

# Smart Questions to Ask Your Mortgage Servicer


Be prepared. Ask the right questions. Take control of your situation.

## UNDERSTANDING YOUR LOAN



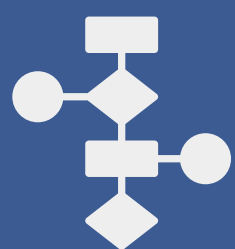
### Key questions to clarify your current situation.

- What's my current loan balance and interest rate?
- Am I current, delinquent, or in default?
- Do I have an escrow account? If not, am I responsible for taxes/insurance separately?
- Who owns my loan — is it Fannie Mae, Freddie Mac, or a private investor?

 [See this step in action on YouTube!](#)




## EXPLORING WORKOUT OPTIONS



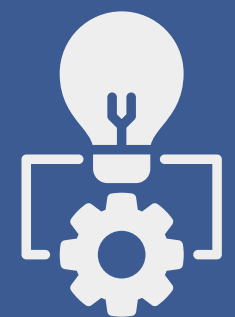
### Ask smart questions about your actual options.

- Am I eligible for a loan mod or payment redux?
- Is forbearance still an option, and if so, what are the repayment terms?
- Are there any FHA, VA, or other government-backed programs I qualify for?
- What workout option would you recommend for someone in my situation?

 [See this step in action on YouTube!](#)




## UNDERSTANDING THE PROCESS



### Make sure you know what's ahead.

- What documents do I need to submit, and where?
- How long does the review process typically take?
- Will collection activity continue while my application is being reviewed?
- Who can I contact to check the status of my application?

 [See this step in action on YouTube!](#)




## MANAGING MONTHLY PAYMENTS



### Ask how to keep things affordable and safe.

- What's the lowest monthly payment I could reasonably expect?
- Will this include escrow for taxes and insurance?
- Can I make trial payments while I wait for final approval?
- Are there any risks to accepting the option you're offering?

 [See this step in action on YouTube!](#)




## AVOIDING DELAYS / PITFALLS



### Get clarity to keep things moving smoothly.

- What's the best way to submit my documents — email, upload, or mail?
- How can I confirm when my paperwork is received?
- What are the most common reasons for delays or denials?
- Can I speak to a housing counselor if I need help completing the forms?

 [See this step in action on YouTube!](#)



[Download your full Roadmap at](#)

