



HUD Counseling Agency Document Submission Guide

Document Checklist

- ✓ All pages must include borrower name and loan number.
- ✓ Indicate all documents being submitted by checking the applicable boxes below.

<input type="checkbox"/>	RMA (Request for Modification Affidavit) – complete & signed by all borrowers
<input type="checkbox"/>	IRS Form 4506-T – signed & dated by all borrowers
<input type="checkbox"/>	Utility Bill (to show proof of residency)
<input type="checkbox"/>	Dodd Frank Certification (for non GSE only) – complete and signed by all borrowers
<input type="checkbox"/>	Homeowners Association? Yes , a copy of a current bill or assessment is included.
<input type="checkbox"/>	Authorization Letter (third party)
<input type="checkbox"/>	A detailed list of all monthly expenses
<input type="checkbox"/>	Copy of Homeowners Insurance Declaration page (if applicable)
<input type="checkbox"/>	Copy of Real Estate Property Tax Certification (tax bill)
Proof of Income Documents (COPIES ONLY):	
<input type="checkbox"/>	Complete Bank Statements – four most recent consecutive months
<input type="checkbox"/>	Federal Tax Returns – most recent signed & filed with all schedules, including Schedule E - Supplemental Income and Loss NOTE: If taxes haven't been filed for recent year, provide proof of extension or letter of explanation as to the non-filing (required).
<input type="checkbox"/>	Hourly or Salaried Income:
<input type="checkbox"/>	a) Copies of most recent pay stubs covering at least two months and showing year-to-date earnings
<input type="checkbox"/>	b) Copies of W2 for the two most recent years
<input type="checkbox"/>	Self Employed Income:
<input type="checkbox"/>	a) Most recent quarterly or year-to-date profit/loss statement with proof of receipt of income (such as a bank statement)
<input type="checkbox"/>	b) Copy of all previous years' business returns (such as Corp, S-Corp, Partnership, LLC, etc) including all schedules, attachments and all K-1s for each business owned
<input type="checkbox"/>	Benefits Statement/Letter from Provider (social security, disability or death benefits, pension, adoption assistance, public assistance or unemployment)
<input type="checkbox"/>	a) Statement or letter stating the amount, frequency and duration of the benefit and
<input type="checkbox"/>	b) Two most recent bank statements showing receipt of such payment
<input type="checkbox"/>	c) If unemployed , proof of unemployment wages for a minimum of 12 months
<input type="checkbox"/>	Divorce Decree, Separation Agreement, other written agreement filed with the court (alimony, child support or separation maintenance as qualifying income). <i>The customer is not required to disclose child support, alimony or separation maintenance income, unless they choose to have it considered.</i>
<input type="checkbox"/>	a) Supporting documentation that states amount and period of time over which it will be received and
<input type="checkbox"/>	b) Two most recent bank statements showing receipt of such payment
<input type="checkbox"/>	Rental Income
<input type="checkbox"/>	a) A complete schedule of real estate including the monthly payment for any mortgage(s), the name of the lender for each, the amount of taxes and insurance (if not impounded/escrowed) and homeowner association dues
<input type="checkbox"/>	b) Copy of current rental agreement and proof of receipt of this payment
<input type="checkbox"/>	c) Most recent signed and filed tax returns with all schedules, including the Schedule E - Supplemental Income and Loss
NOTE: If no Schedule E is available because the property was not previously rented, provide:	
<input type="checkbox"/>	a) Current lease agreement and
<input type="checkbox"/>	b) Two most recent bank statements or canceled rent checks
<input type="checkbox"/>	Military Income
<input type="checkbox"/>	a) Most recent Leave Earnings Statement
<input type="checkbox"/>	Other Income – Please describe: _____



Top Reasons for Declined Workout Cases

- Missing information from the customer (proof of income, etc)
- No income or insufficient income stream to afford payments even if the loan is modified
- Customer does not sign or return modification documents

WHAT CAN COUNSELORS DO TO HELP?



Managing Borrower Expectations

Helping Homeowners Realize Achievable Options

- **Borrowers we may be unable to assist with retention options**
 - No income stream
 - Insufficient income to pay modified rate
 - Investors with multiple properties in an equity/gain position
- **Borrowers we may be unable to assist with liquidation options**
 - Financial ability to pay current obligations
 - Not an arms-length market transaction
 - Offer insufficient to mitigate debt



Hardship Letter

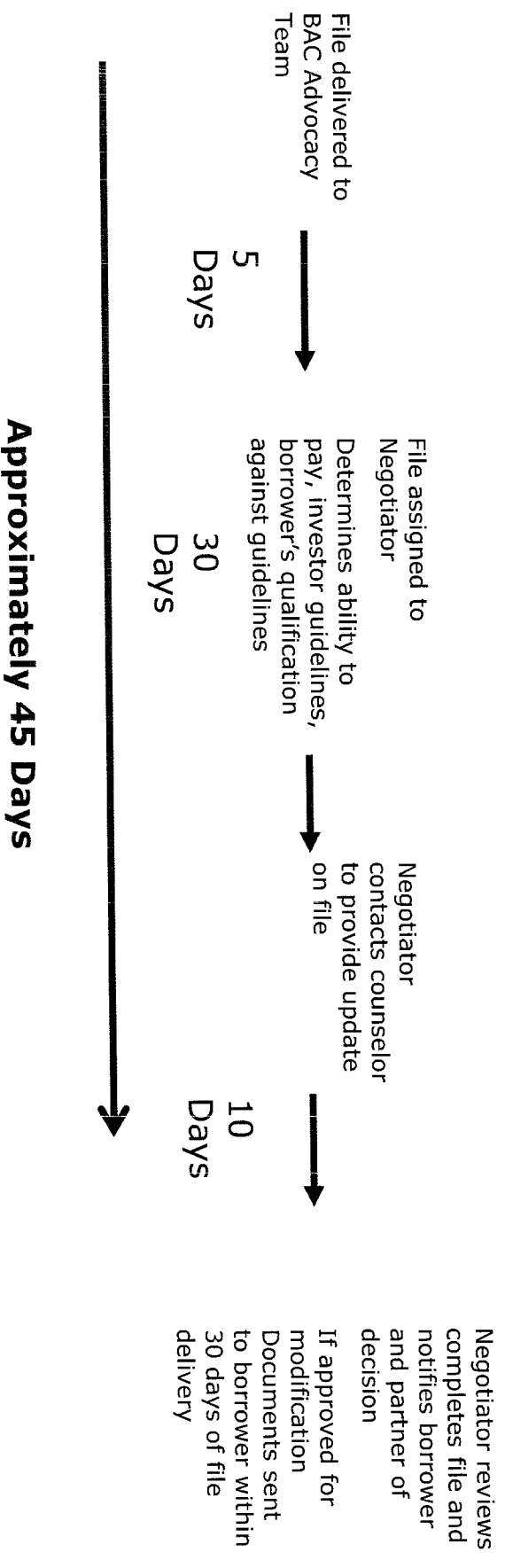
What should the letter include?

- Description of hardship
 - Reason the loan payment has become unaffordable, examples include, loss of income due to job loss, income reduction due to decreased overtime, reduction in bonus /commission pay, divorce, disability, death of household member





Projected Timeline Goal



*Time frame may change dependent on file circumstances, and may be extended for cases where we do not have delegation to make the decision.