

Hardship Letter  
Account Number: \_\_\_\_\_

If you are experiencing a financial hardship and need help, you must complete and submit this form along with other required documentation to be considered for foreclosure prevention options. If you are no longer experiencing a hardship, and you have funds available to bring the account current, please call us for the total amount due.

You may complete and submit this form online by logging into your account at [www.spservicing.com](http://www.spservicing.com) and clicking the Request for Mortgage Assistance option. You may also upload the other required documents through the Submit Documents options.

The below questions must be answered in full for both the borrower and co-borrower if applicable. When you sign and date this form, you will make important certifications, representations, and agreements, including certifying that all of the information in this form is accurate and truthful.

**SECTION 1: BORROWER INFORMATION (REQUIRED)**

Please provide at least one phone number in the section below:

<b>BORROWER</b>
BORROWER NAME
PROPERTY ADDRESS
EMAIL ADDRESS
HOME PHONE NUMER WITH AREA CODE
CELL PHONE NUMBER WITH AREA CODE <input type="checkbox"/> By checking this box, I consent to being contacted at this cellular number
MAILING ADDRESS

<b>CO-BORROWER</b>
CO-BORROWER NAME
PROPERTY ADDRESS
EMAIL ADDRESS
HOME PHONE NUMER WITH AREA CODE
CELL PHONE NUMBER WITH AREA CODE <input type="checkbox"/> By checking this box, I consent to being contacted at this cellular number
MAILING ADDRESS

**SECTION 2: RESOLUTION PLAN (REQUIRED)**

**I want to: (Please check the option that applies)**

Keep the property– Retaining the property requires bringing the account current through one of several options. The account will be evaluated for all eligible options from the list below:  
*A modification* which includes adding the past due interest and other advances to the unpaid principal balance and adjusting the account terms and/or payment amount,  
*A payment deferral* which brings the account current by deferring the payment of past due principal and interest amounts until the account is paid off or matures,  
*A repayment plan* which brings the account current by adding a portion of the past due amount to the monthly payment for a period of up to 12 months, or  
*An unemployment forbearance plan* which requires monthly payments based on a percentage of the monthly benefit amount being received for a period of up to 6 months followed by either a reinstatement of the account or evaluation for other home retention options.

Sell the Property– Selling the property for less than the payoff amount is commonly referred to as a Short Sale. If you do not currently have an offer to purchase the property, you may be evaluated for a 60 day forbearance period in order to provide time to list the property and receive an offer.

Rent the Property– The property will be occupied by a tenant.

Negotiate the Payoff– Paying off the account, through a refinance or other funds, for less than the payoff amount due is commonly referred to as a Short Payoff.

Surrender the property– Relinquishing the property and signing the deed to the owner of the account is commonly referred to as a Deed-in-Lieu of Foreclosure.

**SECTION 3: HARDSHIP EXPLANATION**

**REQUIRED:** Explanation reason for default or imminent default including the details of the circumstances that lead to the default. Please include dates. (Continue on a separate sheet of paper if necessary. Please indicate "See Attached" in the space below if utilizing additional pages):

**SECTION 4: RENTAL INFORMATION**

This section must be completed if the property is a rental. If you are requesting assistance for multiple properties serviced by SPS, please complete a separate form for each property.

How many units are in the property?  1  2  3  4  5  6  7  8  9  10 +

How many units are being rented?  1  2  3  4  5  6  7  8  9  10 +

For the following questions, continue on a separate sheet of paper if the property has more than 10 units.

**What is the lease agreement amount for each unit:**

Unit 1 : \$ _____	Unit 2 : \$ _____	Unit 3 : \$ _____
Unit 4 : \$ _____	Unit 5 : \$ _____	Unit 6 : \$ _____
Unit 7 : \$ _____	Unit 8 : \$ _____	Unit 9 : \$ _____
Unit 10 : \$ _____		

**What is the amount of rent currently received from each tenant:**

Unit 1 : \$ _____	Unit 2 : \$ _____	Unit 3 : \$ _____
Unit 4 : \$ _____	Unit 5 : \$ _____	Unit 6 : \$ _____
Unit 7 : \$ _____	Unit 8 : \$ _____	Unit 9 : \$ _____
Unit 10 : \$ _____		

**Provide the amount of rent received from each tenant over the last six (6) months:**

**Unit 1:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 2:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 3:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 4:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 5:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 6:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 7:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 8:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 9:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Unit 10:**

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

Month/Year \$: \_\_\_\_\_  
Month/Year \$: \_\_\_\_\_

**Are there any anticipated changes to the amount of rent to be received in the future?** \_\_\_\_\_

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

**SECTION 5: ASSETS OF BORROWER AND CO-BORROWER (REQUIRED)**

This section must be completed with the details of the total of all assets for both the borrower and co-borrower on the account. Where "Other" is entered, please specify asset type.

Assets		Assets	
Checking Account(s)	\$	Checking Account(s)	\$
Checking Account(s)	\$	Checking Account(s)	\$
Savings Account (s)	\$	Savings Account (s)	\$
Money Market	\$	Money Market	\$
CDs	\$	CDs	\$
Stocks/Bonds	\$	Stocks/Bonds	\$
Other Cash on Hand	\$	Other Cash on Hand	\$
Value of all Real Estate except principal residence	\$	Value of all Real Estate except principal residence	\$
Other _____	\$	Other _____	\$
Other _____	\$	Other _____	\$
Other _____	\$	Other _____	\$
Other _____	\$	Other _____	\$
Other _____	\$	Other _____	\$
<b>Total Assets</b>	<b>\$</b>	<b>Total Assets</b>	<b>\$</b>

Please provide details regarding any losses or gains to assets since loan origination? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please provide detail regarding the status of any cash-out proceeds received from loan origination? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**SECTION 6: OTHER PROPERTIES OWNED**

You must provide information about all other mortgages or liens on the property and provide the lien holder/servicer name along with the lien amount.

<b>Lien or Mortgage #1</b>
Servicer Name: _____ Balance: \$ _____ Monthly Payment: \$ _____
<b>Lien or Mortgage #2</b>
Servicer Name: _____ Balance: \$ _____ Monthly Payment: \$ _____
<b>Lien or Mortgage #3</b>
Servicer Name: _____ Balance: \$ _____ Monthly Payment: \$ _____
<b>Lien or Mortgage #4</b>
Servicer Name: _____ Balance: \$ _____ Monthly Payment: \$ _____
<b>Lien or Mortgage #5</b>

Servicer Name: \_\_\_\_\_ Balance: \$ \_\_\_\_\_ Monthly Payment: \$ \_\_\_\_\_

**Lien or Mortgage #6**

Servicer Name: \_\_\_\_\_ Balance: \$ \_\_\_\_\_ Monthly Payment: \$ \_\_\_\_\_

**SECTION 7: Additional Information**

Empty box for additional information.

**SECTION 8: BORROWER AND CO-BORROWER ACKNOWLEDGEMENT AND AGREEMENT (REQUIRED)**

1. I certify that all of the information in this RMA is truthful and the hardship(s) identified above has/have contributed to submission of this request for mortgage assistance.
2. I understand and acknowledge that the Servicer, the owner or guarantor of my mortgage loan, or their respective agents may require me to provide additional supporting documentation.
3. I authorize and give permission to the Servicer, and their respective agents, to assemble and use a current consumer report on all borrowers obligated on the loan to investigate each borrower's eligibility for loss mitigation assistance and the accuracy of my statements and any documentation that I provide in connection with my request for assistance. I understand that these consumer reports may include, without limitation, a credit report, and be assembled and used at any point during the application process to assess each borrower's eligibility thereafter.
4. I certify that any property for which I am requesting assistance is a habitable residential property that is not subject to a condemnation.
5. I certify that I am willing to provide all requested documents and to respond to all Servicer communications in a timely manner. I understand that time is of the essence.
6. I understand that the Servicer will use the information I provide to evaluate my eligibility for available relief options and foreclosure alternatives, but 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.
7. I understand that my Servicer will collect and record personal information that I submit in this RMA and during the evaluation process, including, but not limited to, my name, address, telephone number, social security number, credit score, income, payment history, and information about my account balances and activity.
8. I consent to being contacted concerning this request for mortgage assistance at any cellular or mobile telephone number I have provided to the Servicer. This includes text messages and telephone calls to my cellular or mobile telephone.
9. I understand that there may be tax implications for some assistance programs; and if approved for an assistance program, I will consult a tax advisor if I have questions about how completing the program may impact my taxable income.
10. I understand that my account will be reported to the credit reporting agencies to reflect any accepted and completed assistance program.
11. If I, or someone on my behalf, have submitted a Fair Debt Collection Practices Act cease and desist notice to my Servicer, I withdraw that notice and understand that the servicer must contact me throughout the mortgage assistance process.
12. I consent to being contacted about this request for mortgage assistance at any email address I have provided.

The undersigned certifies under penalty of perjury that all statements in this document are true and correct.

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

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date

*If you have questions about this document please call your servicer.*

*If you need financial counseling, you can call the Homeowner's HOPE™ Hotline at 1-888-995-HOPE (4673).*

*The Hotline offers free HUD certified counseling services in English and Spanish.*



**NOTICE TO BORROWERS**

**Beware of Foreclosure Rescue Scams. Help is FREE!**

- There is never a fee to get assistance or information about Foreclosure Prevention Programs from your lender.
- Beware of any person or organization that asks you to pay a fee in exchange for housing counseling services or modification of a delinquent account.
- Beware of anyone who says they can "save" your home if you sign or transfer over the deed to your house. Do not sign over the deed to your property to any organization or individual unless you are working directly with your mortgage company to forgive your debt.
- Never make your mortgage payments to anyone other than your mortgage company without their approval.