



Dear Applicant,

Thank you for contacting Westchester Residential Opportunities, Inc. for assistance with your mortgage needs. We are a not-for profit agency that has been providing **FREE** mortgage default counseling for over 10 years. We are a HUD approved agency, and receive grant funding that allows the agency to provide services at no cost to the community. Enclosed in this packet you will find several important things that you will need to do to begin receiving assistance from the organization.

**PLEASE NOTE:** If you are currently unemployed and delinquent on your mortgage, or current, but struggling to make your mortgage payments, we are **NOT** able to accept your application at this time. Please be advised that the lenders/servicers are not offering workouts for current or unemployed borrowers. Please contact our office when and should your financial situation changes, then we can review your case and try to assist you in obtaining a satisfactory workout.

**\*\*We will attempt to help any homeowner or condo owner in Westchester negotiate with your bank. However, if you are in bankruptcy we ask that you please contact us before you complete the attached documents.**

We HIGHLY RECOMMEND that all interested applicants that are identified, as the mortgagor, attend a “Mortgage Default Orientation Session”. This session will provide an overview of the process and help you to understand the potential options and type of assistance we provide as well as what the mortgage industry is saying during this time of crisis. Upon receiving services, we do **REQUIRE** that over the next 12 months, you attend SEVERAL financial literacy workshops. These workshops are offered IN THE EVENING, monthly and are facilitated out of our Yonkers office. Please visit our website for these dates or ask your counselor.

---

## **Orientation Sessions:**

### **Opportunity for Q&A with a counselor!**

- Sessions are offered at 10am & 6pm weekly at our White Plains office.
- Please RSVP at 914-428-4507 Ext. 333 or E-mail: [cpierre-lys@wroinc.org](mailto:cpierre-lys@wroinc.org)
  - *\*It's important that you **RSVP** your attendance. This is in the event of a holiday or a change in scheduling on our end.*

Should you have any questions don't hesitate to call **Veronica Raphael at 914-428-4507 Ext 334**

Respectfully Yours,  
Mortgage Default Department  
914-428-4507



## Mortgage Default & Delinquency Checklist

In order to insure that your intake packet is processed and reviewed efficiently, it is requested that you provide us with the below listed documents when you return these forms to our office. **The lender will not review our request for assistance without a complete financial package derived from the documents listed below.** We have provided this checklist for your convenience.

**IMPORTANT -PLEASE NOTE:** If you are currently unemployed and delinquent on your mortgage, or current, but struggling to make your mortgage payments, we are **NOT** able to accept your application at this time. Please be advised that the lenders/servicers are not offering workouts. Please contact our office when and should your financial situation changes, we can then review your case and try to assist you in obtaining a satisfactory workout.

If you have any questions about completing the intake packet, please do not hesitate to contact us. Please mail ALL intake packet to the White Plains Office - Attention: Judith Capote (914) 428-4507 Ext. 324 / jcapote@wroinc.org, Foreclosure Intake Counselor.

### **\*YOU MUST BRING IN COPIES OF YOUR DOCUMENTS\***

- ( ) WRO Intake Packet
- ( ) Signed Client Counseling Agreement Form
- ( ) Financial Budget Worksheet
- ( ) Signed Hardship Letter (*Describing reasons for difficulty paying mortgage-Sample is attached*)
- ( ) **Copies** of 2 Most Recent Pay Stubs, for all borrowers (*1x month of pay*)
  - ***Self Employed: Year to Date Profit & Loss Statement***
- ( ) **Copies** of Note & Mortgage, and any Riders (***Samples of required documents attached***)
- ( ) **Copies** of HUD-1 Settlement form, Good Faith and Truth in Lending Statement (***Sample is attached***)
- ( ) **Copies** of Any and **ALL** Default Letters / Foreclosure Notices / Legal Notices
- ( ) **Copies** of last 2 months of bank statements (Checking accounts, savings accounts)
- ( ) **Copies** of current Mortgage Statement (***shows amount owed***)
- ( ) **Copies** of Federal Tax returns -1040 (**Last 2 years**) 2008 / 2009
- ( ) **Copies** of W2's (**Last 2 years**) 2008 / 2009
- ( ) Check for \$12.00 per person – ***Credit Report***

**\*\*In addition, please note that your counselor may require the following documents at a later date.**

- ( ) Pay off Letter (***Request from Lender***)
- ( ) **Copies** of Loan Application
- ( ) Payment History (***Request from Lender***)
- ( ) **Copies** of Appraisal (first five (5) pages) (***from last closing date of property***)

**\*\*PLEASE NOTE:** *Sample documents have been provided to help you identify the forms that are being requested.*



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

Case Number: MD-\_\_\_\_\_

### DEFAULT & DELIQUENCY COUNSELING INTAKE FORM

Have you filed Bankruptcy? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, date it was discharged _____ Is this property a Co-op? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, are you current on your maintenance fees? _____
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

#### I. IDENTIFYING INFORMATION:

1. Borrower's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Zip \_\_\_\_\_

DOB \_\_\_\_\_ Social Security No. \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Phone: ( ) \_\_\_\_-\_\_\_\_ Work Phone: ( ) \_\_\_\_-\_\_\_\_ Cell: ( ) \_\_\_\_-\_\_\_\_

E-mail: \_\_\_\_\_ Gross Annual Income: \$ \_\_\_\_\_

2. Co-Borrower's Name (if any) \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Are they on the mortgage?  Yes  No Do they currently reside with you in the property?  Yes  No

DOB \_\_\_\_\_ Social Security No. \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Phone: ( ) \_\_\_\_-\_\_\_\_ Work Phone: ( ) \_\_\_\_-\_\_\_\_ Cell: ( ) \_\_\_\_-\_\_\_\_

Their Gross Annual Income: \$ \_\_\_\_\_

3. Is there anyone else on the mortgage with you?  Yes  No

If yes, please indicate their name: \_\_\_\_\_ D.O.B. \_\_\_\_\_ Their Gross Annual Income: \$ \_\_\_\_\_

#### 4. Additional Income from Household Members

Name	D.O.B.	Monthly Income / Household Contribution	Income Source
1.		\$	
2.			
3.			
4.			

Total Annual Household Income: \$ _____
-----------------------------------------



**II. MORTGAGE INFORMATION**

1. Are you currently behind in your mortgage?  Yes  No If YES, how many months?

1 – 2 Months (30-60 Days)  2 - 3 Months (61-90 Days)  3 - 4 months (91-120 Days)  5 + Months (121+ Days)

Months behind on 1<sup>st</sup> Mortgage: \_\_\_\_\_ Months behind on 2<sup>nd</sup> Mortgage: \_\_\_\_\_

Total Arrears: \$ \_\_\_\_\_ Total Cash on hand: \$ \_\_\_\_\_

**2. Type of Mortgage: (Check all that apply)**

- Purchase  Home Equity Loan  Resetting ARM  Refinance
- Other  Interest only  Fixed Rate

3. Term of mortgage(s):  10yr  15 yr  30yr -  40yr (Circle One)

4. Interest Rate: Loan 1: Interest Rate \_\_\_\_\_ % / Loan 2: Interest Rate \_\_\_\_\_ %

5. Have you ever refinanced?  Yes  No If YES, When? \_\_\_\_\_ How many times? \_\_\_\_\_

Year Purchased: \_\_\_\_\_ Original Purchase Price \$ \_\_\_\_\_

Estimate of Current Property Value \$ \_\_\_\_\_ (Office Use Only)

Name of Current Lender / Servicer: \_\_\_\_\_

Loan 1- Account Number: \_\_\_\_\_

Name of Current Lender / Servicer: \_\_\_\_\_

Loan 2- Account Number: \_\_\_\_\_

**III. PRINCIPAL AND INTEREST PAYMENT (Monthly)**

a. Loan 1: 1<sup>st</sup> Mortgage Payment \$ \_\_\_\_\_ (Monthly)

b. Loan 2: 2<sup>nd</sup> Mortgage Payment \$ \_\_\_\_\_ (Monthly)

c. Property Taxes (Annual) \$ \_\_\_\_\_ \$ \_\_\_\_\_ (Monthly)

D. Insurance / or HOA Fee's (Annual) \$ \_\_\_\_\_ \$ \_\_\_\_\_ (Monthly)

**Total Monthly Payment: ----- \$ \_\_\_\_\_ (Monthly) \*\*\*\* PITI**

-Current Principal Balance \$ \_\_\_\_\_

-Other Liens (Taxes, Judgments Etc.): \$ \_\_\_\_\_





Have you made an effort to arrange a workout on your own? What was the result?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. DEMOGRAPHICS**

**Borrower marital Status:**     Single /  Married /  divorced /  separated /  widowed

**Race:** Black     Hispanic     White     Asian     Other     **Gender:** Male / Female

**Co-Borrower marital Status:**     Single /  Married /  divorced /  separated /  widowed

**Race:** Black     Hispanic     White     Asian     Other     **Gender:** Male / Female

**Total Number of Household Members (including yourself):** \_\_\_\_\_

**Total # of household members under the age of 18 years old:** \_\_\_\_\_

**Referral Source:**     Lender     HUD     Community Organization     Legal     211     HOPE     Other \_\_\_\_\_

**FOR OFFICE USE ONLY**

**INTAKE SUMMARY NOTES:**

Client in need of additional resources, referred to (agency): \_\_\_\_\_

Assigned counselor: \_\_\_\_\_    Date Case Assigned to counselor: \_\_\_\_\_

ADDITIONAL INFORMATION: \_\_\_\_\_  
\_\_\_\_\_



**Westchester Residential Opportunities, Inc. (WRO)**  
**Foreclosure Mitigation Counseling Agreement**

1. I understand that WRO provides foreclosure mitigation counseling after which I will receive a written action plan consisting of recommendations for handling my finances, possibly including referrals to other housing agencies as appropriate.
2. I understand that WRO receives Congressional funds through the National Foreclosure Mitigation Counseling (NFMC) program and, as such, is required to share some of my personal information with NFMC program administrators or their agents for purposes of program monitoring, compliance and evaluation.
3. I give permission for NFMC program administrators and/or their agents to pull my credit report through CIS Information Services, for up to two additional times between now and June 30, 2010.
4. I give authorization for NFMC program administrators and/or their agents to follow-up with me between now and June 30, 2010 for the purposes of program evaluation.
4. I acknowledge that I have received a copy of WRO Privacy Policy.
5. I may be referred to other housing services of the organization or another agency or agencies as appropriate that may be able to assist with particular concerns that have been identified. I understand that I am not obligated to use any of the services offered to me.
6. A counselor may answer questions and provide information, but not give legal advice. If I want legal advice, I will be referred for appropriate assistance.
7. I authorize WRO a HUD approved counseling agency, to discuss any information related to my personal circumstances as may be necessary to help secure my full legal right in attempting to secure or improve my housing.
8. I authorize WRO Inc, a HUD approved counseling agency, to release credit, financial, employment, and other information to other agencies or firms as may be necessary in the solution of my problem(s)
9. I authorize \_\_\_\_\_ (Lender(s) Name) to use this form as consent for WRO to share and provide information on my behalf.
10. Property Address: \_\_\_\_\_

Loan 1#: \_\_\_\_\_

Loan 2#: \_\_\_\_\_

1. **Clients Signature** \_\_\_\_\_

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Last 4 digits of SS #: \_\_\_\_\_

2. **Clients Signature** \_\_\_\_\_

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Last 4 digits of SS #: \_\_\_\_\_

Counselors Signature \_\_\_\_\_

Counselors Printed Name \_\_\_\_\_



## **Westchester Residential Opportunities, Inc. (WRO)**

### **Privacy Policy**

Westchester Residential Opportunities, Inc. is committed to assuring the privacy of individuals and/or families who have contacted us for assistance. We realize that the concerns you bring to us are highly personal in nature. We assure you that all information shared both orally and in writing will be managed within legal and ethical considerations. Your “nonpublic personal information,” such as your total debt information, income, living expenses and personal information concerning your financial circumstances, will be provided to creditors, program monitors, and others only with your authorization and signature on the Foreclosure Mitigation Counseling Agreement. We may also use anonymous aggregated case file information for the purpose of evaluating our services, gathering valuable research information and designing future programs.

#### **Types of information that we gather about you**

- Information we receive from you orally, on applications or other forms, such as your name, address, social security number, assets, and income;
- Information about your transactions with us, your creditors, or others, such as your account balance, payment history, parties to transactions and credit card usage; and
- Information we receive from a credit reporting agency, such as your credit history.

#### **You may opt-out of certain disclosures**

1. You have the opportunity to “opt-out” of disclosures of your nonpublic personal information to third parties (such as your creditors), that is, direct us not to make those disclosures.
2. If you choose to “opt-out”, we will not be able to answer questions from your creditors. If at any time, you wish to change your decision with regard to your “opt-out”, you may call us at (914-428-4507) and do so.

#### **Release of your information to third parties**

1. So long as you have not opted-out, we may disclose some or all of the information that we collect, as described above, to your creditors or third parties where we have determined that it would be helpful to you, would aid us in counseling you, or is a requirement of grant awards which make our services possible.
2. We may also disclose any nonpublic personal information about you or former customers to anyone as permitted by law (e.g., if we are compelled by legal process).
3. Within the organization, we restrict access to nonpublic personal information about you to those employees who need to know that information to provide services to you. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.



## SAMPLE HARDHIP LETTER

### Identifying Information:

- Date
- Indicate your name and address
- Account number with lender

### Description and reason of hardship

- Be specific about the reason for being in default or reason you feel you may go into default. Give a brief explanation and provide proof of the hardship. You can select more than one reason for the hardship.
  - Select from the reasons below:
    - Medical
    - Loss of income
    - Unemployment
    - Financial
    - Resetting Mortgage

### Overview of income and expenses:

- Include any anticipated changes including when the changes will occur.
- State whether you have savings to offset any delinquency. This must be supported with bank statements that you will be asked to provide.

### Proposed Plan:

- Describe it, state when the plan will be effective, list the reasons why you believe it will work, and include a statement about whether or not you are committed to see the plan through its conclusion

### Methods and times to contact you and your housing counselor:

- Times and contact numbers for both.

---

**\*For your information: The items listed below are attached with the hardship letter and submitted on your behalf to the lender. These items as requested on our instruction/checklist page.**

- Financial Statement - budget worksheet
- Bank statements
- Income and expense verifications
- Hardship verification (*e.g. medical documents, separation papers, court documents, etc*)
- Verification for anticipated changes to income and expenses.

**MAKE SURE TO SIGN AND DATE YOUR HARDSHIP LETTER!**