

# Personalized help for homeowners impacted by financial hardships due to COVID-19

Fannie Mae's Disaster Response Network™ is a free helpline available Monday through Friday from 8 a.m. to 8 p.m. It is dedicated to helping eligible homeowners with Fannie Mae-owned mortgage loans navigate their financial issues and the recovery process.

If you experience a financial hardship resulting from COVID-19 and are having difficulty making your mortgage payments, we're here to help. Our Disaster Response Network is available to provide individual assistance. The Network helps homeowners with Fannie-Mae owned mortgage loans who experienced an income reduction or other financial issue(s) due to COVID-19.

## Features of the Fannie Mae Disaster Response Network

Fannie Mae's Disaster Response Network offers eligible homeowners free support from the U.S. Department of Housing and Urban Development's (HUD's) approved housing counselors, as well as:

-  Personalized recovery assessment and action plan.
-  Help working with your mortgage servicer on payment relief options.
-  Financial coaching and budgeting.
-  Access to Clearpoint's\* Project Porchlight Online and its tools and resources.
-  Ongoing check-ins to help ensure a successful financial recovery.

## More about housing counselors

The US Department of Housing and Urban Development (HUD) approves experienced housing counselors to advise you on preventing foreclosure, buying a home, protecting your credit, and other issues. It also sponsors housing counseling agencies throughout the country, and counseling is available in many languages.

A housing counselor will:

- Explain what documents you will need to provide to your mortgage company and may be able to contact the mortgage company on your behalf.
- Help you make a budget so you can meet your monthly mortgage payment and other expenses.
- Provide information about local resources, including financial resources, that may be helpful to you.

\*Clearpoint is a division of MMI

### Find out who owns your loan

If you're a homeowner, use our **Loan Lookup Tool** to see if Fannie Mae owns your mortgage loan. If so, you will be provided with information to call our Disaster Response Network or request an appointment online for free assistance.

### Get in touch

Call 877-542-9723 to access the Disaster Response Network or other available resources.

Visit [www.fanniemae.com/heretohelp/kyo](http://www.fanniemae.com/heretohelp/kyo) to learn more.