
If you are in need of assistance, we are here for you. We understand that if you have been impacted by the effects of the recent [hurricane](#), this may affect your ability to conduct normal financial business, resulting in late or missed payments. Our representatives are trained in disaster response and can offer guidance and information about your loan to assist you in anyway available to us. If your property has sustained damage, our customer service representatives will guide you through the process and help you move forward with repairs.

Home Loans

If you are a loanDepot home loan customer, and you or your property may have been impacted, here are some important first steps:

- Please call to speak to one of our loanDepot Customer Service Representatives at (866) 258-6572. Make sure to include any temporary address changes.
- Call your insurance agent. Your agent and insurance company can evaluate the damage to your home according to your homeowner's insurance policy.
 - Confirm what your coverage includes and whether any specific steps need to be completed before repairs can begin. Many hazard policies also cover alternate living expenses while you're out of your home. That may include temporary housing and meal assistance.
 - File your insurance claim before applying for disaster assistance.
 - Get the claim filing process started quickly. The faster you file, the faster your recovery can begin.
 - If you need help locating contact information for your insurance agent or company, contact our Customer Service Department at (866) 258-6572, we can provide you with that information.
- If your home is damaged and you aren't able to live in it, consider contacting your utility companies to suspend your services.

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- To begin the claim process, contact loanDepot’s Customer Service Department at (866) 258-6572. We will assist in relaying the information you need to begin the claim process.
 - To make a payment with no transaction cost to you:
 - If you do not have your loan number available, please call our Customer Service Department at (866) 258-6572 from 7:00 a.m. to 7:00 p.m. CST, Monday-Friday so a Customer Service Representative can assist you with making a payment.
 - If you do have your loan number available, you can call (866) 258-6572 anytime to use our automated phone system to make your payment.

Personal Loans

If you are a personal loan customer and need assistance, please call (888) 983-3393.

Our Customer Service Representatives have been trained to help you in the event of a disaster. They are well equipped to offer information and they will assist you in any way they can.

DISASTER RELIEF | FREQUENTLY ASKED QUESTIONS

FEMA (FEDERAL EMERGENCY MANAGEMENT AGENCY)

Q: Where can I access the latest information regarding the recent natural disaster?

A: Please access FEMA’s website for additional information at [fema.gov/disasters](https://www.fema.gov/disasters)

Q: What options are available to me, if I have been impacted by a natural disaster?

A: If your property is located in a FEMA declared disaster zone, you may be eligible for forbearance. If your property is not located in a FEMA-declared disaster zone, please monitor [fema.gov/disasters](https://www.fema.gov/disasters) for additional updates. If the natural disaster will cause you a financial hardship and you are not in a FEMA declared disaster zone, please contact us at (866) 258-6572 for alternative options.

Q: Will the mortgage company be sending any documentation to FEMA on my behalf?

A: No. You will need to contact FEMA directly to apply for disaster relief. If you have not already done so, please contact FEMA at 1-800-621-FEMA (3362), or visit FEMA online at [DisasterAssistance.gov](https://www.DisasterAssistance.gov), to review assistance options that are available to you.

FORBEARANCE

Q: What is forbearance and how will it impact my loan?

A: Short-term payment relief for borrowers who are willing to make their monthly payments, but face temporary, unforeseen financial problems. The terms of the agreed-upon payment relief is documented in a forbearance agreement between the borrower and the lender. With a forbearance agreement, the lender agrees to a temporary suspension of your mortgage payments for a certain period of time, usually three months, known as the forbearance period. During that period, the borrower does not have to make any payments. In exchange, the borrower must resume making the full payment at the end of the forbearance period, plus the borrower must pay an additional amount each month to become current on the missed payments, including principal, interest, taxes, and insurance. **Payments that**

were temporarily suspended during the forbearance period are not resolved by adding them to the end of the loan. Please keep in mind that interest continues to accrue during the forbearance period. Unpaid interest that accrues during the forbearance period will be added to the principal balance of your loan, increasing the total amount you owe. The specific terms of a forbearance agreement: will vary based on the situation, will always cover a definite period of time, and will require that the borrower become current on their payments by the end of the forbearance period. If you pay your taxes, insurance or HOA/Condo fees directly, then you must continue making those payments during the forbearance period. If you are unable to bring your account current or repay the payments that became due during the forbearance period, other options, such as a loan modification, may be available to you. Please contact our customer service team at (866) 258-6572 for loan modification eligibility and documentation requirements.

Q: Am I eligible for forbearance?

A: A borrower who has sustained property damage and/or a borrower who is experiencing financial hardship resulting from a recent natural disaster is very likely to be eligible for a forbearance plan.

Q: Am I eligible if my employer has been impacted by the natural disaster?

A: Yes. If your employment status has been impacted by the recent natural disaster, you may qualify for a forbearance plan due to the financial impact incurred. Please contact our customer service team at (866) 258-6572 for assistance.

Q: Do I need to apply for forbearance?

A: Yes. If your impacted property is in a FEMA-declared disaster area and your property or finances have been directly impacted by the disaster, upon contacting us, most likely you will automatically qualify for a minimum 3 month forbearance plan. Please contact our customer service team at (866) 258-6572 for information regarding the options available to you.

Q: How can loanDepot help after the 3 month forbearance plan period expires?

A: As you approach the end of your forbearance plan period, your hardship and financial status may be reassessed to determine eligibility for further options. Depending on your loan type and individual circumstances, you may be eligible for additional assistance such as; an extended forbearance plan period, a loan modification, or an individual repayment plan. Please call our Customer Service Team at (866) 258-6572 at least three weeks prior to the end of your forbearance period to discuss eligibility and next steps.

Q: What are my options for repayment at the end of the forbearance plan period?

A: At the end of the forbearance period, you will not have to make up all of the suspended payments at once. You may have three options available to you depending on your income and loan status:

1. **Cure the Account:** This option is the first one explored and it is accomplished by paying the entire amount due in a one-time, lump sum payment. The amount owed would be the current month plus three months of payments that were forborne.
2. **Repayment Plan:** In the event the entire amount due cannot be cured, a repayment plan is considered. The entire amount due is required to be paid back within six months by adding partial payments to your monthly mortgage payment. In order to qualify for the repayment

plan, your financial situation is reviewed to ensure you can afford the additional amount due every month.

3. **Modification:**

- a. The final option to be considered is a loan modification. This would allow you to permanently change the terms of your mortgage to bring the account current. All possible modification options will be reviewed based upon your financial situation.
- b. In the event that you qualify for a modification, please be aware that your payment and terms may increase.
- c. There are no fees or costs to you associated with our loan modification options.

Q: Can I submit payments during the forbearance plan period?

A: Yes. You can submit payments during the forbearance plan period. However, payments will not be applied to your loan until the forbearance period ends. You are not required to make any payments during the forbearance period. However, all payments that were forborne will be due at the end of the forbearance period.

Q: Do I need to cancel my automatic monthly draft if I am on a forbearance plan?

A: No. Your automatic monthly draft will be stopped when the forbearance plan begins.

Q: Will I still receive billing statements during the forbearance period?

A: Yes. In most circumstances, we are required to send you a billing statement every 30 days. Please refer back to your forbearance plan letter, once received, which outlines the terms of the forbearance plan.

Q: Will I receive letters advising me of delinquency status?

A: Yes. We are required to send certain letters to ensure compliance with our investor guidelines. Please refer back to your forbearance plan letter, which outlines the terms of the forbearance plan. You will not be required to make any payments during the plan period. In addition, you are not being assessed late charges or receiving adverse credit reporting during the forbearance plan period.

Q: How do I cancel my forbearance plan?

A: Please contact our Customer Service Team at (866) 258-6572 to discuss options for terminating the forbearance plan.

INSURANCE

Q: I received a claim check from my insurance carrier. It is made out to my mortgage company. How can I get the check endorsed?

A: Federal regulations require your lender to ensure that your property is restored back to normal as soon as possible, so typically your mortgage company is listed as a payee on insurance claim checks. You will also find this requirement documented in your mortgage agreement. Please reach out to loanDepot's Customer Service Department at (866) 258-6572. We will be sure you have the information you need to process your claim check quickly.

Q: I received an emergency and/or mitigation funds check. How do I get the check endorsed?

A: Emergency checks may also be referred to as “advanced checks,” “good faith checks,” or “emergency checks.” These checks are issued by the insurance company prior to an insurance adjuster preparing an official claims worksheet. A claim check is considered to be an emergency check if the check stub or a letter from the insurance company that accompanies the check states that the check was issued as “emergency funds.” Please reach out to loanDepot’s Customer Service Department at (866) 258-6572. We will be sure you have the information you need to process your claim check quickly.

COMMUNICATIONS

Q: Who should I contact regarding damage to my property?

A: You should contact your insurance company regarding damage to your property. If you have insurance and you have not already started the claim process, please contact your insurance carrier directly. Once the claim has been filed with your insurance carrier and you receive a claim check, please reach out to loanDepot’s Customer Service Department at (866) 258-6572. We will be sure you have the information you need to process your claim check quickly.

Q: What if my property incurred flood damage and I don’t have flood insurance?

A: If your property incurred flood damage and you do not have flood insurance, please contact FEMA at 1-800-621-FEMA (3362), or visit FEMA online at [fema.gov/disasters](https://www.fema.gov/disasters), to review assistance options that are available to you.

Q: If my home is damaged, where can I go for immediate help and/or shelter?

A: If you feel as if your home or property is not safe, we urge you to not stay there. For more information from the Mortgage Bankers Association (MBA) regarding emergency shelter and other immediate needs, please visit mba.org/news-research-and-resources/disaster-recovery.

How to protect yourself from post-disaster scams

Unfortunately, during emergency situations there is an influx of post-disaster scams. Be alert for phony housing inspectors, building contractors, requests for disaster donations and fake offers of state or federal aid. Officials never request money for helping you and they always carry ID badges. For more information from the Mortgage Bankers Association (MBA), please visit mba.org/news-research-and-resources/disaster-recovery.

IMPORTANT CONTACTS:

- **FEMA**

- You should contact FEMA using the contact information below to apply for financial aid:

- ✓ **1-800-621-FEMA (3362)**

- ✓ [disasterAssistance.gov](https://disasterassistance.gov)

✓ [fema.gov/disasters](https://www.fema.gov/disasters)

- **loanDepot Claims Department – (866) 258-6572**
- **loanDepot Mortgage Loans Customer Service – (866) 258-6572**
- **loanDepot Personal Loans Customer Service – (888) 983-3393**

OTHER HELPFUL LINKS:

- **American Red Cross -**
[redcross.org](https://www.redcross.org)
- **Mortgage Bankers Association –**
[mba.org/news-research-and-resources/disaster-recovery](https://www.mba.org/news-research-and-resources/disaster-recovery)