

## Mortgage Servicer Frequently Asked Questions

1. What are the requirements for a mortgage servicer to participate in the HAF Program?
  - In order to participate in the program mortgage servicers and other payees will be expected to:
    - o Sign service level cooperation agreements (executed between servicer and MHP)
      - [Click here](#) for a copy of the agreement
    - o Register within the self-service online portal (FAMS – Financial Aid Management System), including:
      - Provide payment Information
      - Set up secure channel to send/receive Common Data Files (CDF)
2. Is the FAMS portal secure?
  - The FAMS solution is a highly secure and standards-based solution built using cutting edge native cloud technologies. It is hosted on a FedRAMP certified Google cloud platform. FAMS solution has multilayered security controls on each layer and components of the solution such as Infrastructure, Databases, Services, Applications and Content. The solution is built using industry best practices such as CIS and NIST for security controls, storage, and processing of data. Data is encrypted at rest and transit on layers of the solution.
3. Who is eligible?
  - To qualify for the HAF Program, a homeowner must, at the time of application:
    - o Have an income equal to or less than 150% area median income.
    - o Have experienced a financial hardship after January 21, 2020 associated with the COVID-19 pandemic.
    - o Be owner-occupants of a single-family home, condominium, or 2- 3- or 4-family home located in Massachusetts that is the homeowner's primary residence
    - o Be behind on their mortgage payments by at least 90 days (3 months)
4. What types of expenses can be covered with HAF funds?
  - Homeowners can apply for assistance with the following home-related expenses:
    - i. Mortgage loan principal
    - ii. Mortgage loan interest
    - iii. Property taxes
    - iv. Insurance
    - b. Homeowner's association fees or liens, and/or condominium association fees or liens
    - c. Utilities as needed to reinstate a mortgage (including water, sewer and other perfected utilities)
5. What are the accepted types of financial hardship?

- Homeowners must have experienced a loss in income or increase in living expenses as of a result of the coronavirus pandemic. This can include but is not limited to job loss, reduction in work hours, increased costs due to childcare, illness or the need to care for a family member since January 21, 2020. This can include hardships that began before January 21, 2020 and continued after that date, but only costs accrued after January 21, 2020 are eligible for HAF assistance.

6. Will homeowners receive the money directly?

- No, borrowers will not receive payment directly. Assistance will be applied *directly to their mortgage loan, by the loan servicer*, and to municipalities, insurance companies, homeowner's associations, and utility companies for any eligible tax, insurance, condominium fee, and utility payments reimbursed by this program. If, after review of a homeowner's HAF application, you the homeowner is eligible to receive assistance, they will receive details on the amount of their award and how the funds will be applied to their various accounts.

7. Will homeowners need to pay the money back?

- No. The assistance will be provided in the form of a grant and will not need to be repaid.

8. Will the benefits a homeowner receives through HAF be considered taxable income by the IRS?

- No, any assistance received through the HAF Program for assistance with eligible home-related expenses is not considered taxable income for federal tax purposes. Eligible applicants will not be required to pay taxes on qualified assistance received through HAF.

9. What forms of documentation are needed for the application process?

- The following type of documents may be asked for in the application, depending on the specific expenses homeowners are applying for assistance with:
- Income documents
  - o Acceptable income documents include paystubs, W2s or other wage statements, IRS Form 1099s, tax filings, depository institution (or bank) statements demonstrating regular income, or a statement of income from an employer
  - o Social security, child support, unemployment, and other income statements as applicable
  - o Waivers from these documentation requirements may be available if we determine that your explanation is reasonable enough to justify it
- Mortgage statements or other mortgage documents
- Property tax statements from your city or town
- Utility bills (for utilities that prevent loan reinstatement)
- Identification such as state IDs, drivers licenses or passports

Additional documentation may be requested in order to verify a homeowner's eligibility.

10. Do all loan types qualify for HAF assistance?

- No. Eligible loan types include those that fall within the conforming loan limit as defined by Fannie Mae. Jumbo loans are not eligible.