



If you are having problems making mortgage payments and your loan is serviced by the California Housing Finance Agency Loan Servicing Department, we have established a special unit to evaluate your situation and discuss possible loan modification options that may be available to help you. You can contact the CalHFA Loan Modification Unit by calling us Toll Free at **800.669.1079**.

Additionally, you may qualify for federal assistance from "Keep Your Home California"- (KYHC). They have programs for eligible borrowers that include possible pay off of delinquent payments and reduction of the principal balance. You can reach KYHC at 888-201-5304. Let them know you are working with us on a possible modification. If you have already spoken with KYHC and were told that you were not eligible for their programs, you may still qualify for other loss mitigation options. With or without KYHC assistance, you should still submit your documentation to us so we can complete a review for all possible options.

To qualify for possible assistance including a Loan Modification:

- You must have a legitimate and real **financial hardship**.
- The home must be **owner occupied** and you must have the intention of staying in the home. The home cannot be rented, vacant, abandoned, or in a state of disrepair.
- You cannot be in active bankruptcy.
- You cannot be attempting to sell the home in a "Short Sale."

To apply for a possible Loan Modification, you must submit a **complete** financial package to us that contains specific required documentation including:

- 1) A completed "Borrower Financial Information Form" (form provided). Please be sure to fill in the form accurately. Include all of your expenses and income to present a complete picture of your current financial circumstances.

- 2) A written dated and signed "Letter of Hardship". You can use the form provided if you wish, or write the letter with a word processor. The important thing is that the letter describes in detail the full extent of your financial hardship. What is the cause of your hardship? Has there been a loss or disruption of employment? Has your available income and or expenses changed dramatically? Please be specific.
- 3) A signed "Borrower Authorization to Obtain Information" (form provided). This will authorize CalHFA to access your Credit Report, order a property valuation, or property inspection if needed.

In addition, your package must include copies of the following documents (Please send **copies**, not the original of these documents):

- 4) Last two months pay stubs for each borrower and documents to verify any other income (e.g., disability, unemployment, SSI, child support, alimony, etc.).
- 5) Last two years Federal tax returns for all borrowers on the loan. These must be **complete** tax returns including all schedules.

If you own a business, we also need copies of the business tax return and the annual profit and loss statements for the last two years.

- 6) Last two months of bank statements for all checking and savings accounts. (Send complete bank statements, not just the first page.)

Mail the completed package to:

**California Housing Finance Agency  
Loan Servicing / Loan Modification Unit  
1040 Riverside Pkwy, Suite 110  
West Sacramento, CA 95605-1522**

**You can also Fax the package to us at: 916-326-6423**

## **IMPORTANT NOTICE**

Please send a **complete** package with all the required documents. The package cannot be reviewed until it is complete. If we receive a package

with three or more required items missing, we will return the entire package to you and ask that you resubmit when you have everything.

It will take approximately 45 days to review your package and evaluate your eligibility for a possible loan modification. While your package is being reviewed, other actions relating to any loan delinquency up to and including foreclosure will continue.

**To contact the CalHFA Loan Modification Unit, please call:**

**800.669.1079**

# BORROWER FINANCIAL INFORMATION

LOAN # \_\_\_\_\_ email address: \_\_\_\_\_

## BORROWER

## CO-BORROWER

BORROWER'S NAME		DATE OF BIRTH		CO-BORROWER'S NAME		DATE OF BIRTH	
SOCIAL SECURITY #		HOME PHONE #		WORK PHONE #		SOCIAL SECURITY #	
						HOME PHONE #	
						WORK PHONE #	
MAILING ADDRESS				PROPERTY ADDRESS			
Do you occupy the property? <input type="checkbox"/> Yes <input type="checkbox"/> No				Is it a rental? <input type="checkbox"/> Yes <input type="checkbox"/> No		If so, what is monthly rental income?	
Is the property listed for sale? <input type="checkbox"/> Yes <input type="checkbox"/> No				Agents Name:			
If so, with whom:				Agent's Phone:			
Have you contacted your credit counseling services for help? <input type="checkbox"/> Yes <input type="checkbox"/> No				Counseling Representative:			
				Counseling Rep's Phone:			
Do you pay Real Estate Taxes? (outside of mortgage payments) <input type="checkbox"/> Yes <input type="checkbox"/> No				Are the taxes current? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Have you filed bankruptcy? <input type="checkbox"/> Yes <input type="checkbox"/> No		Filing Date:		Attorney's Name:		Are there other liens on the property? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, <input type="checkbox"/> Chapter 7 <input type="checkbox"/> Chapter 13				Attorney's Phone:			

## EMPLOYMENT

EMPLOYER: BORROWER	HOW LONG?	EMPLOYER: CO-BORROWER	HOW LONG?

## Monthly Income - Borrower

## Monthly Income Co-Borrower

Wages	\$	Wages	\$
Unemployment Income	\$	Unemployment Income	\$
Child Support / Alimony	\$	Child Support / Alimony	\$
Disability Income	\$	Disability Income	\$
Rents Received	\$	Rents Received	\$
Other (Please Specify)	\$	Other (Please specify)	\$
Less Federal and State Tax, FICA	\$	Less Federal and State Tax, FICA	\$
Less Other Deductions (401K, etc.)	\$	Less Other Deductions (401K, etc.)	\$
Total	\$	Total	\$

## Monthly Expenses

## Assets

Other Mortgages / Liens	\$	Type	Estimated Value
HOA Dues (If any)	\$	Home	\$
Auto Loan(s)	\$	Other Real Estate	#
Auto Expenses / Insurance	\$	Checking Account(s)	\$
Credit Cards / Installment Loan(s)	\$	Savings	\$
Health Insurance	\$	Money Market	\$
Medical	\$	Cars	#
Child Care / Support / Alimony	\$	IRA / Keogh Accounts	\$
Food / Spending Money	\$	401K / ESPO Accounts	\$
Water / Sewer / Utilities / Phone	\$	Stocks / Bonds / CDs	\$
Other (Please Specify)	\$	Other (Please specify)	\$
Total	\$	Total	\$

\* Please briefly explain your hardship or reason for being delinquent: \_\_\_\_\_  
 \_\_\_\_\_

"I agree as follows: My lender may discuss, obtain and share information about my mortgage and personal financial situation with third parties such as purchasers, real estate brokers, insurers, financial institutions, creditors and credit bureaus. Discussions and negotiations of a possible foreclosure alternative will not constitute a waiver of or a defense to my lender's right to commence or continue any foreclosure or other collection action, and an alternative to foreclosure will be provided only if an agreement has been approved in writing by my lender. The information herein is an accurate statement of my financial status."

Submitted this \_\_\_\_\_ day of \_\_\_\_\_

By \_\_\_\_\_ Date \_\_\_\_\_  
 Signature of Borrower

By \_\_\_\_\_ Date \_\_\_\_\_  
 Signature of Borrower

Before mailing, make sure you have signed and dated the form and attach a copy of your most recent paystubs and bank statement(s) of your checking and/or savings account to it.



1040  
We  
Call

**California Housing Finance Agency**

Loan Servicing / Loan Modification  
Riverside Pkwy, Suite 110  
St. Sacramento, CA 95605-1522  
Toll Free: **800.669.1079**

## LETTER OF HARDSHIP

On the following lines, briefly describe your hardship and current financial situation. Please be as accurate as possible so we can better assist you.

Date: \_\_\_\_\_

CalHFA Loan Number: \_\_\_\_\_

To Whom It May Concern:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Sincerely,

(Borrower signature) \_\_\_\_\_

(Please print) \_\_\_\_\_

(Co-borrower signature) \_\_\_\_\_

(Please print) \_\_\_\_\_



## CalHFA Borrower Authorization to Obtain Information

**RE: CalHFA LOAN #** \_\_\_\_\_

I/We, \_\_\_\_\_ and \_\_\_\_\_ give my/our permission to California Housing Finance agency and/or the mortgage insurer to order an Appraisal/Brokers Price Opinion, Credit Report, and/or an interior Property Inspection.

\_\_\_\_\_  
**BORROWER'S SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**CO-BORROWER'S SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**BORROWER'S NAME (PLEASE PRINT)**

\_\_\_\_\_  
**CO-BORROWER'S NAME (PLEASE PRINT)**

**PROPERTY ADDRESS:**

\_\_\_\_\_  
Number and Street

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip



California Housing Finance Agency  
Loan Servicing / Loan Modification Unit

## Things to make your Loan Modification process go smoothly

Remember, there is no guarantee that your loan modification request will be approved. Each request is processed with close consideration to your hardship and the specific financial information provided. Regardless of whether your request is approved or not, here are some things that can help to move your Loan Mod request through the process smoothly:

- We must have a complete package. You should already have the list of items required. If not, the list is available on our website at [www.calhfa.ca.gov/myaccount/cmp/index.htm](http://www.calhfa.ca.gov/myaccount/cmp/index.htm).

It is best to submit all items at once. If we only have some of the items, we have to hold the file until we have everything. If we receive a package with three or more required items missing, we will return the entire package to you and ask that you resubmit when you have everything.

- We will always need your latest pay stubs and bank statements. If time passes and we have not yet completed your review, we will need your next month of pay stubs and complete bank statements to complete your package. When we send a package forward for consideration, it must always contain the latest pay information and bank statements.
- Bank statements must be complete. We need all the pages, not just the first page. It needs to be an official bank statement like you would receive from your bank by mail. The statement should show your name and address.
- Tax returns must be your complete return for all borrowers and must be the entire return including all schedules and attachments.
- Call us Toll Free at 800.669.1079 if you have questions,