



☑ Housing Finance Agencies

Summary

We are committed to providing home mortgages to customers during the current environment, and to providing information and resources to you so that we may continue to efficiently partner.

As we continue to monitor the changing landscape, we would like to take this time to share **how we are supporting our borrowers** given the recent guidance and communications issued by the Department of Housing and Urban Development, Fannie Mae and Freddie Mac.

Supporting our Borrowers: Loan payment assistance

If a borrower is experiencing hardship as a result of COVID-19, now or in the future, regarding a mortgage or, home equity line or loan, we have available options and the customer can call 888.287.7817 to get assistance.

- We offer forbearance programs to our customers that allow the borrowers to have their mortgage payments forbear for the next 90-days, this means that they will not need to make a payment for the next 90-days if they don't have the ability to make their payments due to the current pandemic. They will not be charged any late fees during this time. Their loan will remain current and their credit bureau reporting will not be negatively impacted by going on this plan.
- We are also currently suspending Foreclosure Sales and Evictions

For additional information about our ongoing work to support customers, we invite you to visit [U.S. Bank's COVID-19 support site](#) for regular updates and the most current information.

Questions



HFA: Please reach out to your Client Sales Executive with any questions you may have.

