

Florida Hardest-Hit Fund Principal Reduction (HHF-PR) Advisor Procedures Manual



Florida Housing Finance Corporation
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Principal Reduction Program (PR)

Population to be served:

Severely underwater, low-to-moderate income homeowners who have been consistently “current” on their mortgage payments. Hardest Hit Funds PR funds will be used to reduce the amount of their outstanding principal loan balance to an amount as close to 100% LTV as possible. The program will assist borrowers that are current, that had no 60-day late payments within two years of the application date and that has a current loan-to-value that exceeds 125%.

Use of funds:

Loan funds are to be used to help reduce the loan-to-value to an amount not less than 100%.

Assistance Will Be Provided in the Form of a Loan

A maximum of \$50,000 is available to eligible homeowners. If the homeowner has been previously funded by HHF UMAP/MLRP or MLRP-only, the maximum assistance for all HHF funds (PR, UMAP and MLRP combined) cannot exceed \$50,000.

The funds are used to reduce the outstanding principal loan balance to an amount as close to 100% LTV as possible and will be disbursed by Florida Housing directly to the loan servicer on behalf of the homeowner.

The funds will be in the form of a 0% interest, non-recourse, and deferred-payment forgivable loan which will subordinate to current mortgages.

The loan will be forgiven over a 5 year period with each 20% forgiveness occurring months 12, 24, 36, 48 and 60 from the date the closing documents were executed. The terms may be different if the current first mortgage is a FHA, VA or RD loan.

The loan must be paid back if the home is sold or refinanced prior to the maturity date. Florida Housing will agree to subordinate the PR Loan for homeowners who refinance their first mortgage to receive more favorable loan terms. If a homeowner refinances their loan to consolidate debt or receives cash out, the homeowner would be required to repay the PR Loan according to the loan terms.

Eligibility Determination

If the HHF Advisor believes that the homeowner may be eligible for the Principal Reduction Program, the Advisor will be required to verify that all information entered into

CounselorDirect, by the homeowner, is accurate. The Advisor will be required to gather and assemble the following information, if applicable to the homeowner's specific situation, which will be used to make eligibility determinations:

The eligibility determinations can be broken down into three separate areas. There are specific criteria related to the homeowner, the property and the mortgage.

Unless otherwise noted, all documentation used to determine eligibility must be uploaded into the CounselorDirect system. Each document type must be uploaded separately and named according to the Documentation Checklist.

Eligibility Determination – Homeowner

1. Is the client a Legal US resident/Legal Alien?
 - a. The Advisor will need to confirm legal residency status of a homeowner requesting assistance. Appropriate documentation includes a social security card or an INS green card. A copy of the document does not need to be uploaded into the CounselorDirect System.
2. Is the client a Florida resident?
 - a. The Advisor will need to confirm identity and residency status of a homeowner requesting assistance. Confirm homeowner identity using photo identification from a government agency (e.g. Florida Driver's License or Photo Identification Card) or employer (e.g. Employee Identification Card). A copy of the document does not need to be uploaded into the CounselorDirect System.
3. Does the client occupy the property as their primary residence?
 - a. Proof of Homestead will suffice to ensure the property is the primary residence.
 - b. If Homestead documentation unavailable, an application for Homestead, a Driver's License with the property address listed plus three months of utility bills in the name of the borrower or co-borrower may be used for primary residence verification.
4. Is the total household income below 140% AMI adjusted for household size?
 - a. Income from the borrower, co-borrower, borrower's spouse, and other adult household members must be included in the calculation of total household income. The unearned income (e.g. Social Security) of minor children will be counted in the calculation of total household income. The earned income of

all minor household members is excluded from total household income. If there is a co-borrower that is not residing in the home currently their income will also need to be included.

- i. Income documentation for a homeowner who receives a salary or wage:
 1. Copies the last 60 days of paystubs.
- ii. Income documentation for unemployed homeowners:
 1. Copy of the unemployment determination.
 2. Copy of monthly benefit statement.
 3. Copy of bank statement indicating deposits from unemployment division.
- iii. Income documentation for homeowners who are self-employed:
 1. Current profit and loss statement prepared by an independent third party.
 2. Two months of personal and business bank statements.
 3. Last two years federal income tax filings, including IRS Form 1040, Schedule C.
 - a. If the homeowner has not filed taxes, they will be required to prior to being eligible for participation.
- iv. Income documentation for a homeowner who receives social security, disability or death benefits, pension, adoption assistance, public assistance, or unemployment;
 1. Obtain a copy of benefits statement or letter from the provider that states the net amount, frequency, and duration of the benefit, and two most recent bank statements showing receipt of such payment.
 2. Unemployment can be confirmed with a homeowner's last two unemployment compensation benefit pay stubs, 1099s, or a notice of determination.
- v. Income documentation for homeowner receiving alimony or child support;
 1. Obtain copy of divorce or other court decree, or separation agreement, or other written agreement filed with the court that states the amount and period of time over which it will be received, or two most recent bank statements showing receipt of such payment, or documentation from a child support enforcement agency or other administrator.

- vi. Income documentation for odd jobs performed by the homeowner outside of salary or wage employment:
 - 1. Copies of checks, most recent two bank statements with deposits highlighted and a statement from the homeowner describing source of deposits and frequency of payments.

- vii. Examples of other income and required documentation include:
 - 1. Regular, scheduled, periodic payments from trusts, annuities, inheritance, insurance policies, pensions, retirement funds, and lotteries. Copy of statement supplied from the source of the income, copies of checks or two most recent bank statements showing receipt of such payment.
 - 2. All public assistance payments in lieu of earnings, including social security, unemployment benefits, workers compensation, severance pay, disability or death benefits, excluding Veteran's Administration educational benefits, and Medicaid. (Food stamps are excluded in the calculation of household income.) Copy of statement supplied from the source of the income, copies of checks or two most recent bank statements showing receipt of such payment.
 - 3. Income from partnerships. Copy of statement supplied from the source of the income, copies of checks or two most recent bank statements showing receipt of such payment.
 - 4. Undisbursed profits from business owned by homeowner(s) in whole or in part. If part owner, include the homeowner's pro rata share of undisbursed profits.
 - 5. Regular cash contributions received from persons not living in household. Copies of the most recent two bank statements; and a statement from the homeowners will need to accompany this calculation describing the nature of the income.
 - 6. The amount, if any, by which educational grants, scholarships, and/or Veterans Administration educational benefits exceed expenses for tuition, fees, books, and equipment (for all students) and reasonable rent and utility costs for a student living away from home. Copy of statement supplied from the source of the income, copies of checks or two most recent bank statements showing receipt of such payment.
 - 7. Rental income from other property owned by the homeowner. Copy of the current rent or lease agreement.
 - 8. Recurring Investment Gain Income. Does not pertain to gains on one time sales or gains from the sale of the homeowner's prior residence. Copy of statement supplied from the source

of the income, copies of checks or two most recent bank statements showing receipt of such payments.

- b. Annualizing income:
 - i. To compute the income from a salary or wage:
 - 1. Add together the gross pay from each pay stub supplied; divide this total by the number of pay stubs and then multiply by the number of pay periods within a year (i.e. if paid biweekly multiply by 26, if paid bimonthly, multiply by 24).
 - 2. For seasonal employees or those working for commission take the year to date gross amount; divide by the number of pay periods the homeowner has been paid; and multiply by the number of pay periods within a year.
 - ii. To compute the income for unemployed homeowners
 - 1. Multiply the benefit amounts by 26.
 - iii. To compute the income for self-employed homeowners (who do not pay themselves a salary)
 - 1. Take the net income from profit and loss statement; divide it by the number of months included in the statement; and multiply by 12.
 - iv. To compute annual income from social security, disability or death benefits, pension, adoption assistance, public assistance, or unemployment
 - 1. Multiply the gross amount paid monthly by 12.
 - v. To compute the annual income from child support or alimony;
 - 1. If homeowner is receiving court ordered amount multiply the amount received by the number of payment periods in the year.
 - 2. If the homeowner is not receiving the court ordered amount; provide documentation (bank statements, checks, and/or statement from homeowner) indicating amount being paid and annualize based upon the amount and frequency of payments.
 - 3. If payments are not made on a consistent basis do not include in income calculation.
 - vi. To compute annual income for odd jobs and other type of income sources;

1. Take the average amount received over the 60 day period and multiply by 12.
 2. Income from assets is computed by taking the average balance from the most recent two statements and multiplying by the interest rate currently being applied.
- vii. To compute rental income
 1. Use the most recent income tax returns to document income from a rental property that is being reported to the IRS. If the homeowner is renting a room of the home use 100% as rental income.
5. Does the homeowner have a bankruptcy that has not been discharged or dismissed?
 - a. If the homeowner has declared bankruptcy, a copy of the proof of discharge or dismissal must be provided.
 - b. If the homeowner files bankruptcy during participation in the program, the homeowner will be deemed ineligible and participation terminated.
6. Has the client been convicted of a mortgage related felony in the last 10 years?
 - a. The homeowner will certify their compliance with this regulation via the Dodd/Frank Certification.

Eligibility Determination – Property

1. Is the property located in Florida?
 - a. The homeowner will supply a copy of the recorded mortgage and a copy of the deed. The Advisor will verify these two documents are for the same property and that the property is located in Florida.
2. Does the property qualify (single family, townhouse, condo, 1 to 4 family home where owner occupies one unit and a manufactured or mobile home on foundation permanently affixed to real estate owned by the mortgagor)?
 - a. Review the recorded mortgage for any pertinent riders to assist in determining eligibility.
 - a. If the homeowner resides in a 1 to 4 family home, are the other units rented and is the income from these units included in the income calculation?

3. Did the date of the original purchase of the property occur before January 1, 2010?
 - a. Review current first mortgage, if originated prior to 1/1/2010, the requirement has been met; or
 - b. Review the deed when the homeowners took title; or
 - c. Review the tax roll or property appraiser's website to verify the purchase date.

4. Is the property abandoned, vacant or condemned?
 - a. Verify the response given in CounselorDirect with the homeowner.

 - b. Florida Housing may receive further information regarding the condition of the property when exchanging data with the homeowner's mortgage servicer.

Eligibility Determination – Mortgage

1. Is the client's mortgage with a regulated financial institution, Habitat for Humanity or USDA or other servicing entity that is a regulated institution?
 - a. Review recorded mortgage to verify that the loan was originated with a qualifying entity. No seller financing is allowed. If the loan has been sold, review the assignment of mortgage. The assignment of mortgages will need to be uploaded.

2. Is the current outstanding balance of the first mortgage \$350,000 or less?
 - a. Review the recorded mortgage. If original principal amount was \$350,000 or less then the criteria has been met.
 - b. If the original principal amount was more than \$350,000, review the current mortgage statement for the outstanding amount.
 - c. Florida Housing may receive further information regarding the outstanding principal balance when exchanging data with the homeowner's mortgage servicer.

3. Is the LTV 125% or greater?
 - a. Built into the PR CounselorDirect portal will be an area where the advisor can request the current valuation of the homeowner's property. This valuation is provided by CoreLogic and is the only approved automated valuation for the PR Program.

- b. Divide the Unpaid Principal Balance amount from the current mortgage statement by the value retrieved from CoreLogic. This ratio must be 125% or greater.
4. Is the current pending litigation on the property/mortgage?
- a. Verify the response given in CounselorDirect with the homeowner. If foreclosure has been initiated on the property, have the homeowner supply the documentation received from their mortgage servicer and the attorney handling the foreclosure.
 - i. The first mortgage should not be in foreclosure as the requirement for eligibility is that the homeowner is current (no 60-day late payments in the last two years).
 - ii. The homeowner will be ineligible for the program if any subordinate lender (other than the first mortgage lender) or other entity including Home Owners Associations has initiated a foreclosure claim on the property.
 - b. Florida Housing may receive further information regarding any litigation on the property when exchanging data with the homeowner's mortgage servicer.

Criteria Evaluated by Florida Housing Finance Corporation but the Advisor must be able to communicate these requirements and the possible outcomes to the homeowner:

1. Is the current first mortgage eligible for a recast?
- a. Review the current first mortgage to verify the loan product financed under. This can be done by using the Fannie Mae and Freddie Mac look up tools or there could be footer on the mortgage document that will indicate the loan type.
 - i. Fannie Mae and Freddie Mac have given guidance that borrowers with loans that are current are eligible for recast.
 - ii. FHA, VA, and RD loans will not be eligible for recast but may be provided an exception.
 - iii. Portfolio loans or loans held in private label securities may or may not be eligible for recast. For these loans, it will be up to the servicer to indicate if they can receive PR for the borrower.
2. Is the homeowner current on their first mortgage?
- a. Review the current first mortgage statement to verify that they are not past due.

- i. FHFC will pull a modified credit report (only mortgage history data will be given at this time) once the application reaches underwriting to determine if the homeowner has not had one 60-day late mortgage payment reported within the last 24 months.

Other Considerations – These items are not used for determination purposes.

1. All documents must be uploaded into Counselor Direct in the proper format and using the naming convention. All naming conventions start with the last name of the client, the first initial and the proper convention. The types of documents to be scanned and uploaded together and saved using the naming convention are:
 - a. Intake Application (INTAKE APPLICATION MMDDYYYY)
 - i. Intake Application: HHF Intake Form and Financial Worksheet
 - ii. Homeowner Acknowledgement
 - iii. Advisor Contract
 - b. Authorization to Release Information (ATRI MMDDYYYY)
 - c. Supporting Documentation (ELIGIBILITY DOCS MMDDYYYY)
 - i. Eligibility Checklist (both pages)
 - ii. Eligibility Computation Form
 - d. Property (PROPERTY DOCS MMDDYYYY)
 - i. Deed
 - ii. Recorded Mortgage (for first mortgage)
 - iii. Proof of Homestead
 - e. Mortgage (MORTGAGE DOCS MMDDYYYY)
 - i. Recent Mortgage Statement
 - f. Income (INCOME MMDDYYYY)
 - i. Pay Stubs (last 60 days)
 - ii. Self-Employed / Decreased Income
 1. Last two years tax returns (W-2 or 1099)
 2. Year-to-date Profit and Loss (prepared by a third party)
 - iii. Unemployed: Copy of unemployment determination
 - iv. Other Income Sources: SSI, Child Support, Pensions
 - g. Bank Statements (BANKSTATEMENT MMDDYYYY)

- i. Last two months Bank Statements (Personal and businesses, if applicable)
 - ii. Letter of explanation (LOX) for all deposits over \$100 that do not tie to an income source

- h. Misc:
 - i. Proof of Bankruptcy Discharge (BANKRUPTCY MMDDYYYY)
 - ii. Ineligible Letter (INELIGIBLE MMDDYYYY)
 - iii. Divorce Decree w/Settlement Agreement (DIVORCE DECREE MMDDYYYY)

Eligible Applications

Once the Advisor determines that the homeowner has met all eligibility criteria, the file should be submitted to their Agency Administrator. Each Agency will be required to have an active Administrator. The Administrators will be responsible for final review of the client's file prior to submission to Florida Housing.

Only files that have been cleared of all CounselorDirect system Fails will be eligible for submission to Florida Housing. Underwriters at Florida Housing, or underwriters under contract with Florida Housing, will review all information supplied in the CounselorDirect system. If the file is incomplete, or the underwriter has questions regarding the submitted file, the underwriter will contact the Advising agency for additional follow-up. Florida Housing will obtain verification that the borrower has been current for the last two years during the FHFC review.

Once Florida Housing has determined the file to be complete and the homeowner is eligible for the program, Florida Housing will send the homeowner's information to their servicer. The servicer has a right to determine if they will accept the PR payment on behalf of the homeowner.

If the servicer agrees to accept payment on behalf of the homeowner, Florida Housing will make available an approval letter with the PR payment that will be made to the servicer, populate the HHF Mortgage and Note with the homeowner specific information and make the closing documents available to the Advisor Agency. The Advisor should verify that all the information in the closing documents is correct, including: date, borrower and co-borrower name, address, first mortgage date, first mortgage lender name, amount of first mortgage loan, and first mortgage recording information.

The Advisor Agency is required to schedule the closing and facilitate the signing of the Mortgage and Note. A notary will be required at each closing. The closing documents will

need to be signed by two witnesses that are not the borrower or co-borrower. Once the closing documents are fully executed and correct, the Advisor Agency will overnight the closing documents to Florida Housing using the FedEx labels supplied by Florida Housing.

The Advisor Agency will need to instruct the homeowner to continue all mortgage payment to keep their account current until after the process with the servicer.

Ineligible Applications

If a homeowner has not met one or more of the established program criteria, they will be determined ineligible for the program. A standard letter has been created for Advisors to use when notifying a homeowner who is not eligible for the program. This is required to be mailed or e-mailed (if the primary communication with the homeowner was through e-mail) to the homeowner and a copy needs to be uploaded into the CounselorDirect system.

If the homeowner has been deemed ineligible based upon the calculated LTV is below 125% and the homeowner does not agree with that determination (the actual valuation provided by CoreLogic), they have the ability to engage and pay (out of the homeowner's pocket) for a Florida Certified Residential Appraiser to provide a complete Appraisal of the property to their advisor for a re-calculation of their LTV.

A homeowner has the right to appeal the Advisor's determination. Each Advisor agency should establish a method for addressing the initial appeal by the homeowner. This method may include the Senior Advisor reviewing the file or establishing a committee within the agency to review initial appeals. If the second review method concurs with the initial eligibility determination, a second letter has been provided by Florida Housing. This second Ineligible Determination letter gives the homeowner a chance to appeal the determination to the Florida Housing Coalition. The second Ineligible Determination letter must also be uploaded into CounselorDirect.

Declined Applications

If a homeowner is declined by the servicer or Florida Housing, the Advisor will need to notify the homeowner of their servicer's decision to not accept the PR funds.



Florida Housing Finance Corporation
USER MANUAL
Counselor Handbook
V1.0.1
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Overview

This user manual provides an in-depth overview of the operation of the CounselorDirect Principal Reduction and Hardest Hit Fund (HHF) solution for Florida Housing Finance Corporation. This document is designed to provide Advisors with a strong working knowledge of both the front- and back-end systems.

The front-end system is primarily designed to automate the homeowner intake process and is mostly used by the homeowner. The information provided on the front-end is intended to give the Advisor an understanding of the data that is being collected, the general flow of the system and final packing and instructions.

The back-end system provides a host of tools for both the Advisor and their assigned administrators. The pages that follow provide a detailed description of the primary back-end functions and tools.



The screenshot shows the website interface for the Principal Reduction Florida Hardest-Hit Fund. At the top, there is a navigation bar with links: HOME, START NOW, FREQUENTLY ASKED QUESTIONS, HHF-PR FACTS, HELPFUL LINKS, REPORT FRAUD, EN ESPANOL, and CONTACT US. A 'Login' link is also present in the top right corner.

The main content area features a large heading: **PRINCIPAL REDUCTION** FLORIDA HARDEST-HIT FUND. Below this, there is a 'Thank you for using the official Florida Hardest-Hit Fund Principal Reduction (HHF-PR) Website!' message. A 'START NOW!' button is prominently displayed on the right side of the page.

The text on the page includes:

- Attention:** If you are currently unemployed or underemployed, or recovering from unemployment/underemployment and would like to apply for Florida HHF Unemployment Mortgage Assistance Program (UMAP) or Mortgage Loan Reinstatement Program (MLRP) assistance, you will need to visit www.FLHardestHitHelp.org to submit an application.
- The federal government has allocated funding to assist Florida homeowners who owe more on their home than its current market value, commonly referred to as the home being "underwater." The Florida Hardest-Hit Fund Principal Reduction (HHF-PR) program will provide up to \$50,000 to a qualified homeowner(s) to help reduce the principal balance of the first mortgage. This is done to help effectuate a recast or modification of the mortgage to lower the monthly payment, and better reflect the market value of the home. The program is available in all 67 counties in the State.
- Eligibility requirements include, but are not limited to, the following:
 - Must be a Florida resident and a legal US resident/legal alien;
 - Must occupy property as primary residence;
 - Must be current on the monthly mortgage payment (cannot be 60 or more days late on the first mortgage within the past 24 months);
 - First mortgage must have been originated prior to January 1, 2010 (homeowners who have recently refinanced under the Home Affordable Refinance Program, or HARP, are not excluded as long as the original mortgage on the home was originated prior to January 1, 2010);
 - Must have an unpaid principal balance (UPB) that does not exceed \$350,000 for the first mortgage;
 - Loan-to-value for the first mortgage must be greater than 125% and
 - Total household income (including all persons living in the home age 18 years and older) must be less than 140% of the area median income (AMI) as provided by the US Department of Housing and Urban Development (HUD).
- After reviewing this information, if you determine that your situation does not meet all of the eligibility criteria for participation in the HHF-PR program, you may qualify for Florida HHF Unemployment Mortgage Assistance Program (UMAP) or Mortgage Loan Reinstatement Program (MLRP) assistance. To review program eligibility criteria and/or to submit an application, you will need to visit www.FLHardestHitHelp.org.
- Click [here](#) to download the HHF-PR "Frequently Asked Questions" document, which contains the complete list of Florida HHF-PR eligibility requirements and program benefits.

IMPORTANT PROGRAM ANNOUNCEMENTS!

- Please be aware that www.PrincipalReductionFLHHF.org is the **OFFICIAL** website for Florida Hardest-Hit Fund Principal Reduction (HHF-PR) program information and to apply for assistance. We strongly encourage you to **verify** that the website you are using is, in fact, the **official Florida HHF-PR** website **BEFORE** you provide your personal information. If you are concerned that you have used a website that is suspicious, contact the HHF Information Line toll-free at 1-(877) 863-5244 to verify the website address.

Application for the Florida HHF-PR program is FREE-OF-CHARGE and you will not be asked to pay for any eligibility determination services in conjunction with applying for the Florida HHF.

On the right side of the page, there is a vertical stack of images: a family of four, a suburban house, a man and a woman shaking hands, and a house with an American flag. Below these images is a 'PRINCIPAL REDUCTION FLORIDA HARDEST-HIT FUND' logo.

Homeowner Intake

Member Home Section

The member home section is the starting point of the homeowner intake process. Homeowners that have created an account can begin the intake process by completing steps one through four of the application. Each step is focused on a specific area of information – Borrower, Contact, Property and Lender info.

At the completion of each step, homeowners can save their information and either proceed to the next step or return to the member area where they can complete the application at a later time.

Thank you for creating a profile. Next, we'll ask you a series of questions about you, your home, your lending situation and your employment status, so we can determine the best way to help you. Then the system will connect you with a housing advising agency, and a housing advisor will work with you to determine your next steps. The more information you share with us, the faster and more accurately we can serve you.

If necessary, you may save and exit your application and return later to complete it. This is helpful if you need time to locate documents or other specific details. Simply click "Edit" to add or change information in each step of the application.

■ Step 1: Borrower Info	✘	Incomplete	Edit
■ Step 2: Property Info	✘	Incomplete	Edit
■ Step 3: Lender Info	✘	Incomplete	Edit
■ Step 4: Financial Worksheet	✘	Incomplete	Edit
■ Step 5: Print Application	✘	Incomplete	Edit

Your Information is Safe and Secure!

We realize you are sharing very personal information with us. Please be aware that information shared on this site is confidential and will only be shared with the housing advising agency that is assigned to you and other entities as required.

These details allow us to determine more quickly the best solution for your situation.

Assign Agency

***Steps 1-5 of the homeowner intake process are detailed below.**

Step 1: Borrower Info

The borrower section captures basic demographic and employment information for the borrower and co-borrower, if applicable. The system was designed with a number of radio buttons and drop-down menus to support the efficient collection and capture of homeowner data.

Step 1: Borrower Info

Please tell us about yourself, your employment status and mortgage situation.

If you are having difficulties with Step 1 of the Application return to the Member Homepage and click the "Assign Me Now" button to be assigned to an HHF-PR Advisor. Once you have been assigned to a HHF-PR Advisor they can help you to complete the application.

* = Required

First Name: *
 Middle Initial:
 Last Name: *
 Suffix: *
 Social Security Number: * 111-22-3333
 Date of Birth: * MM/DD/YYYY
 Place of Birth: *
 Are you a US Citizen or Legal Alien?: *
 Are You Hispanic?: *
 Race: *
 Other:
 Marital Status: *
 Head of Household: *
 Gender: *
 Employer Name: * If Unemployed, enter Unemployed
 Self Employed? Yes No *
 Is There a Co-Borrower? Yes No *
 Total Co-Applicants: *
 Co-Borrower First Name: *
 Co-Borrower Last Name: *
 Co-Suffix: *
 Co-Borrower Phone Number: *
 Co-Borrower Alt Phone Number:
 Co-Borrower Relationship: *
 Other:
 Co-Borrower SSN: *
 Co-Borrower Date of Birth: * MM/DD/YYYY
 Co-Borrower Place of Birth: *
 Is the Co-Borrower a US Citizen or Legal Alien?: *
 Is the Co-Borrower Hispanic?: *
 Co-Borrower Race: *
 Other:
 Co-Borrower Gender: *
 Co-Borrower Employer: * If Unemployed, enter Unemployed
 Co-Borrower Self Employed? Yes No *
 Are You Current on Your Mortgage? Yes No *
 Have you been more than 60 days late on your mortgage within the last two years? Yes No *
 Have you filed for Bankruptcy? Yes No *
 Bankruptcy Discharge Date:
 Has your loan been refinanced in the last 3 years?: *
 Has your loan been modified in the past 3 years?: *
 If you have applied for Mortgage Payment Assistance, or Reinstatement Assistance from the Florida Hardest Hit Programs, and you are currently working with an Advisor Agency, please enter the name of that agency:
 How did you hear about us?: *
 Primary Phone Number: *
 Secondary Phone Number:
 Best Time for Advisor to Call: *
 Household Type: *
 Number of Members in House: *
 Number of Dependents: *
 Age of Dependent 1: *
 Age of Dependent 2: *

Step 2: Property Info

The property section captures detailed information about the property location, assessed value and occupancy status.

Step 2: Property Information

This information helps us determine if your property is eligible for Florida Hardest Hit Fund Principal Reduction assistance.

If you are having difficulties with Step 2 of the Application [return to the Member Homepage](#) and click the "Assign Me Now" button to be assigned to an HHF-PR Advisor. Once you have been assigned to an HHF-PR Advisor they can help you to complete the application.

Security tip:

It's alright to save, leave and log back on later.

If you need to return at a later time after you've gathered necessary information, simply click "Save and Return to Home" below. You can also leave the application incomplete and wait for a HHF-PR Advisor to contact you to capture this information, but that may require a longer wait. The more information you complete, the faster you may receive assistance.

* = Required

Property Address:	<input type="text" value="15992 loadthirteen Street"/>	*
City:	<input type="text" value="Miami"/>	*
State:	<input type="text" value="Florida"/>	*
Postal Code:	<input type="text" value="33185"/>	*
Purchase Price:	<input type="text" value="\$ 300,000"/>	* Look Up Your Assessed Property Value
Owner Occupied?	<input type="text" value="Owner Occupied"/>	*
Occupancy Type:	<input type="text" value="Primary"/>	*
Property Type:	<input type="text" value="1 Unit (Single Family Residence)"/>	*
Mailing Address: (if different from property address)	<input type="text"/>	
City:	<input type="text"/>	
State:	<input type="text" value="- Select a State -"/>	
Postal Code:	<input type="text"/>	

Step 3: Lender Info

The lender section collects loan level information for the first lien.

Step 3: Lender Information

This information helps us determine if your mortgage is eligible for Florida Hardest Hit Fund Principal Reduction assistance.

If you are having difficulties with Step 3 of the Application [return to the Member Homepage](#) and click the "Assign Me Now" button to be assigned to an HHF-PR Advisor. Once you have been assigned to an HHF-PR Advisor they can help you to complete the application.

It's alright to save, leave and log back on later.

If you need to return at a later time after you've gathered necessary information, simply click "Save and Return to Home" below. You can also leave the application incomplete and wait for a HHF-PR Advisor to contact you to capture this information, but that may require a longer wait. The more information you complete, the faster you may receive assistance.

* = Required

Lender Name 1:	<input type="text" value="121 Financial Credit Union"/>	*
Account Number:	<input type="text" value="1000015991"/>	*
Unpaid Balance:	<input type="text" value="275,000.00"/>	*
Monthly Payment:	<input type="text" value="1,800.00"/>	*
Date 1st Mortgage was closed (signed):	<input type="text" value="1/1/2007"/>	*
Do you have other liens on your property, which are in foreclosure? (including HOA Fees)	<input type="radio"/> Yes <input checked="" type="radio"/> No	*
Have you used the Home Affordable Refinance Program (HARP) to refinance your mortgage?	<input type="radio"/> Yes <input checked="" type="radio"/> No	*
<input type="button" value="Save and Proceed to Next Step"/>		<input type="button" value="Save and Return to Home"/>

Step 4: Financial Worksheet

The financial worksheet captures all of the homeowner's income and expense information. The system also identifies eligibility for the Florida Housing Finance Corporation.

Step 4: Financial Worksheet

This worksheet gives us an understanding of your expenses and the cash you have available for future mortgage payments. We realize this information is very personal and that you may be reluctant to share it. It's important to know that you're not alone – with the recent economic downturn, many people have struggled to balance income with expenses. Please complete this worksheet as honestly as possible. The more detail you share, the more effectively your housing advisor can help you.

If you are having difficulties with Step 4 of the Application [return to the Member Homepage](#) and click the "Assign Me Now" button to be assigned to an Advisor. Once you have been assigned to an Advisor they can help you to complete the application.

Need help calculating income?

INCOME			
Which Loan:	1000015991		
Pre-Hardship Income:	\$ <input type="text" value="2,709.00"/>		
	Monthly Gross	Monthly Net	Sources
Borrower:	\$ <input type="text" value="1,174.00"/>	\$ <input type="text" value="1,000.00"/>	<input type="text" value="Retirement"/>
Co-Borrower:	\$ <input type="text" value="1,284.00"/>	\$ <input type="text" value="1,000.00"/>	<input type="text" value="Social Security/ Disability"/>
Other Income 1:	\$ <input type="text" value="251.00"/>	\$ <input type="text" value="150.00"/>	<input type="text" value="Annuity Income/ Investment"/>
Other Income 2:	\$ <input type="text"/>	\$ <input type="text"/>	<input type="text" value="- Select a Option -"/>
Other Income 3:	\$ <input type="text"/>	\$ <input type="text"/>	<input type="text" value="- Select a Option -"/>

SUMMARY

Total Monthly Income: \$2,709.00

Total Annual Income: \$32,508.00

Save and Proceed to Next Step

Save and Return to Home

Step 5: Print Application

The final steps and checklist walk the homeowner through a final review of their application and inform them about the additional documentation that will be required to support their application.

Download Your Mortgage Assistance Package

Thank you for completing this documentation. You have a few choices at this point. You can:

1. Download and print this information, gather your other documentation (pay stubs, etc.) and prepare it for your meeting with a housing advisor.

Please note: You must list your loan number on the top right hand corner of each and every page of any required documents you send!

2. Download and print this information, gather your other documents (pay stubs, etc) and fax or scan and email to your housing HHF-PR advisor for review.

If you are having difficulties completing the Application [return to the Member Homepage](#) and click the "Assign Me Now" button to be assigned to an HHF-PR Advisor. Once you have been assigned to an HHF-PR Advisor they can help you to complete the application.

Loan: 1000015991

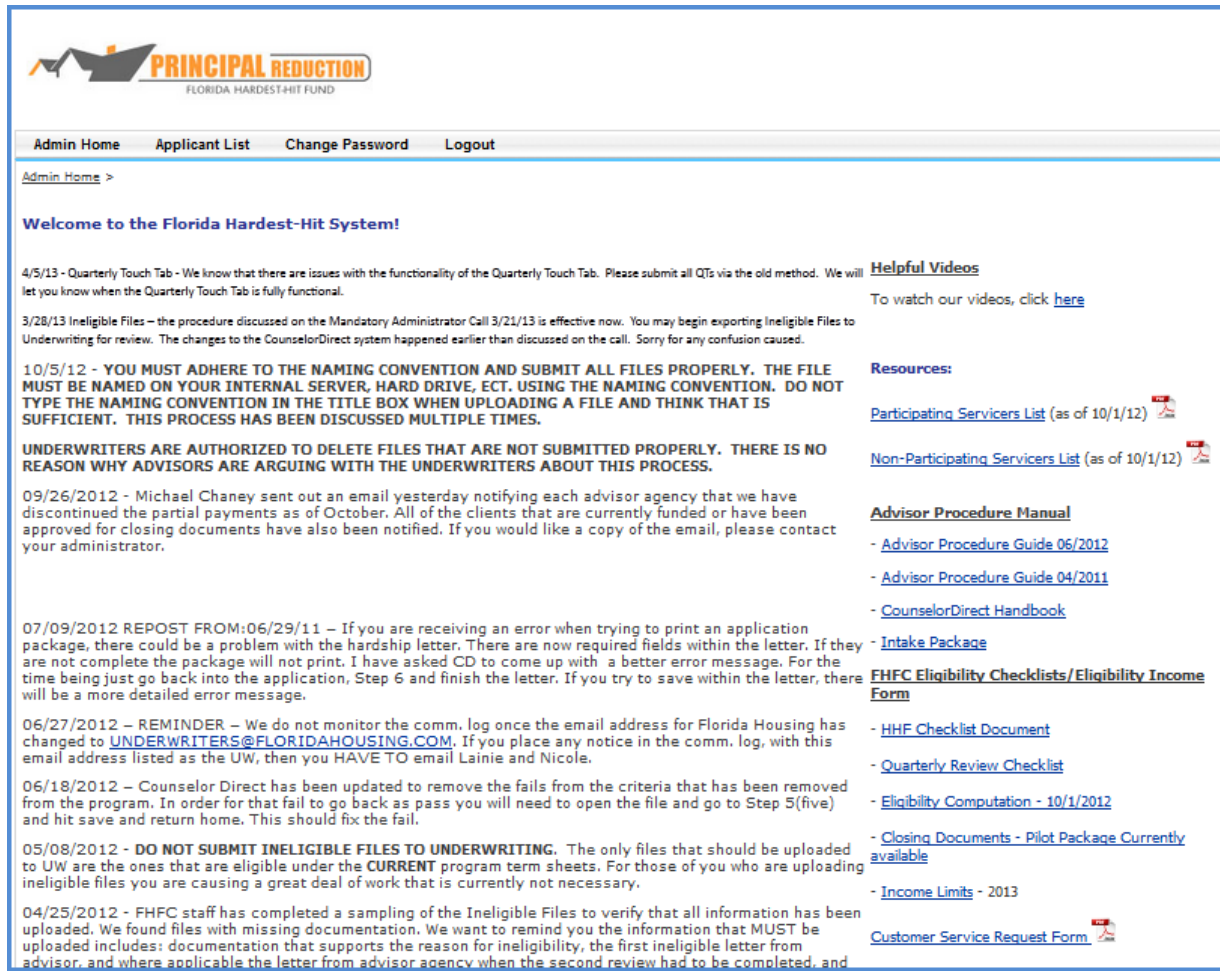
Note: To view and print documents, you must have a recent version of Adobe Reader. You can download the software [here](#).



Print
Package

Once completed, homeowners are able to download a complete package for the first lien holder. Final instructions contain a welcome letter, document checklist, fax cover page and any specific forms that are required in order to complete the application.

ADVISOR Access Homepage



The screenshot shows the Advisor Access Homepage for the Florida Hardest-Hit System. At the top left is the logo for PRINCIPAL REDUCTION, FLORIDA HARDEST-HIT FUND. Below the logo is a navigation bar with links: Admin Home, Applicant List, Change Password, and Logout. The main content area is titled "Welcome to the Florida Hardest-Hit System!" and contains several news items and resource links. The news items include updates on Quarterly Touch Tab functionality, Ineligible Files procedure, naming conventions, underwriting authorization, and various system updates. The resource links include helpful videos, participating and non-participating servicers lists, advisor procedure manuals, and various checklists and forms.

PRINCIPAL REDUCTION
FLORIDA HARDEST-HIT FUND

Admin Home Applicant List Change Password Logout

Admin Home >

Welcome to the Florida Hardest-Hit System!

4/5/13 - Quarterly Touch Tab - We know that there are issues with the functionality of the Quarterly Touch Tab. Please submit all QTs via the old method. We will let you know when the Quarterly Touch Tab is fully functional.

3/28/13 Ineligible Files – the procedure discussed on the Mandatory Administrator Call 3/21/13 is effective now. You may begin exporting Ineligible Files to Underwriting for review. The changes to the CounselorDirect system happened earlier than discussed on the call. Sorry for any confusion caused.

10/5/12 - **YOU MUST ADHERE TO THE NAMING CONVENTION AND SUBMIT ALL FILES PROPERLY. THE FILE MUST BE NAMED ON YOUR INTERNAL SERVER, HARD DRIVE, ECT. USING THE NAMING CONVENTION. DO NOT TYPE THE NAMING CONVENTION IN THE TITLE BOX WHEN UPLOADING A FILE AND THINK THAT IS SUFFICIENT. THIS PROCESS HAS BEEN DISCUSSED MULTIPLE TIMES.**

UNDERWRITERS ARE AUTHORIZED TO DELETE FILES THAT ARE NOT SUBMITTED PROPERLY. THERE IS NO REASON WHY ADVISORS ARE ARGUING WITH THE UNDERWRITERS ABOUT THIS PROCESS.

09/26/2012 - Michael Chaney sent out an email yesterday notifying each advisor agency that we have discontinued the partial payments as of October. All of the clients that are currently funded or have been approved for closing documents have also been notified. If you would like a copy of the email, please contact your administrator.

07/09/2012 REPOST FROM:06/29/11 – If you are receiving an error when trying to print an application package, there could be a problem with the hardship letter. There are now required fields within the letter. If they are not complete the package will not print. I have asked CD to come up with a better error message. For the time being just go back into the application, Step 6 and finish the letter. If you try to save within the letter, there will be a more detailed error message.



06/27/2012 – REMINDER – We do not monitor the comm. log once the email address for Florida Housing has changed to UNDERWRITERS@FLORIDAHOUSING.COM. If you place any notice in the comm. log, with this email address listed as the UW, then you HAVE TO email Lainie and Nicole.

06/18/2012 – Counselor Direct has been updated to remove the fails from the criteria that has been removed from the program. In order for that fail to go back as pass you will need to open the file and go to Step 5(five) and hit save and return home. This should fix the fail.


05/08/2012 - **DO NOT SUBMIT INELIGIBLE FILES TO UNDERWRITING.** The only files that should be uploaded to UW are the ones that are eligible under the **CURRENT** program term sheets. For those of you who are uploading ineligible files you are causing a great deal of work that is currently not necessary.

04/25/2012 - FHFC staff has completed a sampling of the Ineligible Files to verify that all information has been uploaded. We found files with missing documentation. We want to remind you the information that **MUST** be uploaded includes: documentation that supports the reason for ineligibility, the first ineligible letter from advisor, and where applicable the letter from advisor agency when the second review had to be completed, and

Helpful Videos
To watch our videos, click [here](#)

Resources:
[Participating Servicers List](#) (as of 10/1/12) 
[Non-Participating Servicers List](#) (as of 10/1/12) 

Advisor Procedure Manual
- [Advisor Procedure Guide 06/2012](#)
- [Advisor Procedure Guide 04/2011](#)
- [CounselorDirect Handbook](#)
- [Intake Package](#)

FHFC Eligibility Checklists/Eligibility Income Form
- [HHF Checklist Document](#)
- [Quarterly Review Checklist](#)
- [Eligibility Computation - 10/1/2012](#)
- [Closing Documents - Pilot Package Currently available](#)
- [Income Limits - 2013](#)
- [Customer Service Request Form](#) 

The Advisor homepage is where FHFC will post PR program information and important updates. This homepage is also where advisors can find resources, such as the handbook (user manual), Customer Service request form, and tips for best practices within their workflow.

Applicant List

The Applicant List (also referred to as the Homeowner Pipeline) offers a comprehensive view of homeowner data and a multitude of functions to support efficient Advisor workflow. These functions are detailed below.

Member Search

First Name:

Last Name:

CustomerID:

Email:

Agency:

Assigned Advisor:

Counselor Status:

County:

Servicer:

Referral Code:

Start Date: End Date:

Applicants

Urgency	Date Registered	Customer	HHF	County	Assigned Counselor	Counselor Status	Last Milestone	View Record	Files	Functions
	07/08/2013	Test Ks File 2 (202)	Pass	Hendry	<input type="text" value="No Counselor Selected"/>	<input type="text" value="No Status Selected"/>	PDF 1	<input type="button" value="View Record"/>	0	
	07/08/2013	Test Ks File 1 (201)	Pass	Hamilton	<input type="text" value="No Counselor Selected"/>	<input type="text" value="No Status Selected"/>	PDF 1	<input type="button" value="View Record"/>	0	
	06/26/2013	jcrew tester (102)	TBD	Alachua	<input type="text" value="No Counselor Selected"/>	<input type="text" value="No Status Selected"/>	Start	<input type="button" value="View Record"/>	0	
	06/26/2013	plu klun (101)	TBD	Alachua	<input type="text" value="No Counselor Selected"/>	<input type="text" value="No Status Selected"/>	Step 3	<input type="button" value="View Record"/>	0	
	06/26/2013	Test Ks Counseling 1 (100)	Pass	Escambia	<input type="text" value="No Counselor Selected"/>	<input type="text" value="No Status Selected"/>	PDF 1	<input type="button" value="View Record"/>	0	

Counselor Status

Once a Counselor begins working on a homeowner case file, they can track the progress of the case with a Counselor status. Selecting an appropriate status will enable Counselors and their administrators to generate reports and view the number of cases at each status. Counselors may select from the following statuses:

- Incomplete Application
- Message left with Borrower
- Homeowner Action Required
- Advisor Action Required
- Face to face scheduled
- Administrator Review
- Under HHF UW Review
- Lender review
- Approval awaiting signature
- HHF Funded
- Ineligible
- Declined
- Cancelled - Homeowner Inactivity
- Cancelled by Borrower
- HHF Funded – Closed

Applicants										
Urgency	Date Registered	Customer	HHF	County	Assigned Counselor	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadonemodsurge6306 Tester (207)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/09/2013	loadonemodsurge6303 Tester (203)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/09/2013	loadonemodsurge6304 Tester (204)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/09/2013	loadonemodsurge6302 Tester (205)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/09/2013	loadonemodsurge6305 Tester (206)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/08/2013	Test Ks File 2 (202)	Pass	Hendry	No Counselor Selected	No Status Selected	PDF 1	View Record	0	
	07/08/2013	Test Ks File 1 (201)	Pass	Hamilton	No Counselor Selected	No Status Selected	PDF 1	View Record	0	
	06/26/2013	jcrew tester (102)	TBD	Alachua	No Counselor Selected	No Status Selected	Start	View Record	0	
	06/26/2013	plu klun (101)	TBD	Alachua	No Counselor Selected	No Status Selected	Step 3	View Record	0	
	06/26/2013	Test Ks Counseling 1 (100)	Pass	Escambia	No Counselor Selected	No Status Selected	PDF 1	View Record	0	

Last Milestone

Last milestone reflects the homeowner's most recent system activity. The milestone provides an indication of where the homeowner is within the application process. The system also supports aging reporting to identify those homeowners that have taken an excessive amount of time to complete a specific portion of the application or the application itself. Targeted marketing can be directed to those homeowners to encourage them to complete the process.





























A list of system milestones and their definitions can be found below:

- Customer Views Start Now Page Start
- Customer Views Customer Home Page Home
- Customer Completes Step 1: Borrower Information Step 1
- Customer Completes Step 2: Contact Information Step 2
- Customer Completes Step 3: Property Information Step 3
- Customer Completes Step 4: Lender Information Step 4
- Customer Saves Financial Worksheet, Loan 1 Sheet 1
- Customer Downloads Loan 1 PDF PDF 1

Applicants										
Urgency	Date Registered	Customer	HHF	County	Assigned Counselor	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadonemodsurge6306 Tester (207)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/09/2013	loadonemodsurge6303 Tester (203)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/09/2013	loadonemodsurge6304 Tester (204)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/09/2013	loadonemodsurge6302 Tester (205)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/09/2013	loadonemodsurge6305 Tester (206)	Pass	Alachua	No Counselor Selected	No Status Selected	Sheet 1	View Record	0	
	07/08/2013	Test Ks File 2 (202)	Pass	Hendry	No Counselor Selected	No Status Selected	PDF 1	View Record	0	
	07/08/2013	Test Ks File 1 (201)	Pass	Hamilton	No Counselor Selected	No Status Selected	PDF 1	View Record	0	
	06/26/2013	jcrew tester (102)	TBD	Alachua	No Counselor Selected	No Status Selected	Start	View Record	0	
	06/26/2013	plu klun (101)	TBD	Alachua	No Counselor Selected	No Status Selected	Step 3	View Record	0	
	06/26/2013	Test Ks Counseling 1 (100)	Pass	Escambia	No Counselor Selected	No Status Selected	PDF 1	View Record	0	





























View Record

The View Record feature allows the Advisor to access the homeowner's record to view the homeowner's data entry screens. Advisors can make changes to the homeowner's application and reprint a complete package.

Applicants									
Urgency	Date Registered	Customer	HHF	County	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadthirteen15992 Tester (291359)	Pass	Alachua	No Status Selected	PDF 1	View Record	1	   
	07/09/2013	LoadTwo55959 Tester (291358)	TBD	Alachua	No Status Selected	Step 1	View Record	0	   
	07/09/2013	LoadTwo55881 Tester (291357)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	   
	07/09/2013	LoadTwo55617 Tester (291356)	Pass	Alachua	No Status Selected	Sheet 1	View Record	0	   
	07/09/2013	LoadTwo55968 Tester (291354)	TBD	Alachua	No Status Selected	Start	View Record	0	   
	07/09/2013	LoadTwo56004 Tester (291355)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	   
	07/09/2013	LoadTwo55573 Tester (291353)	TBD	Alachua	No Status Selected	Start	View Record	0	   



Member Detail

Member detail provides view access to homeowner records and allows Advisors to upload and access imaged files associated with the homeowner's case.

Applicants									
Urgency	Date Registered	Customer	HHF	County	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadthirteen15992 Tester (291359)	Pass	Alachua	No Status Selected	PDF 1	View Record	1	   
	07/09/2013	LoadTwo55959 Tester (291358)	TBD	Alachua	No Status Selected	Step 1	View Record	0	   
	07/09/2013	LoadTwo55881 Tester (291357)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	   
	07/09/2013	LoadTwo55617 Tester (291356)	Pass	Alachua	No Status Selected	Sheet 1	View Record	0	   
	07/09/2013	LoadTwo55968 Tester (291354)	TBD	Alachua	No Status Selected	Start	View Record	0	   
	07/09/2013	LoadTwo56004 Tester (291355)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	   
	07/09/2013	LoadTwo55573 Tester (291353)	TBD	Alachua	No Status Selected	Start	View Record	0	   

Inside the Member Detail area, Advisors have access to each area of the application through separate tabs.

Detail	Property Info	Lender Info	Income/Assets	Files	Actions
Submission Status	Communication Log	Ineligible Letter	Funding Documents	Underwriter Status	

Date Joined: 07/09/2013  
Borrower Name: loadthirteen15992 Tester
Co-Borrower Name: Coloadthirteen15992 Tester
Email Address: loadthirteen15992@mailinator.com
Security Code: dev

Active: True
Step 1 Completed: True
Step 2 Completed: True
Step 3 Completed: True
Step 4 Completed: True

Assigned Advisor: Counselor (do not delete), Test
Advisor Status:




Main Number: (714) 991-8282
Best Time to Call: Morning (9:00am to 12:00am)

Number of Members in House: 4
Number of Dependents: 2
Current On Existing Mortgage: True

Underwriter/Advisor Communication Log

Once you have submitted your file to FHFC for HHF Approval you should first verify that your submission was received by checking within the “Submission Status” tab within the Applicant detail (Applicant Detail is viewable by clicking the magnifying glass button on the Applicant List). Once an Underwriter has been assigned, you will be able to communicate with your Underwriter by using the “Advisor/Underwriter Communication Log” tab also within the Applicant detail (available by clicking the magnifying glass button on the Applicant List).

Detail	Property Info	Lender Info	Income/Assets	Files	Actions
Submission Status	Communication Log	Ineligible Letter	Funding Documents	Underwriter Status	

Date Joined: 05/28/2013   
Borrower Name: test kg urgency4
Co-Borrower Name: mary brown
Email Address: testkgurgency4@counselordirect.com
Security Code: test

Communication Log:

Enter your comment below and press Save Comment to add the comment to the Communication Log above
 Once you press Save Comment your comment will be added and saved immediately

Send Email Notification To:




counselor@counselordirect.com




Add additional emails seperated with commas.

Attaching Files

Within the Member Detail, Advisors can upload and access attached imaged files under the tab marked Files. Adding files can be accomplished through a simple upload feature that allows the user to browse files stored on their local drive or network. Previously uploaded files can be viewed by clicking on the Save icon that corresponds to that specific file.

Detail	Property Info	Lender Info	Income/Assets	Files	Actions
Submission Status	Communication Log	Ineligible Letter	Funding Documents	Underwriter Status	

Date Joined: 07/09/2013   
Borrower Name: loadthirteen15992 Tester
Co-Borrower Name: Coloadthirteen15992 Tester
Email Address: loadthirteen15992@mailinator.com
Security Code: dev

Title ^	Functions
Test	  

Once files have been uploaded and associated with a particular record, the system will display the number of files under the file column on the Applicant List (homeowner pipeline).

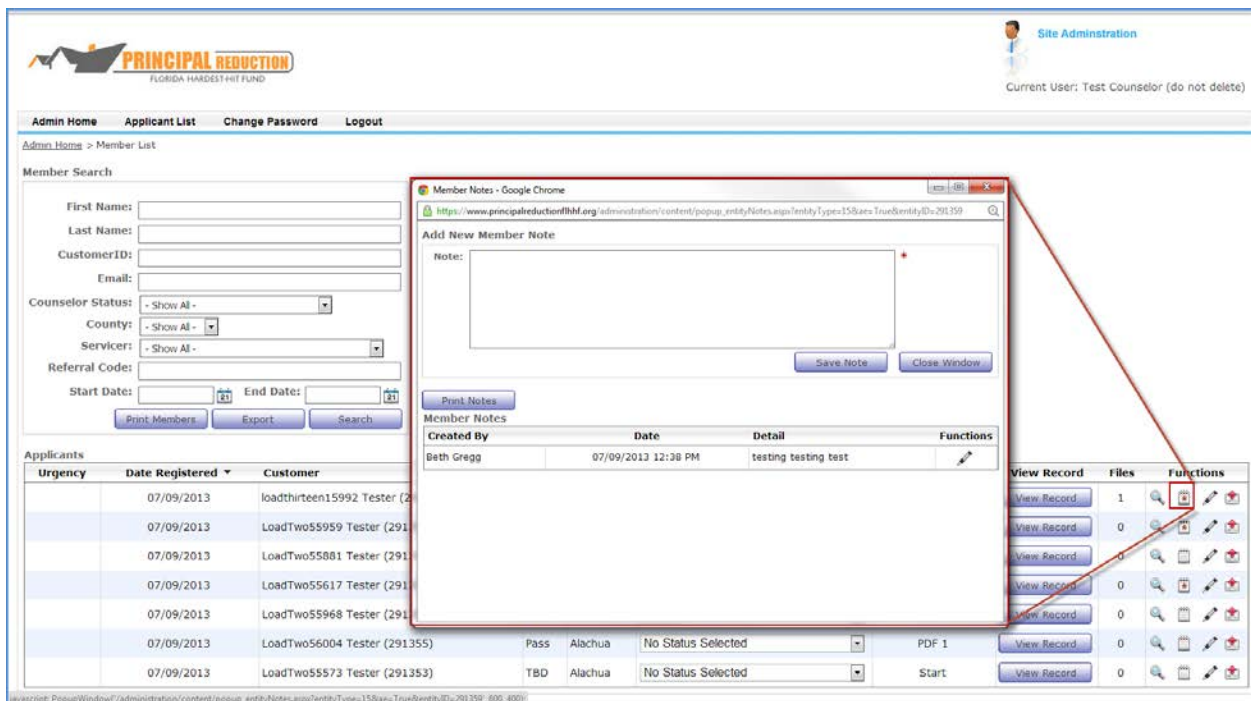
Urgency	Date Registered	Customer	HHF	County	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadthirteen15992 Tester (291359)	Pass	Alachua	No Status Selected	PDF 1	View Record	1	[Icons]
	07/09/2013	LoadTwo55959 Tester (291358)	TBD	Alachua	No Status Selected	Step 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55881 Tester (291357)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55617 Tester (291356)	Pass	Alachua	No Status Selected	Sheet 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55968 Tester (291354)	TBD	Alachua	No Status Selected	Start	View Record	0	[Icons]
	07/09/2013	LoadTwo56004 Tester (291355)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55573 Tester (291353)	TBD	Alachua	No Status Selected	Start	View Record	0	[Icons]

Advisor Notes

At any time, Advisors may add notes to any homeowner case file by selecting the notepad icon that corresponds to that record. Once notes have been entered, an asterisk will be added to the notepad icon to inform others of the existence of notes for the record.

Urgency	Date Registered	Customer	HHF	County	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadthirteen15992 Tester (291359)	Pass	Alachua	No Status Selected	PDF 1	View Record	1	[Icons]
	07/09/2013	LoadTwo55959 Tester (291358)	TBD	Alachua	No Status Selected	Step 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55881 Tester (291357)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55617 Tester (291356)	Pass	Alachua	No Status Selected	Sheet 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55968 Tester (291354)	TBD	Alachua	No Status Selected	Start	View Record	0	[Icons]
	07/09/2013	LoadTwo56004 Tester (291355)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55573 Tester (291353)	TBD	Alachua	No Status Selected	Start	View Record	0	[Icons]















The notes detail section contains a complete audit trail of all notes associated with a particular record and include the name of the user who created the note, a date and time stamp and the detailed notes entered by the user. If a homeowner does not pass HHF eligibility, the Notes section will also capture their reasons for Fail. These notes DO NOT transfer to the Underwriter.



The screenshot shows the 'PRINCIPAL REDUCTION FLORIDA HARDEST HIT FUND' website. A 'Member Search' form is visible on the left. A 'Member Notes' popup window is open in the center, showing a text area for entering a note and 'Save Note' and 'Close Window' buttons. Below the popup, a table lists member notes with columns for 'Created By', 'Date', 'Detail', and 'Functions'. A red box highlights the notepad icon in the 'Functions' column of the main applicant table, which is also highlighted in the previous screenshots.


Editing Records

In addition to the impersonate function, Advisors may edit homeowner records through the back-end edit tool. The edit is very similar to the Member Detail section, but allows each field to be edited or changed.

Applicants									
Urgency	Date Registered	Customer	HHF	County	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadthirteen15992 Tester (291359)	Pass	Alachua	No Status Selected	PDF 1	View Record	1	 
	07/09/2013	LoadTwo55959 Tester (291358)	TBD	Alachua	No Status Selected	Step 1	View Record	0	 
	07/09/2013	LoadTwo55881 Tester (291357)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	 
	07/09/2013	LoadTwo55617 Tester (291356)	Pass	Alachua	No Status Selected	Sheet 1	View Record	0	 
	07/09/2013	LoadTwo55968 Tester (291354)	TBD	Alachua	No Status Selected	Start	View Record	0	 
	07/09/2013	LoadTwo56004 Tester (291355)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	 
	07/09/2013	LoadTwo55573 Tester (291353)	TBD	Alachua	No Status Selected	Start	View Record	0	 

Filtering Applicant List

The entire applicant list can be filtered by Assigned Advisor and Advisor Status or queried by keyword. Once filtered or queried, the list will be reduced to only those records that match the selection criteria.



[Site Administration](#)
 Current User: Test Counselor (do not delete)

Admin Home | Applicant List | Change Password | Logout

Admin Home > Member List

Member Search

First Name:

Last Name:

CustomerID:

Email:

Counselor Status:

County:















Servicer:

Referral Code:

Start Date:

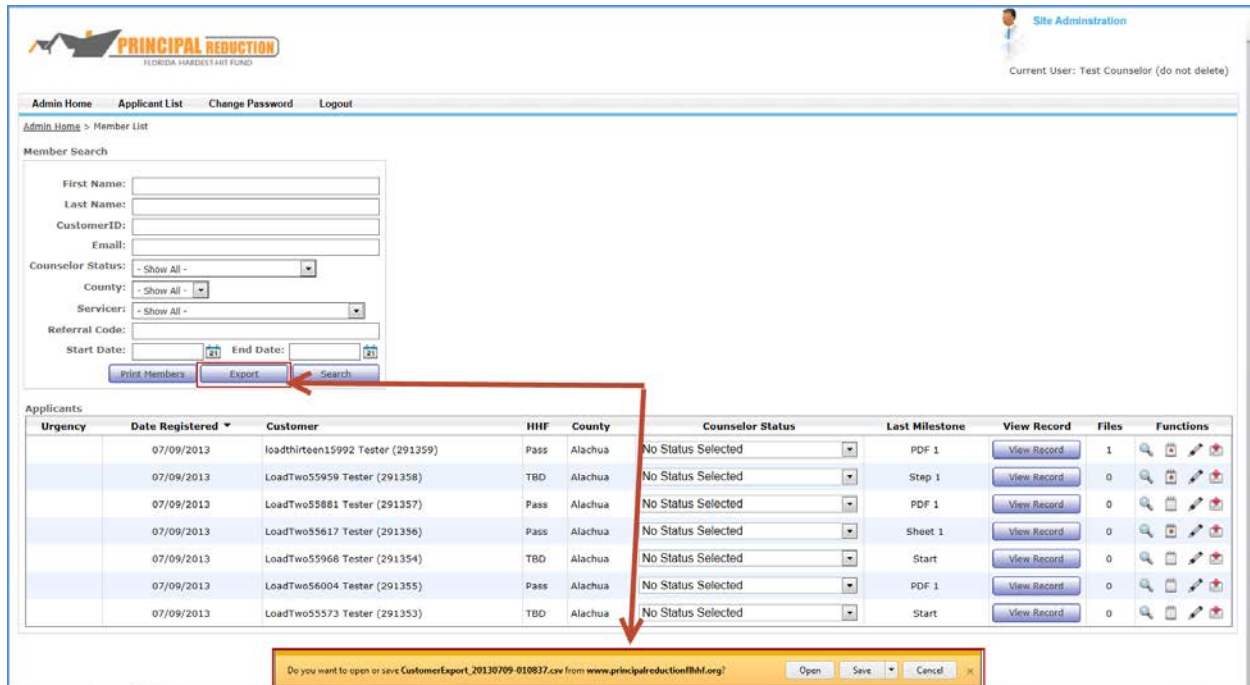
End Date:

Applicants

Urgency	Date Registered	Customer	HHF	County	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadthirteen15992 Tester (291359)	Pass	Alachua	No Status Selected	PDF 1	View Record	1	 
	07/09/2013	LoadTwo55959 Tester (291358)	TBD	Alachua	No Status Selected	Step 1	View Record	0	 
	07/09/2013	LoadTwo55881 Tester (291357)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	 
	07/09/2013	LoadTwo55617 Tester (291356)	Pass	Alachua	No Status Selected	Sheet 1	View Record	0	 
	07/09/2013	LoadTwo55968 Tester (291354)	TBD	Alachua	No Status Selected	Start	View Record	0	 
	07/09/2013	LoadTwo56004 Tester (291355)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	 
	07/09/2013	LoadTwo55573 Tester (291353)	TBD	Alachua	No Status Selected	Start	View Record	0	 

Exporting Customer Data

The export function allows all customer records to be exported from the database into a CSV or comma delimited file.



The screenshot shows the 'Member List' page in the CounselorDirect application. The page includes a search form with fields for First Name, Last Name, Customer ID, Email, Counselor Status, County, Services, Referral Code, Start Date, and End Date. Below the search form is a table of applicants with columns for Urgency, Date Registered, Customer, HHF, County, Counselor Status, Last Milestone, View Record, Files, and Functions. A red arrow points from the 'Export' button in the search form to a download dialog box at the bottom of the page that asks 'Do you want to open or save CustomerExport_20130709-010837.csv from www.principalreductionflhm.org?'.

Urgency	Date Registered	Customer	HHF	County	Counselor Status	Last Milestone	View Record	Files	Functions
	07/09/2013	loadthirteen15992 Tester (291359)	Pass	Alachua	No Status Selected	PDF 1	View Record	1	[Icons]
	07/09/2013	LoadTwo55959 Tester (291358)	TBD	Alachua	No Status Selected	Step 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55881 Tester (291357)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55617 Tester (291356)	Pass	Alachua	No Status Selected	Sheet 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55968 Tester (291354)	TBD	Alachua	No Status Selected	Start	View Record	0	[Icons]
	07/09/2013	LoadTwo56004 Tester (291355)	Pass	Alachua	No Status Selected	PDF 1	View Record	0	[Icons]
	07/09/2013	LoadTwo55573 Tester (291353)	TBD	Alachua	No Status Selected	Start	View Record	0	[Icons]



Dear Homeowner,

Now that you have completed the online application process, you are prepared to meet with a Hardest Hit Fund Principal Reduction (HHF-PR) Advisor.

To assist us in providing the most effective and efficient service, please use the **Submission Checklist** provided to ensure you have all the necessary items, including any additional financial documents, which apply to your situation.

If you are unable to locate all of your documents, gather what you can and send them in along with your printed package to begin the process. If there are questions or information you do not understand, that is alright. Do your best with it, and we will go through the rest of it together.

Before you send the package, please review everything and confirm that all your information listed is complete and accurate. It is especially important to ensure the correct spelling and accuracy of your name, address, contact information and loan number. Utilize the **Fax Transmittal** generated with this package to fax or email all the documents listed on the Submission Checklist.

After submitting your completed package, you will be contacted by a HHF Advisor to arrange for a phone conversation or face-to-face interview to review your information.

Please contact your HHF Advisor if you receive any correspondence from your lender or servicer once you have begun the process.

You can reach us at:

Phone: _____ Fax: _____, FL
Email: _____

We look forward to working with you.



Submission Checklist

Forms automatically printed from online application

- Fax Transmittal Page (please write the total number of pages in package)
- HHF Intake Form (Please verify that your information is accurate)
- Financial Worksheet (Please sign and date)
- Authorization for Release of Information (Please sign and date)
- Homeowner/Advisement Contract (Please sign and date)
- FHFC Privacy Policy

Supporting documentation you need to provide

- Copy of your Deed (If available)
- Most recent mortgage statement
- Last 60 days of pay stubs for all employment and income sources (including SSI, Child Support, Alimony, ect)
- Last 2 months of all current bank statements
- If self employed, a copy of the last 2 year's tax returns with all schedules attached
- If self employed, 2 months current personal and business bank statements
- If self employed, year to date Profit and Loss statement (completed by a Third Party)
- Bankruptcy discharge / dismissal



FAX TRANSMITTAL

Date:	Qty. Pages (including cover):
Send to:	From:
Fax Number:	Phone Number:
Loan Number:	Alt Phone Number:
	Email:

SUBJECT: PROPOSED HOMEOWNER ASSISTANCE: HHF -PR

CLIENT NAME:
ADDRESS:
CITY:
STATE, ZIP:

Please review this intake packet for receiving possible assistance through the Hardest Hit Fund Principal Reduction program. Your assistance with this process is greatly appreciated.

Thank you,

This transmittance contains confidential client information and is intended for the expressed recipient only. If you receive this transmittance in error please contact the sender and destroy the document immediately.



HHF Intake Form

Date:
Name: First: M: Last: Suffix:
Address: Street: City: State: Zip:
Phone #: Phone #2: Social Security Number:
Birthdate: Race: Hispanic: Yes No Prefer not to answer
Are you a US Citizen or Legal Alien: Yes No Place of Birth:
Marital Status: Gender: Household Type: Head of Household
Family Size: How many dependents? What ages are they?
Filed For Bankruptcy: Bankruptcy Discharge Date:
Total Co-Homeowners:

CO-HOMEOWNER

Name: First: M: Last: Suffix:
Phone #: Phone #2: Social Security Number:
Birthdate: Race: Hispanic: Yes No Prefer not to answer
Are you a US Citizen or Legal Alien: Yes No Place of Birth: Gender:
Relationship to Homeowner:

EMPLOYMENT

Primary Employer: Self Employed: Net Income: \$

Co-Homeowner Employment

Primary Employer: Self Employed: Net Income: \$

PROPERTY INFORMATION

Property Type: Purchase Price: \$
Current Assessed Property Value: \$ Owner Occupied: Occupancy Type:
First Mortgage Lender: Loan Number: Current On Mortgage:
Date First Mortgage Closed: Principal Balance \$ Monthly Payment \$
Have you been more than 60 days late in the last 2 years? Have you refinanced in the last 3 years?
Do you have other liens on your property which are in foreclosure (including HOA Fees)? Yes No
Have you used the Home Affordable Refinance Program (HARP) to refinance your mortgage? Yes No

How Did you Hear About Us: _____ Best Time To Call: _____

By signing below, I/We certify that the information and documentation provided is true and correct to the best of my/our knowledge. In the event a third party is designated to assist on my/our behalf, I have included written authorization to the designee to assist on my/our behalf (Authorization for Release of Information form). I/We acknowledge that I/We must continue making my/our mortgage payments and keep my/our account current through the entire application and funding process.

Signature	Print Name	Date
-----------	------------	------

Co-Homeowner Signature	Print Name	Date
------------------------	------------	------



FINANCIAL WORKSHEET

Homeowner Name:

Loan Number:

Income	Monthly Gross	Monthly Net	Source
Homeowner Income	\$	\$	
Co-Homeowner Income	\$	\$	
Other Income 1	\$	\$	
Other Income 2	\$	\$	
Other Income 3	\$	\$	

Total Monthly Gross Income	\$
-----------------------------------	----

Total Annual Gross Income
\$

By signing below, I/We certify that the information and documentation provided is true and correct to the best of my/our knowledge. In the event a third party is designated to assist on my/our behalf, I have included written authorization to the designee to assist on my/our behalf (Authorization for Release of Information form).

Signature _____ Print Name _____ Date _____

Co-Homeowner Signature _____ Print Name _____ Date _____



Homeowner Acknowledgement

Homeowner Name (first, middle, last): _____ Date of Birth: _____
Co-Homeowner Name (first, middle, last): _____ Date of Birth: _____
Property Street Address: _____
Property City, ST, Zip: _____
Lender: _____ Servicer: _____
Loan Number: _____

Homeowner/Co-Homeowner Acknowledgement

1. I/we understand and acknowledge that *FHFC & HHF-PR Advisor* and/or its agents may investigate the accuracy of my/our statements, may require me/us to provide supporting documentation, and that knowingly submitting false information may violate Federal and/or state law.
2. I/we certify that I/we have not been convicted, within the last ten (10) years of any of the following in connection with a mortgage or real estate transaction: (a) felony larceny, theft, fraud or forgery, (b) money laundering; or (c) tax evasion.
3. I/we understand that if I/we have intentionally defaulted on my/our existing mortgage, engaged in fraud or misrepresented any facts (s) in connection with this Hardship Affidavit, or if I/we do not provide all of the required documentation, I may not qualify for *HHF* assistance.
4. I/we certify that my/our property is owner-occupied and my/our primary residence is not vacant, condemned or rented.
5. I/we certify that I/we am/are willing to provide all requested documents and to respond to all communication in a timely manner. I/we understand that time is of the essence.
6. I/we understand that *FHFC & HHF Advisor* and/or its agents will use this information to evaluate my/our eligibility for assistance, but is not obligated to offer me/us assistance based solely on the representations in this affidavit.
7. I/we authorize and consent that *FHFC & HHF Advisor* disclose to the U.S. Department of Treasury or other government agency, Fannie Mae and/or Freddie Mac any information provided by me/us or and retained by in connection with the *HHF assistance*.
8. The following information is requested by the federal government in accordance with the Dodd-Frank Wall Street Reform and Consumer Protection Act (Pub. L. 111-203). You are required to furnish this information. The law provides that no person shall be eligible to receive assistance from the Making Home Affordable Program, authorized under the Emergency Economic Stabilization Act of 2008 (12 U.S.C. 5201 et seq.), or any other mortgage assistance program authorized or funded by that Act, if such person, in connection with a mortgage or real estate transaction, has been convicted, within the last 10 years, of any one of the following: (A) felony larceny, theft, fraud or forgery, (B) money laundering or (C) tax evasion.

CONTINUED ON NEXT PAGE



Homeowner Acknowledgement

9. In making this certification, I/we certify under penalty of perjury that all of the information in this document is truthful and that I/we understand that the Servicer, the U.S. Department of Treasury, or their agents may investigate the accuracy of my statements by performing routine background checks, including automated searches of federal, state and county databases, to confirm that I/we have not been convicted of such crimes. I/we also understand that knowingly submitting false information may violate Federal law.

Homeowner Signature	Date	Co-Homeowner Signature	Date
---------------------	------	------------------------	------

Email Address	Email Address
---------------	---------------

Cell Phone	Cell Phone
------------	------------

Home Phone	Home Phone
------------	------------

Work Phone	Work Phone
------------	------------



Third-Party Authorization Form

Mortgage Lender/Servicer Name

[Account][Loan] Number

The undersigned Borrower and Co-Borrower (if any) (individually and collectively, "Borrower" or "I"), authorize the above mortgage lender/servicer and its successors and assigns (individually and collectively, "Servicer") and the following third parties

[Advisor Agency]

[Agency Contact Name and Phone Number]

[State HFA Entity]

[State HFA Contact Name and Phone Number]

(individually and collectively) to obtain, share, release, discuss, and otherwise provide to and with each other public and non-public personal information contained in or related to the mortgage loan of the Borrower. This information may include (but is not limited to) the name, address, telephone number, social security number, credit score, credit report, income, government monitoring information, loss mitigation application status, account balances, program eligibility, and payment activity of the Borrower. I also understand and consent to the disclosure of my personal information and the terms of any agreements under the Making Home Affordable or Hardest Hit Fund Programs by Servicer or State HFA to the U.S. Department of the Treasury or their agents in connection with their responsibilities under the Emergency Economic Stabilization Act.

The Servicer will take reasonable steps to verify the identity of a Third Party, but has no responsibility or liability to verify the identity of such Third Party. The Servicer also has no responsibility or liability for what a Third Party does with such information.

Before signing this Third Party Authorization, beware of foreclosure rescue scams!

- It is expected that a HHF Advisor, HFA representative or other authorized third party will work directly with your lender/mortgage servicer.
- Beware of anyone who asks you to pay a fee in exchange for a counseling service or modification of a delinquent loan.

This Third-Party Authorization is valid when signed by all borrowers and co-borrowers named on the mortgage and until the Servicer receives a written revocation signed by any borrower or co-borrower.

I UNDERSTAND AND AGREE WITH THE TERMS OF THIS THIRD-PARTY AUTHORIZATION:

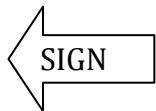
Borrower

Co-Borrower

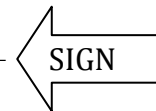
Printed Name

Printed Name

Signature



Signature



Date

Date



Homeowner/Advisement Contract

I/We, _____ (Homeowners) agree to the following terms of service:

- I/We will always provide honest and complete information to my/our HHF-PR Advisor, whether verbally or in writing.
- I/We will provide all necessary documentation and follow-up information within the timeframe requested.
- I/We will be on time for appointments and understand that if we are late for an appointment, the appointment will still end at the scheduled time.
- I/We will call within 6 hours of a scheduled appointment if I/we will be unable to attend an appointment.
- I/We will contact the HHF-PR Advisor about any changes in our situation immediately.
- I/We understand that breaking this agreement may result in another homeowner being served ahead of me/us.
- I/We acknowledge that I have received a copy of the Florida Housing Finance Corp's Privacy Policy.

I/we authorize that Florida Housing Finance Corporation & HHF Advisor and its representatives to speak with my/our lender and with whomever has servicing responsibilities for my/our loan and to provide to such parties documentation on my/our behalf regarding my/our loan for *Florida's Hardest Hit Fund*.

I/we also authorize the lender and/or servicer handling my/our loan to discuss my/our loan with Florida Housing & HHF Advisor Agency, including notification of loan modification status or future default or delinquency.

Florida Housing & HHF Advisor Agency agrees to maintain the confidentiality of homeowner(s) information; however, I/we also authorize Florida Housing & HHF Advisor Agency and/or lender and/or servicer handling my/our loan to submit my/our personal information to the entities funding this program or their agents for the exclusive purposes of program evaluation and monitoring.

I/we further authorize Florida Housing & HHF Advisor Agency and/or lender and/or servicer handling my/our loan to verify employment, income or assets in conjunction with qualification for assistance.

CONTINUED ON NEXT PAGE



Homeowner/Advisement Contract

This authorization will not be valid unless signed below by all homeowners and co-homeowners named above and will only remain valid until revoked in writing by any homeowner or co-homeowner named above.

Homeowner (Print)

Homeowner (Signature) _____ Date

Co-Homeowner (Print)

Co-Homeowner (Signature) _____ Date

Co-Homeowner (Print)

Co-Homeowner (Signature) _____ Date

HHF Advisor (Print)

HHF Advisor (Signature) _____ Date



Florida Housing Finance Corporation Privacy Policy

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

Types of information that we gather about you

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

Release of your information to third parties

1. We may disclose some or all of the information that we collect, as described above, to your creditors or third parties where we have determined that it would be helpful to you, would aid us in counseling you, or is a requirement of the federal assistance funding this program.
2. We may also disclose any nonpublic personal information about you or former customers to anyone as required by law (e.g., if we are compelled by legal process).
3. Within the organization, we restrict access to nonpublic personal information about you to those employees who need to know that information to provide services to you. We maintain physical, electronic and procedural safeguards that comply with federal and state regulations to guard your nonpublic personal information.

**FLORIDA HOUSING FINANCE CORPORATION
HHF DOCUMENT CHECKLIST**

**NAMING CONVENTION FOR FILES LISTED IN () FOR EACH SECTION
PLACE LAST NAME AND FIRST INITIAL IN FRONT OF NAMING CONVENTION**

Client's Name		Date of Application:
DOCUMENTS	✓ NA	COMMENTS
Intake Application: (INTAKE APPLICATION MMDDYYYY)		
Intake Application: HHF Intake Form and Financial Worksheet		
Homeowner Acknowledgement		
Advisor Contract		
Authorization to Release Information (ATRI MMDDYYYY)		
Supporting Documentation: (ELIGIBILITY DOCS MMDDYYYY)		
Eligibility Checklist (both pages)		
Eligibility Computation Form (w/ calculation tape)		
Property: (PROPERTY DOCS MMDDYYYY)		
Deed		
Recorded First Mortgage		
Proof of Homestead		
Mortgage: (MORTGAGE DOCS MMDDYYYY)		
Recent Mortgage Statement		
Income: With annual income calculation provided (INCOME MMDDYYYY)		
Pay Stubs (Last 60 days)		
Self-Employed/Decreased Income:		
*Last two years tax returns (W-2 or 1099)		
*Year to Date Profit and Loss (prepared by third party)		
Unemployed: Copy of unemployment determination		
Other Income Sources: SSI, Child Support, Pension		
Bank Statement: (BANKSTATEMENT MMDDYYYY)		
Last two months Bank Statements (personal and business if applicable)		
Letter of Explanation (LOX) for all deposits over \$100.00 that do not tie to an income source		
Misc:		
Proof of Bankruptcy discharge/dismissal (BANKRUPTCY MMDDYYYY)		
Ineligible Letter (INELIGIBLE MMDDYYYY)		
Divorce Decree w/ Settlement Agreement (DIVORCE DECREE MMDDYYYY)		

**FLORIDA HOUSING FINANCE CORPORATION
ELIGIBILITY DETERMINATION CHECKLIST**

Client's Name _____

Date of Application: _____

ELIGIBILITY DETERMINATION	Yes	No	NA	COMMENTS
HOMEOWNER				
1.) Is the client a Legal US Resident/Legal Alien?				
2.) Is the client a Florida Resident?				
3.) Does the client occupy the property as their primary residence?(Proof of Homestead required)				
4.) Is the total household income below 140% AMI (at time of hardship) adjusted for household size?				
5.) Does the homeowner have a bankruptcy that has not been discharged or dismissed?				
6.) Has the client been convicted of a mortgage related felony in last 10 years? (self certified)				
PROPERTY				
1.) Is the property located in Florida?				
2.) Does the property qualify? (single family, townhome, condo, quad or below with client occupying one unit, mobile or manufactured on a permanent foundation on real estate owned by borrower)				
3.) Was the property purchased prior to 1/1/2010?				
4.) Is the property abandoned, vacant or condemned?				
MORTGAGE				
1.) Is the client's mortgage with a regulated financial institution/Habitat/USDA?				
2.) Is the current outstanding balance of the first mortgage \$350,000 or less?				
3.) Is the current LTV 125% or greater?				
4.) Is their current pending litigation on the property/mortgage?				
OTHER EVALUATION CRITERIA				
1.) Eligible for Recast? Explained to homeowner the recast requirements.				
2.) Does it appear that the borrower is current on payments on their first mortgage?				

HHF Advisor Signature: _____

Date: _____



Protocol for Hardest-Hit Fund (HHF-PR) Media Calls/Requests

During Florida Housing's implementation of the Florida Hardest-Hit Fund Principal Reduction (HHF-PR) program, your Agency may receive media calls, inquiries and/or requests. What follows is the protocol for media relations related to HHF financial assistance.

For media calls to request more information about the HHF-PF program:

- 1) Take down the following important information:
 - a) Date and time of the call;
 - b) Reporter's name;
 - c) Media outlet (tv, radio or newspaper/website);
 - d) Telephone number; and
 - e) Email address.
- 2) Direct the reporter to the HHF website at www.PrincipalReductionFLHHF.org for initial information, and then let them know you will give their information to Florida Housing's Communications Office staff, and that someone will get back with them as soon as possible.
- 3) E-mail the information to Cecka Rose Green (cecka.green@floridahousing.org) and copy Taylore Maxey (Taylore.maxey@floridahousing.org).
- 4) Florida Housing Communications staff will contact the reporter and give them the latest information on the HHF program.

For media calls to request an interview with a representative of your Agency on how you are working with Florida Housing's HHF-PR program:

- 1) Take down the following important information:
 - a) Date and time of the call;
 - b) Reporter's name;
 - c) Media outlet (tv, radio or newspaper/website);
 - d) Telephone number; and
 - e) Email address.

- 2) E-mail the information to Florida Housing Communications staff—Cecka Rose Green (cecka.green@floridahousing.org) and copy Taylore Maxey (Taylore.maxey@floridahousing.org); if it is an urgent request, call Cecka or Taylore.
- 3) Florida Housing Communications staff will discuss the request with the Agency, after which the Agency can move forward with the interview and speak ONLY from the Agency’s point-of-view.
 - a) Do not attempt to speak on behalf of Florida Housing or the federal government; any questions about Florida Housing or US Treasury should be directed to Florida Housing Communications staff for follow up.

The media calls and says they would like to do an interview on a homeowner who is going through the HHF-PR program:

NOTE: Florida Housing STRONGLY suggests that for the purpose of this media request, only homeowners who have been approved to receive HHF-PR program assistance **AND** their loan servicer has officially agreed to their participation be offered the opportunity to speak with the media.

It is not advised to offer this opportunity to homeowners whose eligibility has not yet been determined; we don’t want the media appearance to be misconstrued as an approval for HHF program assistance.

- 1) Take down the following important information:
 - a) Date and time of the call;
 - b) the reporter’s name;
 - c) media outlet (tv, radio or newspaper/website); telephone number; and
 - d) e-mail address.
- 2) E-mail the information to Florida Housing Communications staff—Cecka Rose Green (cecka.green@floridahousing.org) and copy Taylore Maxey (Taylore.maxey@floridahousing.org); if it is an urgent request, call Cecka or Taylore.
- 3) Florida Housing Communications staff will discuss the request with the Agency, and help you determine a short list of homeowners who may be willing to speak with the media;
- 4) Once the list is finalized, the Agency can move forward with contacting the homeowners to see if they are interested in doing an interview; and
- 5) If the homeowner is, give the media’s contact information to the homeowner and let him/her make contact with the reporter.
 - a) Again, be sure not to attempt to speak on behalf of Florida Housing or the federal government; any questions about Florida Housing or US Treasury should be directed to Florida Housing Communications staff for follow up.

Talking points and other communications tools pertaining to the HHF program are available by request. Should you have additional media questions, please contact FHFC Communications staff Cecka Rose Green via e-mail at Cecka.Green@floridahousing.org or Taylore Maxey at Taylore.Maxey@floridahousing.org or by phone (850) 488-4197.





Frequently Asked Questions

1) **What is Florida HFA Hardest-Hit Fund (HHF)?**

Florida Housing Finance Corporation (Florida Housing) was directed by US Treasury (Treasury) to create and administer foreclosure prevention assistance programs that address the unique issues of our state.

2) **What is the Florida HHF Principal Reduction Program?**

The Florida Hardest-Hit Fund Principal Reduction (HHF-PR) program is designed to assist eligible homeowners by providing up to \$50,000 to reduce the principal balance of the first mortgage, thereby reducing the loan-to-value (LTV) of the first mortgage to no less than 100%. This is done to help effectuate a recast of the mortgage, which lowers the monthly payment to better correspond the market value of the home.

3) **What are the eligibility requirements?**

Homeowners must meet *all criteria* within each category to qualify. However, eligible and approved homeowners for the Florida HHF-PR Program can still be denied for HHF-PR by their mortgage company.

Additionally, participation in the Florida HHF-PR Program is on a first come, first served basis; only homeowners with complete application packages will be forwarded to their lender for final approval (a complete application package must have the all of the homeowner's mandatory and requested documents submitted and reviewed). Homeowners who meet all eligibility criteria, but have not submitted required and requested documentation will not have their application sent to the lender, nor will a "place in line" be saved for him/her/them.

Homeowner Requirements

- Must be a legal US resident/legal alien;
- Must be a Florida resident;
- Must occupy property as primary residence (proof of Homestead required);
- Total household income must be below 140% AMI (at time of hardship) adjusted for household size;
- If there has been a bankruptcy, it must be discharged or dismissed; and
- A conviction within the last 10 years on a mortgage-related felony (self certified).

O Homeowners will be required to sign an affidavit stating s/he has not been convicted of a mortgage-related felony in the last 10 years; this includes larceny, theft, fraud, forgery, money laundering and/or tax evasion.

Property Requirements

- Homeowner's primary residence must be located in Florida and can be any one of the following structures:
 - o A single-family home, condominium, or townhome;
 - o A manufactured or mobile home on a foundation permanently affixed to real estate owned by the homeowners; or
 - o A one-, two-, three- or four-family dwelling unit of which one unit is occupied by the homeowner as the primary residence.
 - The property must have been purchased prior to 1/1/2010; and
 - The property cannot be abandoned, vacant or condemned.
-

Mortgage Requirements

- First mortgage is with a regulated financial institution, Habitat, or USDA;
 - The outstanding principal balance of the first mortgage is \$350,000 or less at the time of application;
 - The current loan-to-value has to be greater than 125%; and
 - Homeowner cannot have a current pending litigation on the property or mortgage.
-

Other Evaluation Criteria

- The loan must be eligible for Recast; and
- Borrower must be current on payments of their first mortgage.

4) How do I apply?

To apply for the HHF-PR program, you will need to use our web-based system from a computer with Internet access. The website address is **www.PrincipalReductionFLHHF.org**; this site contains all the information you will need to begin your application for assistance, with step-by-step instructions and prompts to help you.

If you do not have access to the Internet from your residence, public computers can be found throughout many communities at public libraries, schools or educational centers, or government-run facilities in your county.

Since you are completing information about your financial situation, it will be necessary for you to have the following:

- Information about your first mortgage, such as your monthly mortgage statement;
- Your most recent income tax return (for self-employed borrowers);
- Information about your checking and/or savings accounts; and
- Information about the monthly gross (before tax) income of your household, including recent pay stubs, or documentation of income you receive from other sources.

5) **What happens once I complete the application?**

Once you complete the required information on the website, you will be contacted by an HHF-PR Advisor to set up an appointment to review your information. If you did not send the required documents electronically via email, fax or mail, you should be prepared to bring them with you to your appointment.

6) **How much assistance is available for me?**

A qualified homeowner may receive up to \$50,000 to reduce the principal balance of the first mortgage, thereby reducing the loan-to-value (LTV) to not less than 100%. Approved funds will be paid directly to the first mortgage servicer to be applied to the principal balance of your loan.

7) **What are the terms of the assistance?**

HHF-PR program funds will be in the form of a 0%-interest, deferred-payment loan that will be subordinate to current mortgages on the home. The loan is forgiven at a rate of 20% per year over a five-year period.

The HHF-PR loan must be paid back if your home is sold prior to the end of the loan period and there are sufficient proceeds from the sale to pay all superior secured loans. Florida Housing will agree to make the HHF-PR loan subordinate for homeowners who refinance their first mortgage to receive more favorable loan terms. However, if a homeowner refinances the first mortgage loan to consolidate debt or receive cash out, the homeowner will be required to repay the HHF-PR loan according to the loan terms.

8) **Will a homeowner who receives HHF financial assistance through the HHF-PR program have to pay the money back?**

See answer for Question 7.

9) **What follow-up is required for the HHF-PR program?**

Your assigned HHF-PR Advisor is your ONLY point of contact. You will need to

contact them for follow-up and updates on your application. Do not call Florida Housing.

10) **Can a homeowner be a part of another program (HAMP, HARP, HHF—UMAP/MLRP, other loan modifications and/or trial modifications) and still apply to receive HHF-PR assistance?**

Mortgage servicers have differing rules regarding the use of HHF-PR program funds for various modification and/or refinance programs. The servicer will have the final decision on whether or not HHF-PR program funds will be accepted for your current loan.

In addition, homeowners who are currently receiving HHF UMAP funding are not able to participate in the HHF-PR program. However, homeowners who received HHF UMAP/MLRP funds in the past may be eligible for HHF-PR program funds if the following apply:

1. Must have paid their first mortgage for a period of 24 months from the date of the last UMAP/MLRP payment; and
2. Must be current on the first mortgage (cannot be 60 or more days late within the past 24 months).

Prior HHF Program participants who qualify for the HHF-PR program may receive up to a total of \$50,000 for all HHF programs in which they participated.

Homeowners that recently refinanced under the Home Affordable Refinance Program, or HARP, may be eligible for the Florida HHF Principal Reduction program as long as the original mortgage was originated prior to January 1, 2010.

11) **Can a homeowner be part of Florida's HHF program and still apply to receive HHF-PR assistance?**

See answer for Question 10.

12) **I applied for UMAP and/or MLRP before and was denied; can I apply for HHF Principal Reduction?**

If you previously applied for the HHF UMAP and/or MLRP programs, and was denied, you should visit the HHF Principal Reduction application website at www.PrincipalReductionFLHHF.org to review the eligibility criteria for the program. If after reviewing the criteria, you believe you may qualify, go ahead and click the "Start Now" button on the homepage and begin the HHF-PR application.

13) **A homeowner has questions about the application s/he has already completed or has questions during the process of completing the application.**

If during the application process you are unsure as to how to complete the application, or you have any questions at all, please click the “Assign Me Now” button, which is located throughout the application. When you click this button, you will be immediately assigned to an HHF-PR Advisor Agency that can assist you through the application process.

If you have already been assigned an Advisor Agency, contact your assigned HHF-PR Advisor regarding your questions about the application.

14) **Where can I find additional information about the Florida’s HHF-PR program?**

More information on the HHF-PR program can be found on the website at www.PrincipalReductionFLHHF.org.

For questions, please call the Florida Hardest-Hit Fund Information Line toll-free at 1-(877) 863-5244.



Program Fact Sheet

Background

In February 2010, US Treasury (Treasury) created the “Housing Finance Agency (HFA) Innovation Fund for the Hardest-Hit Housing Markets” (HFA Hardest-Hit Fund) and allocated funds under the Emergency Economic Stabilization Act of 2008 (EESA) to five states: Arizona, California, Florida, Michigan and Nevada. The funds were allocated to these states because of their excessive housing market depreciation and to assist in foreclosure prevention efforts. In March 2010, Treasury allocated a second disbursement of \$600 million to an additional five state HFAs based on high unemployment rates. On August 11, Treasury again expanded the HFA Hardest-Hit Fund to include a total of 18 states and the District of Columbia, and added an additional \$2 billion. Florida received another allocation of funds, \$236.8 million, from the third round of funding, which added to the initial allocation of \$418 million, brought Florida’s total funding to \$656.8 million. On September 29, 2010, Treasury announced a fourth round of funding, awarding Florida an additional \$401 million; this brings Florida’s total award amount to more than \$1 billion.

Current Program

Florida Housing Finance Corporation (Florida Housing) is using a portion of these funds specifically for a principal reduction program that provides assistance to eligible homeowners who have remained current on their payments and who owe at least 125% more on their home than its current market value, commonly referred to as the home being “underwater.”

- The Florida Hardest-Hit Fund Principal Reduction (HHF-PR) program is designed to assist eligible homeowners by providing up to \$50,000 to reduce the principal balance of the first mortgage, thereby reducing the loan-to-value (LTV) of the first mortgage to no less than 100%. This is done to help effectuate a recast of the mortgage, which lowers the monthly payment to better correspond to the market value of the home.

Florida homeowners may apply for the Florida HHF-PR Program using the web-based, online application system at www.PrincipalReductionFLHHF.org. The site contains all the information a homeowner needs to apply, including detailed eligibility criteria, step-by-step prompts and answers to frequently asked questions (FAQs).

The Florida HHF-PR Program is funded using resources allocated through the federal Hardest-Hit Fund (HHF), which also includes two targeted unemployment programs. More information about these programs can be found at the official website: www.FLHardestHitHelp.org.