



## MORTGAGE FORBEARANCE

### FREQUENTLY ASKED QUESTIONS

COVID-19 has affected so many aspects of our lives. We understand that many of our customers may be experiencing financial challenges and we may have solutions to help during this period. Because your mortgage may be your largest monthly debt, we want to assure you that you have options to help you with your payments. Thank you for choosing us as your bank.

#### **Q: What if I can't pay my mortgage because of COVID-19?**

**A:** If you are experiencing a hardship during this difficult time, we can offer a mortgage forbearance program that would enable you to suspend mortgage payments for up to twelve months. The initial plan gives six months of suspension of payments. In the fifth month of the plan, the Bank will contact you to discuss your situation and may approve an additional forbearance term if you are still affected by COVID-19.

#### **Q: What is forbearance and how can I apply?**

**A:** Forbearance is an agreement to temporarily suspend mortgage/loan payments for a certain period of time. To apply for forbearance, contact us at **1.800.648.8933** or through secure online messaging within online banking.

#### **Q: How long will my payments be suspended?**

**A:** As a part of the mortgage forbearance program, your payments will be suspended for up to twelve months. The initial plan gives six months of suspension of payments. In the fifth month of the plan the Bank will contact you to discuss your situation, and may approve an additional forbearance term if you are still affected by COVID-19.

#### **Q: When should I expect to hear back about my forbearance?**

**A:** You will be given a forbearance upon request, which can be made to a Bank representative by calling **1.800.648.8933**. You will receive a letter confirming your enrollment in the plan.

#### **Q: When will my forbearance start?**

**A:** Your forbearance will begin in the month of the request and continues for six months from the date of your confirmation letter.

### Q: What do I need to do if my mortgage payments are set up on auto pay?

**A:** For bill pay<sup>1</sup> or transfers through your Fulton Bank checking or savings account, you'll need to use online banking or the mobile app<sup>2</sup> to cancel those payments. Otherwise, they will continue to be processed.

For auto draft or bill pay from any other financial institution or a bill pay service, you should contact that provider to cancel payments. Otherwise, they will continue to be processed.

If you're currently enrolled in a Fulton Bank automated payment plan, you don't need to take action. We won't debit any suspended payments. Once the forbearance period has ended or you are removed from the plan at your request, we'll resume your automated payments starting in the month following termination of the plan.

### Q: What if I can make only partial payments?

**A:** You are not required to make any payments throughout your forbearance period, but any payments, even partial payments, will reduce the amount you will need to pay when your forbearance period ends or when you request to be removed from the plan.

### Q: Will late fees be charged?

**A:** Late charges will continue to accumulate during the time that your loan is in the forbearance plan and will appear on your monthly billing statement, which we will continue to send you. **However, at the end of the forbearance period or upon the completion of any repayment option that will be offered at the end of the forbearance period, all late charges accrued during the forbearance period will be waived from the account. If the account is not brought current by either process above, the late charges accrued during this plan will remain due and owing on the account.**

### Q: Do I still have to pay mortgage-related fees like taxes and HOA fees?

**A:** If your property taxes, homeowner's insurance premiums, and/or homeowner's association/condominium fees are currently paid by the Bank from an escrow account, we will continue to remit those payments on your behalf during the forbearance period. **However, if these amounts are not included in the escrow account associated with your loan, and you have instead paid such amounts directly, you will continue to be responsible for those payments during the forbearance period.**

### Q: How will forbearance affect my credit score?

**A:** If your payments are current when you enter into a forbearance plan, we will report your loan account payment status to the independent credit reporting agencies during the forbearance period as *current*, as required by the terms of the CARES Act.

We cannot be certain, however, what effect, if any, such reporting will have on your credit score, as that score is determined by the credit agencies, not Fulton Bank. Your forbearance may also affect your ability to obtain credit in the future beyond any immediate potential effect on your credit score. Finally, any delinquency existing at the time you enter into your forbearance plan will continue to be reported as such; payments due *during the forbearance period* will not be reported as delinquent during this COVID-19 forbearance circumstance.

**Q: What do I need to do if I later decide that I no longer want my mortgage payments suspended?**

**A:** If you no longer wish to participate in this forbearance plan, you can end your participation at any time. However, you must ensure the account is current at the time of the request to withdraw to prevent a credit reporting impact. Of course, you may discuss your options for repayment in the event you cannot fully reinstate (requiring you to catch-up on all missed payments in a single payment) the account, please contact us at **1.844.298.8780**.

**Q: Why did I receive a Notice of Availability of Homeownership Counseling Services (HUD letter) after entering into a forbearance?**

**A:** During the plan, you may receive federally required HUD (U.S. Department of Housing and Urban Development) counseling disclosures, which are designed to assist borrowers experiencing financial hardship. **Receipt of these disclosures does not indicate any changes to, or removal from, the forbearance plan.**

**Q: When will I need to pay back the suspended mortgage payments?**

**A:** At the end of the plan or upon your request to be removed from the program. However, if you are unable to pay the lump sum of suspended payments at the end of the forbearance period, there may be other repayment options available to you.

**Q: What happens if my forbearance period is about to end and I still need help with making my payments?**

**A:** Approximately thirty (30) days before your plan is scheduled to end, a Bank representative will contact you to discuss your financial situation and provide information on the repayment options available to you based on the mortgage or loan product you have. **Not all repayment options are available for all mortgage products.** Some of these options *may include:*

- **An extension of forbearance for an additional 6-month term;**
- **Remittance of all suspended payments** (to include any delinquent balances prior to forbearance) in a single payment;
- **Remittance of a portion of your suspended payments** (to include any delinquent balances prior to forbearance);
- **A payment deferral**, resulting in all outstanding balances (to include negative escrow amounts) being moved to the end of the loan term without extending the maturity date resulting in a large final payment;
- **A loan modification**, resulting in a change to the terms of your mortgage/loan agreement in order to provide more manageable payment amounts over time; or
- **A complete payoff of your mortgage/loan balance** and satisfaction of our lien.

**Q: I'm not sure I wish to participate in forbearance. Who should I contact if I still have questions?**

**A:** Please call us at **1.844.298.8780** and a specialist will be happy to assist you.

**Q: Do I need to call you to confirm my acceptance of this plan?**

**A:** No. After you request a forbearance, you will be sent a letter confirming the terms of your forbearance agreement and plan.

Fulton Bank, N.A. Member FDIC. Subject to credit approval.

<sup>1</sup> You must first register for Bill Pay through our eligible channels.

<sup>2</sup> Message and data rates apply.

Fulton Bank is not affiliated with U.S. Department of Housing and Urban Development.

