indicated on top of page 1 of this application.