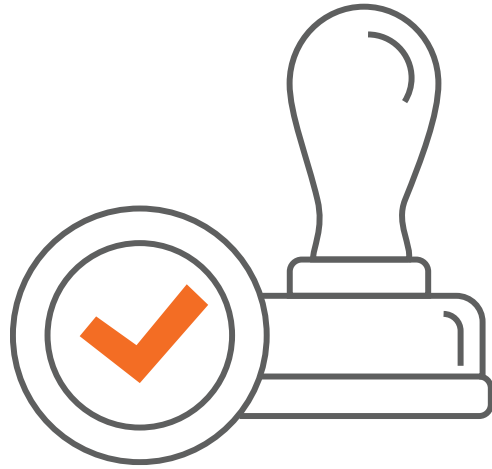




CalHFA HRC

Mortgage Relief Program Update

Rebecca Franklin



Approved Dec 17th



Launched Dec 27th

- 3rd State

Current Progress 3 weeks data – as of 1/16



3,600 Applications
Submitted



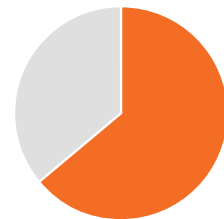
60 Applications
Approved



47 Servicers
Signed Up



72,000 Unique
Website Visitors



64%

of approved are socially
disadvantaged
Californians



CA Mortgage Relief Website



HOME ABOUT HELP WHO IS ELIGIBLE **AVOID SCAMS**

APPLY NOW →

ENGLISH ESPAÑOL TIẾNG VIỆT 한국어 簡体中文 TAGALOG

California Mortgage Relief Program

Falling behind on your housing payments? You're not alone. Help is here for California homeowners.

To find out if you might meet income requirements, enter your information below.

County

People in Household

Go

If an applicant's household income is at or below this amount, you may be eligible for the California Mortgage Relief Program

AMI Calculator

Mortgage Servicers

Participating Mortgage Servicers

Below is a list of mortgage servicers participating in the California Mortgage Relief Program. Program guidelines dictate that funding for approved applications goes directly to the mortgage servicer. In order for an application to be processed, a homeowner's servicer must be participating in the program.

If your servicer is not listed, please reach out to them and request that they sign up to participate in the program.

- | | |
|---|---|
| Arvest Central Mortgage Company | Member First Mortgage LLC |
| Broker Solutions / New American Funding | Meriwest Mortgage |
| Caliber Home Loans | Mid America Mortgage |
| California Housing Finance Agency | Mr. Cooper / Nationstar |
| Carrington Mortgage Services LLC | Nations Direct Mortgage, LLC |
| Castle & Cooke Mortgage LLC | Northpointe Bank |
| Cathay Bank | Pennymac Loan Services LLC |
| Data Mortgage Inc. / Essex Mortgage | Provident Funding Associates LP |
| Farmers and Merchants Bank | Rocket Mortgage LLC / Quicken Loans |
| Fifth Third Bank | Royal Business Bank |
| Flagstar Bank | Safe Credit Union |
| Freedom Mortgage Corporation | Select Portfolio Servicing |
| Fremont Bank | Selene Finance LP |
| Gateway First Bank | ServiceMac LLC |
| Greater Nevada Mortgage | Servis One / BSI Financial Services |
| Guild Mortgage Company LLC | Siwell INC / Capital Mortgage Services of Texas |
| Kings Mortgage Services INC | SN Servicing Corp |
| Lakeview Loan Servicing LLC | Specialized Loan Servicing LLC / Computer Share |
| LendUS LLC | Statebridge Company LLC |
| LoanCare LLC | The Money Source Inc. |
| LoanDepot.com LLC | Towne Mortgage Company |
| Luther Burbank Savings | Travis Credit Union |
| M & T Bank | Wells Fargo Bank |
| Mason McDuffie Mortgage Corporation | |



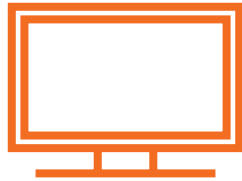
Outreach



In contract with
CBO Intermediary



HCA trainings
January – twice a week



News coverage

- **33** print/online articles
(English, Spanish, Chinese, Vietnamese)
- **30** television clips
(English, Spanish)
- **20** radio clips



#getcaughtup

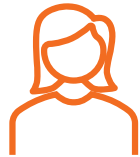
Social Media

- **141,000** Tweet impressions
- **417,814** reached on Facebook
- **529,547** social media ad impressions
(only one week)

What applicants are saying:



"This program gave me hope and for first time in a while since COVID I feel like everything will be ok and we are not going to be homeless!!! Thank you tremendously to everyone involved with our file who helped us!!! Forever grateful!!!!"



"Personnel most patient, helpful, willing to help seniors with minimal computer skills. I required lots of help and phone calls... job done! Kudos to staff!"



"The application is drafted amazingly good and easy and also it's not complicated at all. Thank you for the wonderful work."



CAMORTGAGERELIEF.ORG

Questions