



Department of Commerce

Division of Financial Institutions

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Hardship Letters: First Step to a Work-out Resolution

The first step to receiving any type of work-out resolution from your mortgage lender is writing a "hardship letter". Before most mortgage lenders will consider a work-out agreement, they require that the borrower explain their circumstances in writing. A hardship letter is your opportunity to honestly and clearly explain the facts about your hardship to your lender. Your letter should present a valid explanation for falling behind on your mortgage. Claiming financial problems alone would not be an adequate excuse. You must demonstrate that the circumstances that caused you to fall behind were temporary and you are now able to make your payments on time. If you are still unable to pay your mortgage, you should provide a realistic timeline in which you will be able to begin paying again.

Date

Your Name
Your Address
City, OH Zip

RE: *Mortgage Company, Loan Number*

We are requesting that you review our financial situation to see if we qualify for any type of workout resolution.

We are having difficulties making our monthly payment because of a financial hardship created by _____.
(Examples: job loss, reduced income, death in family, divorce, etc.)

This hardship began on or about _____ (date).

We believe that this situation is _____ (temporary or permanent)

This is a brief account of what has occurred: _____.
(Explain your circumstances in greater detail. Be sure to explain when you will be able to make payments again and for what amount.)

We,
(your name), state that the information provided above is true and accurate to the best of our knowledge. Thank you for your time and consideration. We look forward to working with you in the near future.

Sincerely,

Borrower's signature

Co-Borrower's signature

Date

You must put your loan number on the hardship letter. Without it, your lender will have a difficult time researching your account. This could add to the time it takes to reach a workout.

Loss of a job, a death in the family and a serious illness are all suitable reasons for falling behind on your mortgage obligation.

This is a template that can be used to write a hardship letter to your mortgage lender.

Remember, a hardship letter is an opportunity to explain your difficulties. It is not an opportunity to complain about what the lender has done or not done to make your situation worse.

See the back of this sheet for a list of lenders and their addresses.

If your lender is not listed, please call the Office of Consumer Affairs for assistance at **1-866-275-0003**.

Because it may take up to 30 days to receive a response to your request, you are encouraged to continue to make payments while you wait for a response from your lender.

Lender and Servicer Contact List

ABN Amro
7159 Corclan Dr.
Jacksonville, FL 32258

Accredited Home Lenders
15909 Avenue of Science
San Diego, CA 92128

AEGIS Mortgage Corp.
9990 Richmond Ave.
Houston, TX 77042

American General Finance
601 NW Second St.
Evansville, IN 47708

American Home Mortgage
Servicing, Inc.
4600 Regent Blvd, Suite 200
Irving, TX 75063-1730

Americas Servicing Co.
PO Box 10328
Des Moines, IA 50306

AmTrust
1801 E. 9th Street, Suite 200
Cleveland, OH 44114

Aurora Loan Services
10350 Park Meadows Dr.
Littleton, CO 80124

Avelo Mortgage
PO Box 660138
Dallas TX 75201

Bank of America
400 Countrywide Way
Simi Valley, CA 93065

Beneficial
961 N Weigel Ave.
Elmhurst, IL 60126

Carrington Mortgage Services
1610 E. St Andrew Pl
Santa Anna, CA 92705

Chase
2780 Lake Vista Dr
Lewisville, TX 75067

CIT Group
505 Fifth Avenue
New York, NY 10017

Citi Mortgage
1100 Town and Country,
Suite 1200
Orange, CA 92868

Countrywide Financial
400 Countrywide Way,
CA6-919-02-01
Simi Valley, CA 93065

Deutsche Bank *
Attn: Property Inquiry Dept.
1761 East St. Andrew Pl
Santa Anna, CA 92705

Dietech
100 Renaissance Center
Detroit, MI 48265

Equity One
301 Lippincott Dr.
Marlton, NJ 08053

Everhome
8201 Cypress Plaza Dr
Jacksonville, FL 32256

Fifth Third Bank
38 Fountain Square Plaza
City Living Office 109012
Cincinnati, Ohio 45202

First Franklin Loan Services
150 Allegheny Center,
Loc 24-120,
Pittsburgh, PA 15212

Flagstar Bank
5151 Corporate Dr.
Troy, MI 48098

Fremont Investment & Loan
PO Box 19030
San Bernardino, CA 92423

GMAC
600 Superior Ave E,
Sut. 1300,
Cleveland, OH 44114

Greentree Servicing
345 St. Peter Street,
Suite 300
St. Paul, MN 55102

Homecomings Financial
600 Superior Ave E,
Sut. 1300
Cleveland, OH 44114

HomeEq Servicing
4837 Watt Ave., Suite 200
N. Highland, CA 95660

Household Finance
961 Weigel Drive
Elmhurst, IL 60126

HSBC
961 Weigel Drive
Elmhurst, IL 60126

Huntington
2361 Morse Road
(NC2W40)
Columbus, OH 43229

Indymac
7700 W Parmer Ln.,
Bldg. D
Austin, TX 78729

Key Bank
127 Public Square
Cleveland, OH 44114

LaSalle National Bank
400 Countrywide Way,
CA6-919-02-01
Simi Valley, CA 93065

Litton Loan Servicing
P.O. Box 570848
Houston, TX 77257-0848

Nationstar
350 Highland Dr
Lewisville, TX 75067

National City
3232 Newmark Dr.
Miamisburg, OH 45342

New Century Mortgage Corp.
18400 Von Karman
Irvine, CA 92612

Novastar Financial
8140 Ward Parkway
Suite 300,
Kansas City, MO 64114

OCWEN
1661 Worthington Rd
Suite 100,
West Palm Beach, FL 33409

Option One
P.O. Box 631730
Irving, TX 75063-1730

PHH
3000 Leadenhall Rd
Mount Laurel, NJ 08054

Popular Mortgage
P.O. Box 570848
Houston, TX 77257-0848

Saxon Mortgage
4708 Mercantile Drive
Fort Worth, Texas 76137

Select Portfolio Servicing Attn:
Corporate Legal Dept.
3815 S. West Temple
Salt Lake City, UT 84107

Specialized Loan Servicing
8742 Lucent Blvd. #300
Littleton, CO 80129

Suntrust Mortgage
1001 Semmes Ave.
RVW3004
Richmond, VA 23224

Taylor Bean & Whitaker Mort-
gage
1417 North Magnolia Ave
Ocala, FL 34475

Third Federal Savings & Loan
7007 Broadway Ave.
Cleveland, OH 44105

US Bank
17500 Rockside Rd.
MRBP Division
Bedford, OH 44146

Vanderbilt Mortgage
P.O. Box 9800
Maryville, TN 37802

Wachovia
8480 Stagecoach Circle
Frederick, MD 21701-4747

Washington Mutual Bank
2780 Lake Vista Dr.
Lewisville, TX 75067

Wells Fargo
8480 Stagecoach Circle
Frederick, MD 21701-4747

Wilshire Credit Corp.
14523 SW Millikan Way
Suite 200
Beaverton, OR 97005

All hardship letters should be sent to the attention of the Loss Mitigation Department.

*Please note, Deutsche Bank is a trust company, not a servicer. To find the servicer to which your loan has been assigned, you must contact their property inquiry department.

