



Thank you for contacting us about your mortgage. We would like to provide assistance but we still need additional information from you. Capital One will review the contents of this Financial Solicitation Package and determine if you are eligible for assistance.

### **We Are Here to Help You**

It is critical that you work with us on a resolution for any issues that affect your ability to make timely mortgage payments, whether your challenges are temporary or long term. The sooner you respond, the more quickly we can determine whether you qualify for assistance.

### **Options May Be Available**

The right option for you depends on your individual circumstances. If you provide all required information and documentation about your situation, we can determine if you qualify for temporary or long-term relief, including solutions that may allow you to stay in your home (refinance, repayment, forbearance, loan modification) or leave your home while avoiding foreclosure (short sale or deed-in-lieu of foreclosure).

For more details, please see the attachment on Avoiding Foreclosure.

### **Send Us the Information We Need to Help You**

Requesting help is the first step. Start by providing information and documentation to help us understand the challenges you are facing. To do this, follow the detailed instructions on the attached Homeowner Checklist to complete and submit your Borrower Response Package to us.

Once we have received and evaluated your information, we will contact you regarding your options and next steps.

### **Learn More and Act Now**

For more information, please see the Frequently Asked Questions and other information provided with this letter. For help exploring your options, the Federal government provides contact information for housing counselors, which you can access by contacting the Department of Housing and Urban Development at 1 (800) 569-4287 or accessing <http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> online.

**To obtain confirmation that your application has been received by Capital One, you may call 1-877-597-7191 You may contact us at this number if you have other questions or would like to discuss issues regarding other types of income or inability to locate required documents**

Sincerely,  
Capital One Home Loans

## **TO RECEIVE HELP WITH YOUR MORTGAGE, YOU MUST ACT QUICKLY**

1. See the instructions on the Homeowner Checklist
2. Review:
  - Avoiding Foreclosure
  - Frequently Asked Questions
  - Beware of Foreclosure Rescue Scams
3. Submit required Borrower Response Package:
  - Borrower Assistance Form (attached)
  - IRS Form 4506-T EZ (attached)
  - Income documentation (described on Borrower Assistance Form)
  - Hardship documentation (described on Borrower Assistance Form)

**If you need assistance,  
contact us immediately  
at:**

**1-877-597-7191**

**IMPORTANT:** As your servicer, we want to help you stay in your home. To determine whether you are eligible for assistance, you will need to complete, sign and return the enclosed forms listed below, as well as provide us with the documentation in support of your request as described on the Borrower Assistance Form (the "Application").

Capital One, N.A. must receive the completed and signed Application, the Affidavit of Need, the IRS Form 4506T-EZ, as well as copies of your income documentation, in order for us to proceed with your request for assistance. Please remember to **keep a copy of these documents** for your records.

**DOCUMENTS:** All documents must be sent to us by a) U.S. mail; b) overnight courier; or c) fax to the number indicated on the front of this letter and on the Application. Because email is not a secure form of communication, we can't accept documents by email. \* Please send us copies (originals not required) of income documentation, such as pay stubs and bank statements.

**DETERMINATION:** Once we receive your information and documentation, we will determine whether you are eligible for assistance. Please note that, as we review your file, you may be asked to provide us with additional information and/or documents regarding your circumstances. We may also request a third party to value the property as part of your request for assistance.

**Please note that while your request is being processed or on hold, you are still obligated to make your regular monthly payments, and that we will continue with our normal collection efforts in connection with your account, which may include foreclosure proceedings if applicable.** Additionally, while processing your request, we will continue to report your account status to the credit bureaus. Once we have received ALL required documentation as requested in this Application, any foreclosure activity may be temporarily suspended until we have made our determination of your eligibility. However, any pending foreclosure proceedings may not be dismissed or withdrawn unless or until a modification of your account terms is made final and in effect, or until you successfully complete other forms of assistance such as a repayment plan or a sale of the property. If you do not meet all preconditions for a modification or other forms of assistance, including providing us with all required information and documentation, or if you choose not to accept the modification or other assistance terms, we will consider your request withdrawn and continue to service the loan in accordance with its existing terms. Such servicing may include, if applicable, initiation or continuation of collections efforts and/or foreclosure on the property securing your account.\*\*

If you have received a discharge through a bankruptcy filing and this account was not reaffirmed, we will only exercise our right against the property and are not attempting any act to collect the discharged debt from you personally. You are not obligated to participate in these discussions or to pay the debt as a personal liability. We do however retain a lien against the property and may enforce these rights under appropriate circumstances.

If you are experiencing financial difficulties, please note that there are credit counselors approved by the federal government that may be able to assist you without charge. Information regarding such credit counselors is available at <http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm>.

\*\* Please note that this letter is intended to lead to a workable solution to your account delinquency and does not supersede any letters, documents or filings necessary to collect on your account. Please also note that any activity in connection with your request for assistance, including, but not limited to, our acceptance of any payments from you, in no way prejudices any pending foreclosure proceedings or any notices relative to foreclosure that have been or may be sent to you.

# Homeowner Checklist

## For Your Information Only - Do Not Return with Your Borrower Response Package

**GET STARTED** – use this checklist to ensure you have completed all required forms and have the right information.

<b>Step 1</b>	<input type="checkbox"/> <b>Review the information provided</b> to help you understand your options, responsibilities, and next steps: <input type="checkbox"/> Avoiding Foreclosure <input type="checkbox"/> Frequently Asked Questions <input type="checkbox"/> Beware of Foreclosure Rescue Scams
<b>Step 2</b>	<input type="checkbox"/> <b>Complete and sign the enclosed Borrower Assistance Form.</b> Must be signed by all borrowers on the account and <input type="checkbox"/> All income, expenses, and assets for each borrower and contributing non-borrower <input type="checkbox"/> An explanation of financial hardship that makes it difficult to pay the mortgage <input type="checkbox"/> Your acknowledgment and agreement that all information that you provide is true and accurate signed by all borrowers and contributing non-borrowers
<b>Step 3</b>	<input type="checkbox"/> <b>Complete and sign a dated copy of the enclosed IRS Form 4506T-EZ</b> <input type="checkbox"/> For each borrower and contributing non-borrower, please submit a signed, dated copy of IRS Form 4506T-EZ (Request for Transcript of Tax Return) <input type="checkbox"/> Borrowers who filed their tax returns jointly may send in one IRS Form 4506T-EZ signed and dated by both joint filers
<b>Step 4</b>	<input type="checkbox"/> <b>Provide required Hardship documentation. This documentation will be used to verify your hardship.</b> <input type="checkbox"/> Follow the instructions set forth on the Borrower Assistance Form (attached)
<b>Step 5</b>	<input type="checkbox"/> <b>Provide required Income documentation. This documentation will be used to verify your hardship and all of</b> <input type="checkbox"/> Follow the instructions set forth on the Borrower Assistance Form (attached) <input type="checkbox"/> You may also disclose any income from a household member who is not on the promissory note (non-borrower), such as a relative, spouse, domestic partner, or fiancé who occupies the property as a primary residence. If you elect to disclose and rely upon this income to qualify, the required income documentation is the same as the income documentation required for a borrower. See Page 4 of the Borrower Assistance Form for specific details on income documentation.
<b>Step 6</b>	<input type="checkbox"/> <b>If your property is listed for sale, please submit a copy of the following documents:</b> <ul style="list-style-type: none"><li>• Real Estate Listing for Sale</li><li>• Ratified Sales Contract (if available)</li><li>• Net proceeds sheet prepared by the Agent/Title company (i.e. HUD-1 Settlement Statement) (if available)</li></ul>
<b>Step 7</b>	<input type="checkbox"/> <b>Gather and send completed documents—as soon as possible.</b> You must send in all required documentation listed in steps 2-6 above, and summarized below: <ul style="list-style-type: none"><li>• <b>Borrower Assistance Form (attached)</b></li><li>• <b>Form 4506T-EZ (attached)</b></li><li>• <b>Income Documentation as outlined on Page 2 of the Borrower Assistance Form (attached)</b></li><li>• <b>Hardship Documentation as outlined on Page 3 of the Borrower Assistance Form (attached)</b></li></ul> <p>Please fax all documents to:       <b>1-855-481-6802</b> or mail to:                               <b>Capital One</b>   <b>PO Box 21887</b>   <b>Eagan, MN 55121</b></p>

### IMPORTANT REMINDERS:

- If you cannot provide the required documentation, have other types of income not specified on Page 2 of the Borrower Assistance Form, cannot locate some or all of the required documents, OR have any questions, please contact us at **877-597-7191**.
- Keep a copy of all documents and proof of mailing/emailing for your records. **Don't send original income or hardship documents. Copies are acceptable.**

**Questions? Contact us at 1-877-597-7191**

**Office Hours: Weekdays 8:30 AM to 6:30 PM ET**

## Information on Avoiding Foreclosure

### For Your Information Only - Do Not Return with Your Borrower Response Package

#### Programs that are Available to Help

There are a variety of programs available to help you resolve your delinquency and keep your home. You may be eligible to refinance or modify your account to make your payments and terms more manageable, for instance, lowering your monthly payment to make it more affordable. Or, if you have missed a few payments, you may qualify for a temporary (or permanent) solution to help you get your finances back on track. Depending on your circumstances, staying in your home may not be possible. However, a short sale or deed-in-lieu of foreclosure may be a better choice than foreclosure – see the table below for more information:

OPTION	OVERVIEW	BENEFIT
<b>Refinance</b>	Receive a new account with lower interest rate or other favorable terms	Makes your payment or terms more affordable
<b>Reinstatement</b>	Pay the total amount you owe, in a lump sum payment and by a specific date. This may follow a forbearance plan as described below	Allows you to avoid foreclosure by bringing your account current if you can show you have funds that will become available at a specific date in the future
<b>Repayment Plan</b>	Pay back your past-due payments together with your regular payments over an extended period of time	Allows you time to catch up on late payments without having to come up with a lump sum
<b>Forbearance Plan</b>	Make reduced payments or no payments for a specific period of time	Have time to improve your financial situation and get back on your feet
<b>Modification</b>	Receive modified terms of your account to make it more affordable or manageable after successfully making the reduced payment during a “trial period” (i.e., completing a three [or four] month trial period plan)	Permanently modifies your account so that your payments or terms are more manageable as a permanent solution to a long-term or permanent hardship
<b>Short Sale</b>	Sell your home and pay off a portion of your account balance when you owe more on the home than it is worth	Allows you to transition out of your home without going through foreclosure. In some cases relocation assistance may be available
<b>Deed-in-Lieu of Foreclosure</b>	Transfer the ownership of your property to us	Allows you to transition out of your home without going through foreclosure. In some cases relocation assistance may be available. This is useful when there are no other liens on your property

#### We Want to Help

Take action and gain peace of mind and control of your situation. Complete and return the Borrower Assistance Form to start the process of getting the help you need now.

# Frequently Asked Questions

## For Your Information Only - Do Not Return with Your Borrower Response Package

### 1. Why Did I Receive This Package?

You received this package because of a recent contact made with our office to which a Solicitation Financial Package was requested or determined to be needed in order to further assess your current financial situation. We are sending this information to you now so that we can work with you to quickly resolve any temporary or long-term financial challenge you face to making all of your late mortgage payments.

### 2. Where Can I Find More Information on Foreclosure Prevention?

Please see the Avoiding Foreclosure attachment in this package for more information, or you can contact Capital One Home Loans at **1-877-597-7191**. Additional foreclosure prevention information is provided by Capital One at **Capitalone.com** or Fannie Mae at **KnowYourOptions.com** or Freddie Mac at **FreddieMac.com/avoidforeclosure**.

### 3. Will It Cost Money to Get Help?

There should never be a fee from your servicer or qualified counselor to obtain assistance or information about foreclosure prevention options. However, foreclosure prevention has become a target for scam artists. Be wary of companies or individuals offering to help you for a fee, and never send a mortgage payment to any company other than the one listed on your monthly mortgage statement or one designated to receive your payments under a state assistance program.

### 4. What Happens Once I Have Sent the Borrower Assistance Package to You?

We will contact you within three business days of our receipt of your Borrower Assistance Package to confirm that we have received your package and will review it to determine whether it is complete. Within five business days of receipt of your request, we will send you a notice of incompleteness in the event there is any missing information or documentation that you must still submit. **We cannot guarantee that you will receive any (or a particular type of) assistance.**

Within 30 days of receipt of a complete Borrower Assistance Package, we will let you know which foreclosure alternatives, if any, are available to you and will inform you of your next steps to accept our offer. However, if you submit your complete Borrower Assistance Package less than 37 days prior to a scheduled foreclosure sale date, we will strive to process your request as quickly as possible, but you may not receive a notice of incompleteness or a decision on your request prior to sale. **Please submit your Borrower Assistance Package as soon as possible.**

### 5. What Happens to My Mortgage While You Are Evaluating My Borrower Assistance Package?

You remain obligated to make all mortgage payments as they come due, even while we are evaluating the types of assistance that may be available.

### 6. Will the Foreclosure Process Begin If I Do Not Respond to this Letter?

If you have missed four monthly payments or there is reason to believe the property is vacant or abandoned, we may refer your mortgage to foreclosure regardless of whether you are being considered for a modification or other types of foreclosure alternatives.

### 7. What Happens if I Have Waited Too Long and My Property Has Been Referred to an Attorney for Foreclosure? Should I Still Contact You?

Yes, the sooner the better!

### 8. What if My Property is Scheduled for a Foreclosure Sale in the Future?

If you submit a complete Borrower Assistance Package less than 37 calendar days before a scheduled foreclosure sale, there is no guarantee we can evaluate you for a foreclosure alternative in time to stop the foreclosure sale. Even if we are able to approve you for a foreclosure alternative prior to a sale, a court with jurisdiction over the foreclosure proceeding (if any) or public official charged with carrying out the sale may not halt the scheduled sale.

### 9. Will My Property be Sold at a Foreclosure Sale If I Accept a Foreclosure Alternative?

No. The property will not be sold at a foreclosure sale once you accept a foreclosure alternative, such as a forbearance or repayment plan, and comply with all requirements.

## FREQUENTLY ASKED QUESTIONS continued

### 10. Will My Credit Score Be Affected by My Late Payments or Being in Default?

The delinquency status of your account will be reported to credit reporting agencies as well as your entry into a Repayment Plan, Forbearance Plan, or Trial Period Plan in accordance with the requirements of the Fair Credit Reporting Act and the Consumer Data Industry Association requirements.

### 11. Will My Credit Score Be Affected if I Accept a Foreclosure Prevention Option?

While the affect on your credit will depend on your individual credit history, credit scoring companies generally would consider entering into a plan with reduced payments as increasing your credit risk. As a result, entering into a plan with reduced payments may adversely affect your credit score, particularly if you are current on your mortgage or otherwise have a good credit score.

### 12. Is Foreclosure Prevention Counseling Available?

Yes, HUD-approved counselors are available to provide you with the information and assistance you may need to avoid foreclosure. You can use the search tool at <http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> to find a counselor near you.

### 13. I Have Seen Ads and Flyers From Companies Offering to Help Me Avoid Foreclosure for a Fee. Are These Companies on the Level?

Foreclosure prevention has become a target for scam artists. We suggest using the HUD Web site referenced in question 12 to locate a counselor near you. Also, please refer to the section below called "Beware of Foreclosure Rescue Scams" for more information.

## BEWARE OF FORECLOSURE RESCUE SCAMS — TIPS & WARNING SIGNS For Your Information Only - Do Not Return with Your Borrower Response Package

Scam artists are stealing millions of dollars from distressed homeowners by promising immediate relief from foreclosure, or demanding cash for counseling services when HUD-approved counseling agencies provide the same services for FREE. If you receive an offer, information or advice that sounds too good to be true, it probably is. Don't let them take advantage of you, your situation, your house or your money. **Remember, help is FREE.**

### How to Spot a Scam – beware of a company or person who:

- Asks for a fee in advance to work with your lender to modify, refinance or reinstate your mortgage.
- Guarantees they can stop a foreclosure or get your loan modified.
- Advises you to stop paying your mortgage company and pay them instead.
- Pressures you to sign over the deed to your home or sign any paperwork that you haven't had a chance to read, and you don't fully understand.
- Claims to offer "government-approved" or "official government" loan modifications.
- Asks you to release personal financial information online or over the phone and you have not been working with this person and/or do not know them.

### How to Report a Scam – do one of the following:

- Go to [www.preventloanscams.org](http://www.preventloanscams.org) and fill out the Loan Modification Scam Prevention Network's (LMSPN) complaint form online and get more information on how to fight back. Note: you can also fill out this form and send to the fax number/e-mail/address (your choice!) on the back of the form.
- Call 1(888)995-HOPE (4673) and tell the counselor about your situation and that you believe you got scammed or know of a scam.

*The Loan Modification Scam Prevention Network is a national coalition of governmental and private organizations led by Fannie Mae, Freddie Mac, NeighborWorks America™ and the Lawyers' Committee for Civil Rights Under Law.*



## UNIFORM BORROWER ASSISTANCE FORM

If you are experiencing a temporary or long-term hardship and need help, you must complete and submit this form along with other required documentation to be considered for available solutions. On this page, you must disclose information about (1) you and your intentions to either keep or transition out of your home; (2) the property's status; (3) bankruptcy; and (4) your credit counseling agency.

On Page 2, you must disclose information about all of your income, expenses and assets. Page 2 also lists the required income documentation that you must submit in support of your request for assistance. Then on Page 3, you must complete the Hardship Affidavit in which you disclose the nature of your hardship. The Hardship Affidavit informs you of the required documentation that you must submit in support of your hardship claim.

**NOTICE:** In addition, when you sign and date this form, you will make important certifications, representations and agreements, including certifying that all of the information in this Borrower Assistance Form is accurate and truthful and any identified hardship has contributed to your submission of this request for mortgage relief.

**REMINDER:** The Borrower Response Package you need to return consists of: (1) this completed, signed and dated Borrower Assistance Form; (2) completed and signed IRS Form 4506T-EZ (4506T for self-employed borrowers or borrowers with rental income); (3) required income documentation; and (4) required hardship documentation.

Loan Number \_\_\_\_\_ (usually found on your monthly mortgage statement)

Servicer's Name \_\_\_\_\_

I want to:  Keep the Property  Vacate the Property  Sell the Property  Undecided

The property is currently:  My Primary Residence  Second Home  An Investment Property

The property is currently:  Owner Occupied  Renter Occupied  Vacant

### BORROWER

### CO-BORROWER

BORROWER'S NAME

CO-BORROWER'S NAME

SOCIAL SECURITY NUMBER

DATE OF BIRTH

SOCIAL SECURITY NUMBER

DATE OF BIRTH

HOME PHONE NUMBER WITH AREA CODE

HOME PHONE NUMBER WITH AREA CODE

CELL OR WORK NUMBER WITH AREA CODE

CELL OR WORK NUMBER WITH AREA CODE

MAILING ADDRESS

PROPERTY ADDRESS (IF SAME AS MAILING ADDRESS, JUST WRITE SAME)

EMAIL ADDRESS

Is the property listed for sale?  Yes  No

If yes, what was the listing date? \_\_\_\_\_

If property has been listed for sale, have you received an offer on the property?  Yes  No

Date of offer: \_\_\_\_\_ Amount of Offer: \_\_\_\_\_

Agent's Name: \_\_\_\_\_

Agent's Phone Number \_\_\_\_\_

For Sale by Owner?  Yes  No

Have you contacted a credit counseling agency for help?

Yes  No

If yes, complete the counselor contact information below:

Counselor's Name: \_\_\_\_\_

Agency's Name: \_\_\_\_\_

Counselor's Phone Number: \_\_\_\_\_

Counselor's Email Address: \_\_\_\_\_

Do you have condominium or homeowner association (HOA) fees?  Yes  No

Total Monthly payment amount: \_\_\_\_\_ Name and Address fees are paid to? \_\_\_\_\_

Have you filed for bankruptcy?  Yes  No If yes?  Chapter 7  Chapter 11  Chapter 12  Chapter 13

If yes, what is the filing date? \_\_\_\_\_ Has your bankruptcy been discharged?  Yes  No Bankruptcy case Number: \_\_\_\_\_

Is any borrower an active duty servicemember?  Yes  No

Has any borrower been deployed away from his/her primary residence or recently received a Permanent Change of Station order?  Yes  No

Is any borrower the surviving spouse of a deceased servicemember who was on active duty at the time of death?  Yes  No

**UNIFORM BORROWER ASSISTANCE FORM**

Monthly Household Income		Monthly Household Expenses and Debt Payments		Household Assets (associated with the property and/or borrower(s) excluding retirement funds)	
Gross wages		First Mortgage Payment		Checking Account(s)	
Overtime		Second Mortgage Payment		Checking Account(s)	
Child Support / Alimony*		Homeowner's Insurance		Savings / Money Market	
Non-taxable social security/SSDI		Property Taxes		CDs	
Taxable SS benefits or other monthly income from annuities or retirement plans		Credit Cards/ Installment Loan(s) (total minimum payment per month)		Stock / Bonds	
Tips, commission, bonus and self-employed income		Alimony , child support payments*		Other Cash on Hand	
Rents Received		Car Lease Payments		Other Real Estate (estimated value)	
Unemployment Income		HOA/Condo Fees/Property Maintenance		Other _____	
Food Stamps/ Welfare		Mortgage Payments on other properties			
Other _____		Other _____			
Total (Gross Income)		Total Household Expenses and Debt Payments		Total Assets	

Any other liens (mortgage liens, mechanics liens, tax liens, etc.)

LienHolder's Name	Balance and Interest Rate	Loan Number	LienHolder's Phone Number

**Required Income Documentation**

**Do you earn a salary or hourly wage?**  
 For each borrower who is a salaried employee or paid by the hour, include paystub(s) reflecting the most recent 30 days' earnings and documentation reflecting year-to-date earnings, if not reported on the paystubs (e.g. signed letter or printout from employer).

**Are you self-employed?**  
 For each borrower who receives self-employed income, include a complete, signed individual federal income tax return and, as applicable, the business tax return; AND either the most recent signed and dated quarterly or year-to-date profit/loss statement that reflects activity for the most recent three months; OR copies of bank statements for the business account for the last two months evidencing continuation of business activity.

**Do you have any additional sources of income?** Provide for each borrower; as applicable:

**"Other Earned Income" such as bonuses, commissions, housing allowance, tips, or overtime:**

Reliable third-party documentation describing the amount and nature of the income (e.g., paystub, employment contract or printouts documenting tip income).

**Social Security, disability or death benefits, pension, public assistance, or adoption assistance:**

Documentation showing the amount and frequency of the benefits, such as letters, exhibits, disability policy or benefits statement from the provider, and

Documentation showing the receipt of payment, such as copies of the two most recent bank statements showing deposit amounts.

**Rental income:**

Copy of the most recent filed federal tax return with all schedules, including Schedule E --Supplement Income and Loss. Rental income for qualifying purposes will be 75% of the gross rent you reported, reduced by the monthly debt service on the property, if applicable; or

If rental income is not reported on Schedule E - Supplemental Income and Loss, provide a copy of the current lease agreement with either bank statements or cancelled rent checks demonstrating receipt of rent.

**Investment income:**

Copies of the two most recent investment statements or bank statements supporting receipt of this income.

**Alimony, child support, or separation maintenance payments as qualifying income:\***

Copy of divorce decree, separation agreement, or other written legal agreement filed with a court, or court decree that states the amount of the alimony, child support, or separation maintenance payments and the period of time over which the payments will be received, and

Copies of your two most recent bank statements or other third-party documents showing receipt of payment.

**\*Notice: Alimony, child support, or separate maintenance income need not be revealed if you do not choose to have it considered for repaying this loan.**



**UNIFORM BORROWER ASSISTANCE FORM**

**HARDSHIP AFFIDAVIT**

I am requesting review of my current financial situation to determine whether I qualify for temporary or permanent mortgage loan relief options. Date Hardship Began is:

I believe my situation is:  Short-term (under 6 months)  Medium-term ( 6 - 12 months)  Long- term or Permanent Hardship ( greater than 12 months)

**I am having difficulty making my monthly payment because of the reason set forth below:**  
*(Please check the primary reason and submit required documentation demonstrating your primary hardship)*

If Your Hardship is:	Then the Required Hardship Documentation is:
<input type="checkbox"/> Unemployment	<input type="checkbox"/> No hardship documentation required
<input type="checkbox"/> Reduction in Income: a hardship that has caused a decrease in your income due to circumstances outside your control (e.g., elimination of overtime, reduction in regular working hours, a reduction in base pay)	<input type="checkbox"/> No hardship documentation required
<input type="checkbox"/> Increase in Housing Expenses: a hardship that has caused an increase in your housing expenses due to circumstances outside your control	<input type="checkbox"/> No hardship documentation required
<input type="checkbox"/> Divorce or legal separation; separation of borrowers unrelated by marriage, civil union or similar domestic partnership under applicable law	<input type="checkbox"/> Divorce decree signed by the court; OR <input type="checkbox"/> Separation agreement signed by the court; OR <input type="checkbox"/> Current credit report evidencing divorce, separation, or non-occupying borrower has a different address; OR <input type="checkbox"/> Recorded quitclaim deed evidencing that the non-occupying borrower or co-borrower has relinquished all rights to the property
<input type="checkbox"/> Death of a borrower or death of either the primary or secondary wage earner in the household	<input type="checkbox"/> Death certificate; OR <input type="checkbox"/> Obituary or newspaper article reporting the death
<input type="checkbox"/> Long-term or permanent disability; <input type="checkbox"/> Serious illness of a borrower/co-borrower or dependent family member	<input type="checkbox"/> Proof of monthly insurance benefits or government assistance (if applicable); OR <input type="checkbox"/> Written statement or other documentation verifying disability or illness; OR <input type="checkbox"/> Doctor's certificate of illness or disability; OR <input type="checkbox"/> Medical Bills None of the above shall require providing detailed medical information
<input type="checkbox"/> Disaster (natural or man-made) adversely impacting the property or borrower's place of employment	<input type="checkbox"/> Insurance claim; OR <input type="checkbox"/> Federal Emergency Management Agency grant or Small Business Administration loan; OR <input type="checkbox"/> Borrower or employer property located in a federally declared disaster area
<input type="checkbox"/> Distant employment transfer/ Relocation	<b>For active-duty servicemembers:</b> Notice of Permanent Change of Station (PCS) or actual PCS orders. <b>For employment transfers/new employment:</b> <input type="checkbox"/> Copy of signed offer letter or notice from employer showing transfer to a new employment location; OR <input type="checkbox"/> Paystub from new employer; OR <input type="checkbox"/> If none of these apply, provide written explanation In addition to the above, documentation that reflects the amount of any relocation assistance provided, if applicable (not required for those with PCS orders).
<input type="checkbox"/> Business Failure	<input type="checkbox"/> Tax return from the previous year (including all schedules) AND <input type="checkbox"/> Proof of business failure supported by one of the following: <input type="checkbox"/> Bankruptcy filing for the business; OR <input type="checkbox"/> Two months recent bank statements for the business account evidencing cessation of business activity; OR <input type="checkbox"/> Most recent signed and dated quarterly or year-to-date profit and loss statement
<input type="checkbox"/> Other: a hardship that is not covered above	<input type="checkbox"/> Written explanation describing the details of the hardship and relevant documentation

**Borrower/Co-Borrower Acknowledgement and Agreement**

I certify, acknowledge, and agree to the following:

1. All of the information in this Borrower Assistance Form is truthful and the hardship that I have identified contributed to my need for mortgage relief.
2. The accuracy of my statements may be reviewed by the servicer, owner or guarantor of my mortgage, their agent(s), or an authorized third party\*, and I may be required to provide additional supporting documentation. I will provide all requested documents and will respond timely to all servicer, or authorized third party\*, communications.
3. Knowingly submitting false information may violate Federal and other applicable law.
4. If I have intentionally defaulted on my existing mortgage, engaged in fraud or misrepresented any fact(s) in connection with this request for mortgage relief or if I do not provide all required documentation, the servicer may cancel any mortgage relief granted and may pursue foreclosure on my home and/or pursue any available legal remedies.
5. The 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.
6. I may be eligible for a trial period plan, repayment plan, or forbearance plan. If I am eligible for one of these plans, I agree that:
  - a. All the terms of this Acknowledgment and Agreement are incorporated into such plan by reference as if set forth in such plan in full.
  - b. My first timely payment under the plan will serve as acceptance of the terms set forth in the notice of the plan sent by the servicer.
  - c. The servicer's acceptance of any payments under the plan will not be a waiver of any acceleration of my loan or foreclosure action that has occurred and will not cure my default unless such payments are sufficient to completely cure my entire default under my loan.
  - d. Payments due under a trial period plan for a modification will contain escrow amounts. If I was not previously required to pay escrow amounts, and my trial period plan contains escrow amounts, I agree to the establishment of an escrow account and agree that any prior waiver is revoked. Payments due under a repayment plan or forbearance plan may or may not contain escrow amounts. If I was not previously required to pay escrow amounts and my repayment plan or forbearance plan contains escrow amounts, I agree to the establishment of an escrow account and agree that any prior escrow waiver is revoked.
7. A condemnation notice has not been issued for the property.
8. The servicer or authorized third party\* will obtain a current credit report on all borrowers obligated on the Note.
9. The servicer or authorized third party\* will collect and record personal information that I submit in this Borrower Response Package and during the evaluation process. This personal information may include, but is not limited to: (a) my name, address, telephone 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. I understand and consent to the servicer or authorized third party\*, as well as any investor or guarantor (such as Fannie Mae or Freddie Mac), disclosing my personal information and the terms of any relief or foreclosure alternative that I receive to the following:
  - a. Any investor, insurer, guarantor, or servicer that owns, insures, guarantees, or services my first lien or subordinate lien (if applicable) mortgage loan(s) or any companies that perform support services to them; and
  - b. The U.S. Department of Treasury, Fannie Mae and Freddie Mac, in conjunction with their responsibilities under the Making Home Affordable program, or any companies that perform support services to them.
10. I consent to being contacted concerning this request 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\*. By checking this box, I also consent to being contacted by  text messaging.

\_\_\_\_\_  
Borrower Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Borrower Signature

\_\_\_\_\_  
Date

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

## Instructions for Completing UBA Form

The numbered sections correspond to instructions on the right

UNIFORM BORROWER ASSISTANCE FORM																							
<p><b>If you are experiencing a temporary or long-term hardship and need help, you must complete and submit this form along with other required documentation to be considered for available solutions. On this page, you must disclose information about (1) you and your intentions to either keep or transition out of your home; (2) the property's status; (3) bankruptcy; and (4) your credit counseling agency.</b></p> <p><b>On Page 2, you must disclose information about all of your income, expenses and assets. Page 2 also lists the required income documentation that you must submit in support of your request for assistance. Then on Page 3, you must complete the Hardship Affidavit in which you disclose the nature of your hardship. The Hardship Affidavit informs you of the required documentation that you must submit in support of your hardship claim.</b></p> <p><b>NOTICE:</b> In addition, when you sign and date this form, you will make important certifications, representations and agreements, including certifying that all of the information in this Borrower Assistance Form is accurate and truthful and any identified hardship has contributed to your submission of this request for mortgage relief.</p> <p><b>REMINDER:</b> The Borrower Response Package you need to return consists of: (1) this completed, signed and dated Borrower Assistance Form; (2) completed and signed IRS Form 4506T-EZ (4506T for self-employed borrowers or borrowers with rental income); (3) required income documentation; and (4) required hardship documentation.</p>																							
<p>Loan Number <span style="border: 1px solid black; padding: 0 2px;">1</span> (usually found on your monthly mortgage statement)</p> <p>Servicer's Name _____</p>																							
<p>I want to: <span style="border: 1px solid black; padding: 0 2px;">2</span> <input type="checkbox"/> Keep the Property <input type="checkbox"/> Vacate the Property <input type="checkbox"/> Sell the Property <input type="checkbox"/> Undecided</p>																							
<p>The property is currently: <input type="checkbox"/> My Primary Residence <input type="checkbox"/> Second Home <input type="checkbox"/> An Investment Property</p>																							
<p>The property is currently: <input type="checkbox"/> Owner Occupied <input type="checkbox"/> Renter Occupied <input type="checkbox"/> Vacant</p>																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: left;">BORROWER</th> <th style="width: 50%; text-align: left;">CO-BORROWER</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">BORROWER'S NAME <span style="border: 1px solid black; padding: 0 2px;">3</span></td> <td style="padding: 2px;">CO-BORROWER'S NAME <span style="border: 1px solid black; padding: 0 2px;">4</span></td> </tr> <tr> <td style="padding: 2px;">SOCIAL SECURITY NUMBER <span style="border: 1px solid black; padding: 0 2px;">3</span>      DATE OF BIRTH <span style="border: 1px solid black; padding: 0 2px;">3</span></td> <td style="padding: 2px;">SOCIAL SECURITY NUMBER <span style="border: 1px solid black; padding: 0 2px;">4</span>      DATE OF BIRTH <span style="border: 1px solid black; padding: 0 2px;">4</span></td> </tr> <tr> <td style="padding: 2px;">HOME PHONE NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">3</span></td> <td style="padding: 2px;">HOME PHONE NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">4</span></td> </tr> <tr> <td style="padding: 2px;">CELL OR WORK NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">3</span></td> <td style="padding: 2px;">CELL OR WORK NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">4</span></td> </tr> <tr> <td style="padding: 2px;">MAILING ADDRESS <span style="border: 1px solid black; padding: 0 2px;">5</span></td> <td style="padding: 2px;">MAILING ADDRESS <span style="border: 1px solid black; padding: 0 2px;">4</span></td> </tr> <tr> <td style="padding: 2px;">PROPERTY ADDRESS (IF SAME AS MAILING ADDRESS, JUST WRITE SAME) <span style="border: 1px solid black; padding: 0 2px;">5</span></td> <td style="padding: 2px;">EMAIL ADDRESS <span style="border: 1px solid black; padding: 0 2px;">4</span></td> </tr> <tr> <td style="padding: 2px;">                     Is the property listed for sale? <input type="checkbox"/> Yes <input type="checkbox"/> No                      If yes, what was the listing date? _____                      If property has been listed for sale, have you received an offer on the property? <input type="checkbox"/> Yes <input type="checkbox"/> No                      Date of offer: _____ Amount of Offer: _____                      Agent's Name: _____                      Agent's Phone Number: _____                      For Sale by Owner? <input type="checkbox"/> Yes <input type="checkbox"/> No                 </td> <td style="padding: 2px;">                     Have you contacted a credit counseling agency for help?  <input type="checkbox"/> Yes <span style="border: 1px solid black; padding: 0 2px;">6</span> <input type="checkbox"/> No                      If yes, complete the counselor contact information below:                      Counselor's Name: _____                      Agency's Name: _____                      Counselor's Phone Number: _____                      Counselor's Email Address: _____                 </td> </tr> <tr> <td colspan="2" style="padding: 2px;">                     Do you have condominium or homeowner association (HOA) fees? <input type="checkbox"/> Yes <input type="checkbox"/> No                      Total Monthly payment amount: <span style="border: 1px solid black; padding: 0 2px;">7</span> Name and Address fees are paid to? _____                 </td> </tr> <tr> <td colspan="2" style="padding: 2px;">                     Have you filed for bankruptcy? <input type="checkbox"/> Yes <span style="border: 1px solid black; padding: 0 2px;">8</span> <input type="checkbox"/> No      If yes? <input type="checkbox"/> Chapter 7 <input type="checkbox"/> Chapter 11 <input type="checkbox"/> Chapter 12 <input type="checkbox"/> Chapter 13                      If yes, what is the filing date? _____ Has your bankruptcy been discharged? <input type="checkbox"/> Yes <input type="checkbox"/> No      Bankruptcy case Number: _____                 </td> </tr> <tr> <td colspan="2" style="padding: 2px;">                     Is any borrower an active duty service member? <span style="border: 1px solid black; padding: 0 2px;">9</span> <input type="checkbox"/> Yes <input type="checkbox"/> No                      Has any borrower been deployed away from his/her primary residence or received a Permanent Change of Station order? <input type="checkbox"/> Yes <input type="checkbox"/> No                      Is any borrower the surviving spouse of a deceased service member who was on active duty at the time of death? <input type="checkbox"/> Yes <input type="checkbox"/> No                 </td> </tr> </tbody> </table>		BORROWER	CO-BORROWER	BORROWER'S NAME <span style="border: 1px solid black; padding: 0 2px;">3</span>	CO-BORROWER'S NAME <span style="border: 1px solid black; padding: 0 2px;">4</span>	SOCIAL SECURITY NUMBER <span style="border: 1px solid black; padding: 0 2px;">3</span> DATE OF BIRTH <span style="border: 1px solid black; padding: 0 2px;">3</span>	SOCIAL SECURITY NUMBER <span style="border: 1px solid black; padding: 0 2px;">4</span> DATE OF BIRTH <span style="border: 1px solid black; padding: 0 2px;">4</span>	HOME PHONE NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">3</span>	HOME PHONE NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">4</span>	CELL OR WORK NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">3</span>	CELL OR WORK NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">4</span>	MAILING ADDRESS <span style="border: 1px solid black; padding: 0 2px;">5</span>	MAILING ADDRESS <span style="border: 1px solid black; padding: 0 2px;">4</span>	PROPERTY ADDRESS (IF SAME AS MAILING ADDRESS, JUST WRITE SAME) <span style="border: 1px solid black; padding: 0 2px;">5</span>	EMAIL ADDRESS <span style="border: 1px solid black; padding: 0 2px;">4</span>	Is the property listed for sale? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what was the listing date? _____ If property has been listed for sale, have you received an offer on the property? <input type="checkbox"/> Yes <input type="checkbox"/> No Date of offer: _____ Amount of Offer: _____ Agent's Name: _____ Agent's Phone Number: _____ For Sale by Owner? <input type="checkbox"/> Yes <input type="checkbox"/> No	Have you contacted a credit counseling agency for help? <input type="checkbox"/> Yes <span style="border: 1px solid black; padding: 0 2px;">6</span> <input type="checkbox"/> No If yes, complete the counselor contact information below: Counselor's Name: _____ Agency's Name: _____ Counselor's Phone Number: _____ Counselor's Email Address: _____	Do you have condominium or homeowner association (HOA) fees? <input type="checkbox"/> Yes <input type="checkbox"/> No Total Monthly payment amount: <span style="border: 1px solid black; padding: 0 2px;">7</span> Name and Address fees are paid to? _____		Have you filed for bankruptcy? <input type="checkbox"/> Yes <span style="border: 1px solid black; padding: 0 2px;">8</span> <input type="checkbox"/> No      If yes? <input type="checkbox"/> Chapter 7 <input type="checkbox"/> Chapter 11 <input type="checkbox"/> Chapter 12 <input type="checkbox"/> Chapter 13 If yes, what is the filing date? _____ Has your bankruptcy been discharged? <input type="checkbox"/> Yes <input type="checkbox"/> No      Bankruptcy case Number: _____		Is any borrower an active duty service member? <span style="border: 1px solid black; padding: 0 2px;">9</span> <input type="checkbox"/> Yes <input type="checkbox"/> No Has any borrower been deployed away from his/her primary residence or received a Permanent Change of Station order? <input type="checkbox"/> Yes <input type="checkbox"/> No Is any borrower the surviving spouse of a deceased service member who was on active duty at the time of death? <input type="checkbox"/> Yes <input type="checkbox"/> No	
BORROWER	CO-BORROWER																						
BORROWER'S NAME <span style="border: 1px solid black; padding: 0 2px;">3</span>	CO-BORROWER'S NAME <span style="border: 1px solid black; padding: 0 2px;">4</span>																						
SOCIAL SECURITY NUMBER <span style="border: 1px solid black; padding: 0 2px;">3</span> DATE OF BIRTH <span style="border: 1px solid black; padding: 0 2px;">3</span>	SOCIAL SECURITY NUMBER <span style="border: 1px solid black; padding: 0 2px;">4</span> DATE OF BIRTH <span style="border: 1px solid black; padding: 0 2px;">4</span>																						
HOME PHONE NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">3</span>	HOME PHONE NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">4</span>																						
CELL OR WORK NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">3</span>	CELL OR WORK NUMBER WITH AREA CODE <span style="border: 1px solid black; padding: 0 2px;">4</span>																						
MAILING ADDRESS <span style="border: 1px solid black; padding: 0 2px;">5</span>	MAILING ADDRESS <span style="border: 1px solid black; padding: 0 2px;">4</span>																						
PROPERTY ADDRESS (IF SAME AS MAILING ADDRESS, JUST WRITE SAME) <span style="border: 1px solid black; padding: 0 2px;">5</span>	EMAIL ADDRESS <span style="border: 1px solid black; padding: 0 2px;">4</span>																						
Is the property listed for sale? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what was the listing date? _____ If property has been listed for sale, have you received an offer on the property? <input type="checkbox"/> Yes <input type="checkbox"/> No Date of offer: _____ Amount of Offer: _____ Agent's Name: _____ Agent's Phone Number: _____ For Sale by Owner? <input type="checkbox"/> Yes <input type="checkbox"/> No	Have you contacted a credit counseling agency for help? <input type="checkbox"/> Yes <span style="border: 1px solid black; padding: 0 2px;">6</span> <input type="checkbox"/> No If yes, complete the counselor contact information below: Counselor's Name: _____ Agency's Name: _____ Counselor's Phone Number: _____ Counselor's Email Address: _____																						
Do you have condominium or homeowner association (HOA) fees? <input type="checkbox"/> Yes <input type="checkbox"/> No Total Monthly payment amount: <span style="border: 1px solid black; padding: 0 2px;">7</span> Name and Address fees are paid to? _____																							
Have you filed for bankruptcy? <input type="checkbox"/> Yes <span style="border: 1px solid black; padding: 0 2px;">8</span> <input type="checkbox"/> No      If yes? <input type="checkbox"/> Chapter 7 <input type="checkbox"/> Chapter 11 <input type="checkbox"/> Chapter 12 <input type="checkbox"/> Chapter 13 If yes, what is the filing date? _____ Has your bankruptcy been discharged? <input type="checkbox"/> Yes <input type="checkbox"/> No      Bankruptcy case Number: _____																							
Is any borrower an active duty service member? <span style="border: 1px solid black; padding: 0 2px;">9</span> <input type="checkbox"/> Yes <input type="checkbox"/> No Has any borrower been deployed away from his/her primary residence or received a Permanent Change of Station order? <input type="checkbox"/> Yes <input type="checkbox"/> No Is any borrower the surviving spouse of a deceased service member who was on active duty at the time of death? <input type="checkbox"/> Yes <input type="checkbox"/> No																							

1. Your loan ID number is on your mortgage statement.
2. Please indicate your intentions for the property.
3. The borrower section must be the person whose name is on the mortgage.
4. The co-borrower is the 2<sup>nd</sup> person on the mortgage.
5. Please provide a mailing address and property address if they are different. The property address should correspond to the mortgage you are submitting application for.
6. Counselors are available free of charge and can be located on the Making Home Affordable website [www.MakingHomeAffordable.gov](http://www.MakingHomeAffordable.gov)
7. If you pay condominium or Homeowner Association Fees, please indicate the monthly amount here, as well as the name and address that the fees are paid to.
8. Please indicate if you have filed bankruptcy and the case number.
9. Please indicate if the borrower or co-borrower is an active duty service member. Please indicate if the borrower or co-borrower has been displaced from the primary property.



Instructions for Completing UBA Form  
The numbered sections correspond to instructions on the right

UNIFORM BORROWER ASSISTANCE FORM					
Monthly Household Income		Monthly Household Expenses and Debt Payments		Household Assets (associated with the property and/or borrower(s) excluding retirement funds)	
Gross wages	10	First Mortgage Payment	21	Checking Account(s)	32
Overtime	11	Second Mortgage Payment	22	Checking Account(s)	
Child Support / Alimony*	12	Homeowner's Insurance	23	Savings / Money Market	
Non-taxable social security/SSDI	13	Property Taxes	24	CDs	
Taxable SS benefits or other monthly income from annuities or retirement plans	14	Credit Cards/ Installment loan(s) (total minimum payment per month)	25	Stock / Bonds	
Tips, commissions, bonus and self-employed income	15	Alimony, child support payments*	26	Other Cash on Hand	
Benefits Received	16	Car Lease Payments	27	Other Real Estate (estimated value)	
Unemployment Income	17	HOA/Condo Fees/Property Maintenance	28	Other	
Food Stamps/Welfare	18	Mortgage Payments on other properties	29		
Other	19	Other	30		
Total (Gross Income)	20	Total Household Expenses and Debt Payments	31	Total Assets	

Any other liens (mortgage liens, mechanics liens, tax liens, etc.)

Lienholder's Name	Balance and Interest Rate	Loan Number	Lienholder's Phone Number

33

**Required Income Documentation**

Do you earn a salary or hourly wage?  
For each borrower who is a salaried employee or paid by the hour, include paystub(s) reflecting the most recent 30 days' earnings and documentation reflecting year-to-date earnings, if not reported on the paystubs (e.g. signed letter or printout from employer).

Are you self-employed?  
For each borrower who receives self-employed income, include a complete, signed individual federal income tax return and, as applicable, the business tax return; AND either the most recent signed and dated quarterly or year-to-date profit/loss statement that reflects activity for the most recent three months; OR copies of bank statements for the business account for the last two months evidencing continuation of business activity.

Do you have any additional sources of income? Provide for each borrower, as applicable:  
**"Other Earned Income" such as bonuses, commissions, housing allowance, tips, or overtime:**  
 Reliable third party documentation describing the amount and nature of the income (e.g., paystub, employment contract or printouts documenting tip income).  
**Social Security, disability or death benefits, pension, public assistance, or adoption assistance:**  
 Documentation showing the amount and frequency of the benefits, such as letters, exhibits, disability policy or benefits statement from the provider, and  
 Documentation showing the receipt of payment, such as copies of the two most recent bank statements showing deposit amounts.  
**Rental income:**  
 Copy of the most recent filed federal tax return with all schedules, including Schedule E - Supplemental Income and Loss. Rental income for qualifying purposes will be 75% of the gross rent you reported, reduced by the monthly debt service on the property, if applicable; or  
 If rental income is not reported on Schedule E - Supplemental Income and Loss, provide a copy of the current lease agreement with either bank statements or cancelled rent checks demonstrating receipt of rent.  
**Investment Income:**  
 Copies of the two most recent investment statements or bank statements supporting receipt of this income.  
**Alimony, child support, or separation maintenance payments as qualifying income:\***  
 Copy of divorce decree, separation agreement, or other written legal agreement filed with a court, or court decree that states the amount of the alimony, child support, or separation maintenance payments and the period of time over which the payments will be received, and  
 Copies of your two most recent bank statements or other third-party documents showing receipt of payment.

\*Notice: Alimony, child support, or separate maintenance income need not be revealed if you do not choose to have it considered for repaying this loan.

10. Monthly gross wages are what you receive before taxes. Use your most recent paystub to find this amount for both borrowers.
11. This amount should be listed on a current paystub.
12. If you receive child support, alimony, or separation maintenance income, you are not required to report it by law. You should only include this amount if you would like it to be included in the income calculation.
13. SSDI: Social Security/Disability income
14. Only include if you are retired & collecting income from retirement funds.
15. If reported, this amount will be on your paystub.
16. Only include rental income if used as part of your overall income.
17. You must have at least 9 months of unemployment income to report this on form.
18. Report the amount indicated on your benefit letter. You must provide a copy of this letter for proof of these benefits.
19. Add all other income & report sum in this box.
20. Add all amounts in income column and report sum here.
21. This amount can be found on your statement for your first mortgage.
22. If applicable, this amount can be found on your statement for your 2<sup>nd</sup> mortgage or home equity line of credit.
23. This refers only to homeowner's insurance, and should only be reported if you pay this yourself (outside of your mortgage payment).
24. Only report these taxes if you pay them yourself.
25. Add all credit card and installment payments and report sum here
26. If you are responsible for paying child support or alimony, you must report the amount here.
27. Include car payments, only if you are the owner of the vehicle.
28. HOA: Home Owner's Association: Report only if you pay these fees yourself(outside of your mortgage payment)
29. If applicable, report all other mortgage payments on other properties that you are currently paying for.
30. Include any other pertinent household expenses.
31. Add all amounts in expense/debt column, and report the sum here
32. List all assets for borrower and co-borrower/contributing non-borrower.
33. List all lien on file for the borrower/co-borrower
34. Check all income sources that apply to both borrower/co-borrower.



**Instructions for Completing UBA Form**  
The numbered sections correspond to instructions on the right

UNIFORM BORROWER ASSISTANCE FORM	
HARDSHIP AFFIDAVIT	
I am requesting review of my current financial situation to determine whether I qualify for temporary or permanent mortgage loan relief options. Date Hardship Began in: <input type="text" value="28"/>	
I believe my situation is: <input type="checkbox"/> Short-term (under 6 months) <input type="checkbox"/> Medium-term ( 6 - 12 months) <input type="checkbox"/> Long-term or Permanent Hardship ( greater than 12 months)	
I am having difficulty making my monthly payment because of the reason set forth below: <i>(Please check the primary reason and submit required documentation demonstrating your primary hardship)</i>	
If Your Hardship is:	Then the Required Hardship Documentation is:
<input type="checkbox"/> Unemployment Reduction in income: a hardship that has caused a decrease in your income due to circumstances outside your control (e.g., elimination of overtime, reduction in regular working hours, a reduction in base pay)	<input type="checkbox"/> No hardship documentation required
<input type="checkbox"/> Increase in Housing Expenses: a hardship that has caused an increase in your housing expenses due to circumstances outside your control	<input type="checkbox"/> No hardship documentation required
<input type="checkbox"/> Divorce or legal separation; separation of borrowers unrelated by marriage, civil union or similar domestic partnership under applicable law	<input type="checkbox"/> Divorce decree signed by the court; OR <input type="checkbox"/> Separation agreement signed by the court; OR <input type="checkbox"/> Current credit report evidencing divorce, separation, or non-occupying borrower has a different address; OR <input type="checkbox"/> Recorded quitclaim deed evidencing that the non-occupying borrower or co borrower has relinquished all rights to the property
<input type="checkbox"/> Death of a borrower or death of either the primary or secondary wage earner in the household	<input type="checkbox"/> Death certificate; OR <input type="checkbox"/> Obituary or newspaper article reporting the death
<input type="checkbox"/> Long-term or permanent disability; Serious illness of a borrower/co-borrower or dependent family member	<input type="checkbox"/> Proof of monthly insurance benefits or government assistance (if applicable); OR <input type="checkbox"/> Written statement or other documentation verifying disability or illness; OR <input type="checkbox"/> Doctor's certificate of illness or disability; OR <input type="checkbox"/> Medical Bills None of the above shall require providing detailed medical information
<input type="checkbox"/> Disaster (natural or man-made) adversely impacting the property or borrower's place of employment	<input type="checkbox"/> Insurance claim; OR <input type="checkbox"/> Federal Emergency Management Agency grant or Small Business Administration loan; OR <input type="checkbox"/> Borrower or employer property located in a federally declared disaster area
<input type="checkbox"/> Distant employment transfer/ Relocation	For active-duty servicemembers: Notice of Permanent Change of Station (PCS) or actual PCS orders. For employment transfers/new employment: <input type="checkbox"/> Copy of signed offer letter or notice from employer showing transfer to a new employment location; OR <input type="checkbox"/> Paystub from new employer; OR <input type="checkbox"/> If none of these apply, provide written explanation In addition to the above, documentation that reflects the amount of any relocation assistance provided, if applicable (not required for those with PCS orders).
<input type="checkbox"/> Business Failure	<input type="checkbox"/> Tax return from the previous year (including all schedules) AND <input type="checkbox"/> Proof of business failure supported by one of the following: <input type="checkbox"/> Bankruptcy filing for the business; OR <input type="checkbox"/> Two months recent bank statements for the business account evidencing cessation of business activity; OR <input type="checkbox"/> Most recent signed and dated quarterly or year-to-date profit and loss statement
<input type="checkbox"/> Other: a hardship that is not covered above	<input type="checkbox"/> Written explanation describing the details of the hardship and relevant documentation

35. Select all hardships that apply to your situation. Please submit a separate letter to explain your financial hardship in detail. Note: extensive explanations could delay the processing of your application


## Instructions for Completing UBA Form

The numbered sections correspond to instructions on the right

### UNIFORM BORROWER ASSISTANCE FORM

#### **Borrower/Co-Borrower Acknowledgement and Agreement**

I certify, acknowledge, and agree to the following:

1. All of the information in this Borrower Assistance Form is truthful and the hardship that I have identified contributed to my need for mortgage relief.
2. The accuracy of my statements may be reviewed by the servicer, owner or guarantor of my mortgage, their agent(s), or an authorized third party\*, and I may be required to provide additional supporting documentation. I will provide all requested documents and will respond timely to all servicer, or authorized third party\*, communications.
3. Knowingly submitting false information may violate Federal and other applicable law.
4. If I have intentionally defaulted on my existing mortgage, engaged in fraud or misrepresented any fact(s) in connection with this request for mortgage relief or if I do not provide all required documentation, the servicer may cancel any mortgage relief granted and may pursue foreclosure on my home and/or pursue any available legal remedies.
5. The 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.
6. I may be eligible for a trial period plan, repayment plan, or forbearance plan. If I am eligible for one of these plans, I agree that:
  - a. All the terms of this Acknowledgment and Agreement are incorporated into such plan by reference as if set forth in such plan in full.
  - b. My first timely payment under the plan will serve as acceptance of the terms set forth in the notice of the plan sent by the servicer.
  - c. The servicer's acceptance of any payments under the plan will not be a waiver of any acceleration of my loan or foreclosure action that has occurred and will not cure my default unless such payments are sufficient to completely cure my entire default under my loan.
  - d. Payments due under a trial period plan for a modification will contain escrow amounts. If I was not previously required to pay escrow amounts, and my trial period plan contains escrow amounts, I agree to the establishment of an escrow account and agree that any prior waiver is revoked. Payments due under a repayment plan or forbearance plan may or may not contain escrow amounts. If I was not previously required to pay escrow amounts and my repayment plan or forbearance plan contains escrow amounts, I agree to the establishment of an escrow account and agree that any prior escrow waiver is revoked.
7. A condemnation notice has not been issued for the property.
8. The servicer or authorized third party\* will obtain a current credit report on all borrowers obligated on the Note.
9. The servicer or authorized third party\* will collect and record personal information that I submit in this Borrower Response Package and during the evaluation process. This personal information may include, but is not limited to: (a) my name, address, telephone 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. I understand and consent to the servicer or authorized third party\*, as well as any investor or guarantor (such as Fannie Mae or Freddie Mac), disclosing my personal information and the terms of any relief or foreclosure alternative that I receive to the following:
  - a. Any investor, insurer, guarantor, or servicer that owns, insures, guarantees, or services my first lien or subordinate lien (if applicable) mortgage loan(s) or any companies that perform support services to them; and
  - b. The U.S. Department of Treasury, Fannie Mae and Freddie Mac, in conjunction with their responsibilities under the Making Home Affordable program, or any companies that perform support services to them.
10. I consent to being contacted concerning this request 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\*. By checking this box, I also consent to being contacted by  text messaging. 

36. Please indicate if you wish to be notified of updates regarding your request via text messaging.
37. Be sure to read the entire agreement before signing. Please make sure both borrower and co-borrower sign and date the form.

Borrower Signature	Date	Co-Borrower Signature	Date
--------------------	------	-----------------------	------

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



**Capital One, N.A.**  
7933 Preston Road  
Plano, TX 75024  
Office Hours: Weekdays 8:30 AM to 6:30 PM ET

## APPRAISAL RIGHTS NOTICE

In connection with an application for a loss mitigation workout option which is secured by a lien on a dwelling (a residential structure that contains one to four units, whether or not that structure is attached to real property, including, but not limited to, individual condominiums or cooperative units and mobile or other manufactured homes) Capital One, N.A. may order a valuation to determine the Property's value and will not charge you for this valuation. Capital One, N.A. will promptly give you a copy of any valuation, even if you are denied for a loss mitigation workout. Capital One, N.A. will send our assessment of the valuation to the address listed on your account.

(Rev. January 2012)

Department of the Treasury  
Internal Revenue Service

▶ **Request may not be processed if the form is incomplete or illegible.**

**Tip.** Use Form 4506T-EZ to order a 1040 series tax return transcript free of charge, or you can quickly request transcripts by using our automated self-help service tools. Please visit us at IRS.gov and click on "Order a Transcript" or call 1-800-908-9946.

<b>1a</b> Name shown on tax return. If a joint return, enter the name shown first.	<b>1b</b> First social security number or individual taxpayer identification number on tax return
<b>2a</b> If a joint return, enter spouse's name shown on tax return.	<b>2b</b> Second social security number or individual taxpayer identification number if joint tax return
<b>3</b> Current name, address (including apt., room, or suite no.), city, state, and ZIP code (see instructions)	
<b>4</b> Previous address shown on the last return filed if different from line 3 (see instructions)	
<b>5</b> If the transcript is to be mailed to a third party (such as a mortgage company), enter the third party's name, address, and telephone number. The IRS has no control over what the third party does with the tax information.	
Third party name	Telephone number
Address (including apt., room, or suite no.), city, state, and ZIP code	

**Caution.** If the tax transcript is being mailed to a third party, ensure that you have filled in line 6 before signing. Sign and date the form once you have filled in this line. Completing this step helps to protect your privacy. Once the IRS discloses your IRS transcript to the third party listed on line 5, the IRS has no control over what the third party does with the information. If you would like to limit the third party's authority to disclose your transcript information, you can specify this limitation in your written agreement with the third party.

**6 Year(s) requested.** Enter the year(s) of the return transcript you are requesting (for example, "2008"). Most requests will be processed within 10 business days.

2012
2013

Check this box if you have notified the IRS or the IRS has notified you that one of the years for which you are requesting a transcript involved **identity theft** on your federal tax return.

**Note.** If the IRS is unable to locate a return that matches the taxpayer identity information provided above, or if IRS records indicate that the return has not been filed, the IRS may notify you or the third party that it was unable to locate a return, or that a return was not filed, whichever is applicable.

**Caution.** Do not sign this form unless all applicable lines have been completed.

**Signature of taxpayer(s).** I declare that I am the taxpayer whose name is shown on either line 1a or 2a. If the request applies to a joint return, **either** husband or wife must sign. **Note.** For transcripts being sent to a third party, this form must be received within 120 days of the signature date.

			Phone number of taxpayer on line 1a or 2a
<b>Sign Here</b>	▶ Signature (see instructions)	Date	
	▶ Spouse's signature	Date	



Section references are to the Internal Revenue Code unless otherwise noted.

### What's New

The IRS has created a page on IRS.gov for information about Form 4506T-EZ at <http://www.irs.gov/form4506>. Information about any recent developments affecting Form 4506T-EZ (such as legislation enacted after we released it) will be posted on that page.

**Caution.** Do not sign this form unless all applicable lines have been completed.

**Purpose of form.** Individuals can use Form 4506T-EZ to request a tax return transcript for the current and the prior three years that includes most lines of the original tax return. The tax return transcript will not show payments, penalty assessments, or adjustments made to the originally filed return. You can also designate (on line 5) a third party (such as a mortgage company) to receive a transcript. Form 4506T-EZ cannot be used by taxpayers who file Form 1040 based on a tax year beginning in one calendar year and ending in the following year (fiscal tax year). Taxpayers using a fiscal tax year must file Form 4506-T, Request for Transcript of Tax Return, to request a return transcript.

Use Form 4506-T to request tax return transcripts, tax account information, W-2 information, 1099 information, verification of non-filing, and record of account.

**Automated transcript request.** You can quickly request transcripts by using our automated self-help service tools. Please visit us at IRS.gov and click on "Order a Transcript" or call 1-800-908-9946.

**Where to file.** Mail or fax Form 4506T-EZ to the address below for the state you lived in when the return was filed.

If you are requesting more than one transcript or other product and the chart below shows two different addresses, send your request to the address based on the address of your most recent return.

### If you filed an individual return and lived in:

Alabama, Kentucky, Louisiana, Mississippi, Tennessee, Texas, a foreign country, American Samoa, Puerto Rico, Guam, the Commonwealth of the Northern Mariana Islands, the U.S. Virgin Islands, or A.P.O. or F.P.O. address

Alaska, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Utah, Washington, Wisconsin, Wyoming

Connecticut, Delaware, District of Columbia, Florida, Georgia, Maine, Maryland, Massachusetts, Missouri, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Vermont, Virginia, West Virginia

### Mail or fax to the "Internal Revenue Service" at:

RAIVS Team  
Stop 6716 AUSC  
Austin, TX 73301  
512-460-2272

RAIVS Team  
Stop 37106  
Fresno, CA 93888  
559-456-5876

RAIVS Team  
Stop 6705 P-6  
Kansas City, MO  
64999  
816-292-6102

Transcripts of jointly filed tax returns may be furnished to either spouse. Only one signature is required. Sign Form 4506T-EZ exactly as your name appeared on the original return. If you changed your name, also sign your current name.

**Privacy Act and Paperwork Reduction Act Notice.** We ask for the information on this form to establish your right to gain access to the requested tax information under the Internal Revenue Code. We need this information to properly identify the tax information and respond to your request. If you request a transcript, sections 6103 and 6109 require you to provide this information, including your SSN. If you do not provide this information, we may not be able to process your request. Providing false or fraudulent information may subject you to penalties.

Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation, and cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. Generally, tax returns and return information are confidential, as required by section 6103.

The time needed to complete and file Form 4506T-EZ will vary depending on individual circumstances. The estimated average time is: **Learning about the law or the form**, 9 min.; **Preparing the form**, 18 min.; and **Copying, assembling, and sending the form to the IRS**, 20 min.

If you have comments concerning the accuracy of these time estimates or suggestions for making Form 4506T-EZ simpler, we would be happy to hear from you. You can write to:

Internal Revenue Service  
Tax Products Coordinating Committee  
SE:W:CAR:MP:T:M:S  
1111 Constitution Ave. NW, IR-6526  
Washington, DC 20224

Do not send the form to this address. Instead, see *Where to file* on this page.

**Line 1b.** Enter your employer identification number (EIN) if your request relates to a business return. Otherwise, enter the first social security number (SSN) or your individual taxpayer identification number (ITIN) shown on the return. For example, if you are requesting Form 1040 that includes Schedule C (Form 1040), enter your SSN.

**Line 3.** Enter your current address. If you use a P.O. box, include it on this line.

**Line 4.** Enter the address shown on the last return filed if different from the address entered on line 3.

**Note.** If the address on lines 3 and 4 are different and you have not changed your address with the IRS, file Form 8822, Change of Address.

**Signature and date.** Form 4506T-EZ must be signed and dated by the taxpayer listed on line 1a or 2a. If you completed line 5 requesting the information be sent to a third party, the IRS must receive Form 4506T-EZ within 120 days of the date signed by the taxpayer or it will be rejected. Ensure that all applicable lines are completed before signing.