

Navigating forbearance for **servicers**

Forbearance is available for borrowers experiencing a financial hardship resulting from COVID-19. Help your customers understand forbearance requirements and workout options that may be available to resolve their delinquency.

COVID-19 related hardship occurs

The borrower is unable to make their monthly mortgage payments.

You must achieve [Quality Right Party Contact \(QRPC\)](#) and confirm that the hardship is related to COVID-19 ([LL-2021-02](#) and [Servicing Guide D2-3.2-01](#)).

You are authorized to offer an initial forbearance plan term of up to 6 months.

Forbearance begins and lasts for up to **6 months**

No later than **30 days** prior to the expiration of the forbearance plan term

You must begin attempts to contact the borrower until QRPC is achieved or the forbearance plan term has expired.

If QRPC is achieved and the COVID-19-related hardship has been resolved, evaluate the borrower for a workout option prior to the expiration of the forbearance plan to resolve the delinquency.

Forbearance is extended up to **6 additional months**

If the COVID-19 hardship has not been resolved, you are authorized to grant an extension of the *initial forbearance plan term** up to 6 additional months.

**Initial forbearance plan term: You are authorized to permit a cumulative forbearance plan term of up to 12 months as measured from the start date of the initial forbearance plan regardless of the borrower's delinquency status.*

No later than **30 days** prior to the expiration of the forbearance plan term

You must begin attempts to contact the borrower until QRPC is achieved or the forbearance plan term has expired.

If QRPC is achieved and the COVID-19-related hardship has been resolved, evaluate the borrower for a workout option prior to the expiration of the forbearance plan to resolve the delinquency.

Forbearance is extended for up to **3 months**, if eligible

If the COVID-19-related hardship has not been resolved, you must request Fannie Mae's written approval for a forbearance plan that exceeds a *cumulative forbearance term** of 12 months.

[Forbearance Exception Request Template](#) >

If a borrower was actively performing on a COVID-19-related forbearance plan as of February 28, 2021, reaches a cumulative forbearance plan term of 12 months, and the hardship has not been resolved after achieving QRPC, you are authorized to grant an extension of the forbearance plan term of up to 3 months provided the forbearance plan does not result in the mortgage loan becoming greater than 18 months delinquent.

**Cumulative forbearance term: As measured from the start date of the initial forbearance plan.*

No later than **30 days** prior to the expiration of the 3-month extension

You must begin attempts to contact the borrower until QRPC is achieved or the forbearance plan term has expired.

If QRPC is achieved and the COVID-19-related hardship has been resolved, evaluate the borrower for a workout option prior to the expiration of the forbearance plan to resolve the delinquency.

Forbearance is extended for up to an additional **3 months**, if eligible

If the borrower was actively performing on a COVID-19 related forbearance plan as of February 28, 2021, and the hardship has not been resolved after achieving QRPC, you are authorized to grant one or more forbearance plan extensions of up to 3 additional months, for a *cumulative forbearance term of 18 months** provided the forbearance plan does not result in the mortgage loan becoming greater than 18 months delinquent.

**Cumulative forbearance term of 18 months: This is from the start date of the initial forbearance plan provided — the forbearance must not result in the mortgage loan becoming greater than 18 months delinquent.*

No later than **30 days** prior to the expiration of the forbearance plan term

You must begin attempts to contact the borrower until QRPC is achieved or the forbearance plan term has expired.

If QRPC is achieved and the COVID-19-related hardship has been resolved, evaluate the borrower for a workout option to resolve the delinquency.

If the borrower was actively performing on a COVID-19-related forbearance plan as of February 28, 2021, and the hardship has not been resolved after achieving QRPC, you must receive Fannie Mae's prior written approval for a forbearance plan to *exceed a cumulative term of 18 months** or result in the mortgage loan becoming greater than 18 months delinquent.

[Forbearance Exception Request Template](#) >

**Exceed a cumulative term of 18 months: Measured from the start date of the initial forbearance plan, or result in the mortgage loan becoming greater than 18 months delinquent.*

- **Get the facts:** Borrowers do not have to repay forbearance amount all at once.
- Looking for a timeline for your borrowers? [Navigating forbearance for homeowners](#)