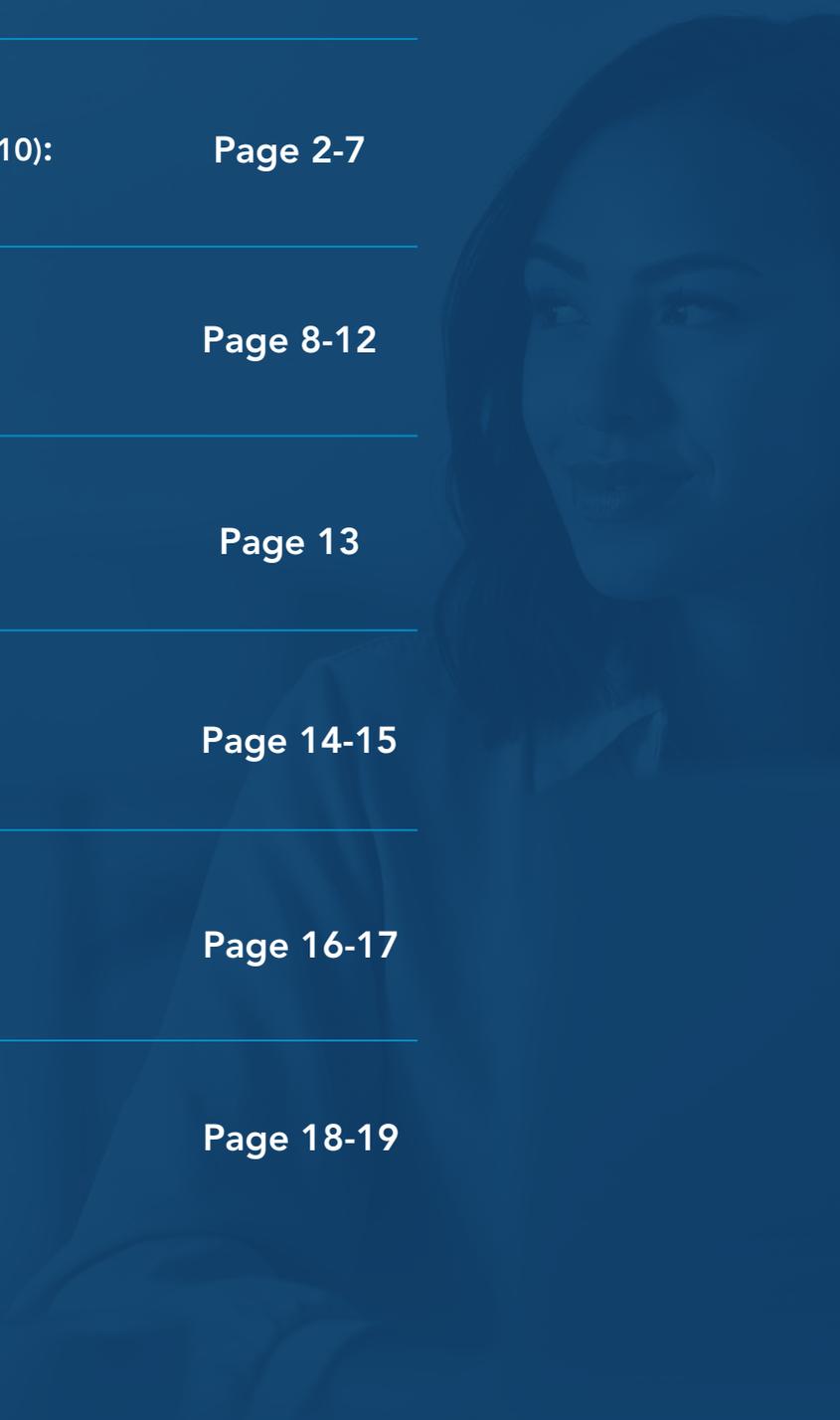


# MORTGAGE ASSISTANCE GUIDE



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# Loss Mitigation Application FAQs

## How do I start?

- There are 4 Main Requirements for a package to be sent to Underwriting for review:
  - » Mortgage Assistance Application (Form 710)
  - » Form 4506-C
  - » Income Documentation
  - » HOA (if applicable)
- A Hardship letter may be required based on your Reason for Default (your Application page 2 will tell you if this is required or not.)
- Once you send this information in, we will review and determine if further documentation is required based on what we received.
- Please ONLY send what we are requesting, if we need further information, we will let you know as soon as possible.

## Where do I send this information?

- The easiest and most secure way to submit your application is by creating an account at [www.loansolutioncenter.com](http://www.loansolutioncenter.com) to securely upload your documents.
- For your safety, we are no longer accepting application documents by email.
- If you cannot upload to [www.loansolutioncenter.com](http://www.loansolutioncenter.com), you may mail your documents to:  
**Attn:** Loss Mitigation Department  
PO Box 100080  
Duluth, GA 30096-9377
- All application documents can be obtained on <https://myhomeservicing.com/announcements/MortgageAssistance>

## How long should I wait before calling about my documents?

- Documents are initially reviewed within 5 business days.
- An initial Missing Items letter will be mailed to you at the start of your package detailing what documentation is missing.
- A Single Point of Contact will be calling once per week to go over any continuing Missing Documentation while your review is open.
- You may call Loss Mitigation after 5 days of sending to inquire about missing items.



## How long does the initial review take after my package is deemed complete and sent to Underwriting?

- The Underwriting team has up to 30 days to review your package.
- During this time, they will determine if they are able to decide or if they need further information.
  - » If further information is needed, a letter will be sent notifying you and a Single Point of Contact will be in touch by phone.
  - » If further items are requested by Underwriting, you will be provided at least 7 days to return them.



# MORTGAGE ASSISTANCE APPLICATION

Form 710

[Go To Form 710](#)

# Completing Mortgage Assistance Application (Form 710)

## Page 1

- Begin at the top of the page with the loan number. This is important to ensure we are working the correct file.
- Move to “*Borrower Information*” section. Fill out the information completely and accurately. You may leave co-borrower information blank should there be only one borrower. In case borrower and co-borrower reside separately, you may submit two applications, one for each borrower. A second application may also be used in case there is a third borrower.
- Please be sure you complete the bottom two questions by checking the applicable boxes.
- **IMPORTANT:** please note that all highlighted sections are required. Any missing information will result in an incomplete application.
- Move on to “*Property Information*” section. List your property address fully, including city, state, and zip code.
- **Only** list a mailing address should it be different from property address.
- You **must** indicate occupancy status. Please check one box that applies to status.
- Please indicate your intention with the property. If you are unsure, be sure to reach out to us prior to submitting the document to discuss further. You must only check **one** box.
- If you intend on selling the property, please indicate if it’s listed, and provide agent’s info.
- You **must** indicate if the property is subject to HOA fees. If yes, list the monthly amount in the box provided.
- **IMPORTANT:** please note that all highlighted sections are required. Any missing information will result in an incomplete application.

Loan number: <loan\_num> 10XXXXXXXX

### Mortgage Assistance Application

If you are having mortgage payment challenges, please complete and submit this application, along with the required documentation, to [servicer name] via mail: [address], fax: [fax #], or online: [website/email address]. We will contact you within five business days to acknowledge receipt and let you know if you need to send additional information or documents.

We will use the information you provide to help us identify the assistance you may be eligible to receive. If you need help completing this application, please contact [servicer name] at [phone #].

For a list of HUD-approved housing counseling agencies that can provide foreclosure prevention information, contact one of the following federal government agencies:

- The U.S. Department of Housing and Urban Development (HUD) at (800) 569-4287 or [www.hud.gov/counseling](http://www.hud.gov/counseling)
- The Consumer Financial Protection Bureau (CFPB) at (855) 411-2372 or [www.consumerfinance.gov/mortgagehelp](http://www.consumerfinance.gov/mortgagehelp)

If you need assistance with translation or other language assistance, HUD-approved housing counseling agencies may be able to assist you. These services are provided without charge.

#### Borrower Information

**Borrower's name:** Jane Doe

**Social Security Number (last 4 digits):** 9876

**E-mail address:** jane.doe@email.com

**Primary phone number:** 855-123-4567  Cell  Home  Work  Other

**Alternate phone number:**  Cell  Home  Work  Other

**Co-borrower's name:** John Doe

**Social Security Number (last 4 digits):** 4321

**E-mail address:** john.doe@email.com

**Primary phone number:** 877-789-1234  Cell  Home  Work  Other

**Alternate phone number:**  Cell  Home  Work  Other

**Preferred contact method (choose all that apply):**  Cell phone  Home phone  Work phone  Email  Text—checking this box indicates your consent for text messaging

**Is either borrower on active duty with the military (including the National Guard and Reserves), the dependent of a borrower on active duty, or the surviving spouse of a member of the military who was on active duty at the time of death?**  Yes  No

#### Property Information

**Property Address:** 456 Main St, City, State 98765

**Mailing address (if different from property address):**

- **The property is currently:**  A primary residence  A second home  An investment property
- **The property is (select all that apply):**  Owner occupied  Renter occupied  Vacant
- **I want to:**  Keep the property  Sell the property  Transfer ownership of the property to my servicer  Undecided

**Is the property listed for sale?**  Yes  No – If yes, provide the listing agent’s name and phone number—or indicate “for sale by owner” if applicable:

**Is the property subject to condominium or homeowners’ association (HOA) fees?**  Yes  No – If yes, indicate monthly dues: \$50

Fannie Mae/Freddie Mac Form 710 Page 1 of 4 June 2021

# Completing Mortgage Assistance Application (Form 710)

## Page 2

- At the of page 2, you must indicate the approximate date your hardship started, and check on of the options below it.
- In the Type of Hardship schedule, you must select at least one of the options listed. If your hardship is not listed, please indicate your circumstance in the box at the bottom of the page.
- Please note that your hardship may require proof. In instances where it's indicated that a documentation is not required, our underwriting team may still require proof.
- **IMPORTANT:** please note that all highlighted sections are required. Any missing information will result in an incomplete application.

Hardship Information	
The hardship causing mortgage payment challenges began on approximately (date) 12/15/2022 and is believed to be:	
<input checked="" type="checkbox"/> Short-term (up to 6 months) <input type="checkbox"/> Long-term or permanent (greater than 6 months) <input type="checkbox"/> Resolved as of (date) _____	
TYPE OF HARDSHIP (CHECK ALL THAT APPLY)	REQUIRED HARDSHIP DOCUMENTATION
<input type="checkbox"/> Unemployment	▪ Not required
<input type="checkbox"/> Reduction in income: a hardship that has caused a decrease in your income due to circumstances outside your control (e.g., elimination of overtime, reduction in regular working hours, a reduction in base pay)	▪ Not required
<input checked="" type="checkbox"/> Increase in housing-related expenses: a hardship that has caused an increase in your housing expenses due to circumstances outside your control (e.g., uninsured losses, increased property taxes, HOA special assessment)	▪ Not required
<input type="checkbox"/> Disaster (natural or man-made) impacting the property or borrower's place of employment	▪ Not required
<input type="checkbox"/> Long-term or permanent disability, or serious illness of a borrower/co-borrower or dependent family member	▪ Written statement from the borrower, or other documentation verifying disability or illness <b>Note:</b> Detailed medical information is not required, and information from a medical provider is not required
<input type="checkbox"/> Divorce or legal separation	▪ Final divorce decree or final separation agreement <b>OR</b> ▪ Recorded quitclaim deed
<input type="checkbox"/> Separation of borrowers unrelated by marriage, civil union, or similar domestic partnership under applicable law	▪ Recorded quitclaim deed <b>OR</b> ▪ Legally binding agreement evidencing that the non-occupying borrower or co-borrower has relinquished all rights to the property
<input type="checkbox"/> Death of borrower or death of either the primary or secondary wage earner	▪ Death certificate <b>OR</b> ▪ Obituary or newspaper article reporting the death
<input type="checkbox"/> Distant employment transfer/relocation	▪ For active duty service members: Permanent Change of Station (PCS) orders or letter showing transfer. ▪ For employment transfers/new employment: Copy of signed offer letter or notice from employer showing transfer to a new location or written explanation if employer documentation not applicable, <b>AND</b> ▪ Documentation that reflects the amount of any relocation assistance provided (not required for those with PCS orders)
<input type="checkbox"/> Other – hardship that is not covered above: _____ _____ _____	▪ Written explanation describing the details of the hardship and any relevant documentation

Fannie Mae/Freddie Mac Form 710 Page 2 of 4 June 2021

# Completing Mortgage Assistance Application (Form 710)

## Page 3

- Next, please indicate the amount of MONTHLY income you receive per each category. If you receive several streams of income, make sure you list ALL amounts. The clearer your financial picture is, the higher likelihood that we will put you in the appropriate workout option.
- If no income at all, you must write "0" in all options.
- Please note that any income listed will need to be supported with documentation.
- At the bottom of the page, list any other amounts you may have in the account types listed. Please write "0" in none applies.
- **IMPORTANT:** please note that all highlighted sections are required. Any missing information will result in an incomplete application.

Borrower Income		
Please enter all borrower income amounts in middle column.		
MONTHLY TOTAL BORROWER INCOME TYPE & AMOUNT		REQUIRED INCOME DOCUMENTATION
Gross (pre-tax) wages, salaries and overtime pay, commissions, tips, and bonuses	\$3200	<ul style="list-style-type: none"> <li>▪ Most recent pay stub and documentation of year-to-date earnings if not on pay stub <b>OR</b></li> <li>▪ Two most recent bank statements showing income deposit amounts</li> </ul>
Self-employment income	\$300	<ul style="list-style-type: none"> <li>▪ Two most recent bank statements showing self-employed income deposit amounts <b>OR</b></li> <li>▪ Most recent signed and dated quarterly or year-to-date profit/loss statement <b>OR</b></li> <li>▪ Most recent complete and signed business tax return <b>OR</b></li> <li>▪ Most recent complete and signed individual federal income tax return</li> </ul>
Unemployment benefit income	\$0	<ul style="list-style-type: none"> <li>▪ No documentation required</li> </ul>
Taxable Social Security, pension, disability, death benefits, adoption assistance, housing allowance, and other public assistance	\$1200	<ul style="list-style-type: none"> <li>▪ Two most recent bank statements showing deposit amounts <b>OR</b></li> <li>▪ Award letters or other documentation showing the amount and frequency of the benefits</li> </ul>
Non-taxable Social Security or disability income	\$0	<ul style="list-style-type: none"> <li>▪ Two most recent bank statements showing deposit amounts <b>OR</b></li> <li>▪ Award letters or other documentation showing the amount and frequency of the benefits</li> </ul>
Rental income (rents received, less expenses other than mortgage expense)	\$0	<ul style="list-style-type: none"> <li>▪ Two most recent bank statements demonstrating receipt of rent <b>OR</b></li> <li>▪ Two most recent deposited rent checks</li> </ul>
Investment or insurance income	\$0	<ul style="list-style-type: none"> <li>▪ Two most recent investment statements <b>OR</b></li> <li>▪ Two most recent bank statements supporting receipt of the income</li> </ul>
Other types of income not listed above (Note: Only include alimony, child support, or separate maintenance income if you choose to have it considered for repaying this loan)	\$0	<ul style="list-style-type: none"> <li>▪ Two most recent bank statements showing receipt of income <b>OR</b></li> <li>▪ Other documentation showing the amount and frequency of the income</li> </ul>
Current Borrower Assets		
Exclude retirement funds such as a 401(k) or Individual Retirement Account (IRA), and college savings accounts such as a 529 plan.		
Checking account(s) and cash on hand		\$500
Savings, money market funds, and Certificates of Deposit (CDs)		\$0
Stocks and bonds (non-retirement accounts)		\$0
Other:		\$0
Fannie Mae/Freddie Mac Form 710		
Page 3 of 4		
June 2021		

# Completing Mortgage Assistance Application (Form 710)

## Page 4

- Lastly, make sure you read the entirety of the “*Borrower Certification and Agreement*”. If no income at all, you must write “0” in all options.
- Be sure to sign and date the document. The document will be deemed incomplete if not signed by all borrowers. Please note that you must physically sign the document, or utilize a service that verifies signatures (i.e. DocuSign). Typed signatures will be declined.

### Borrower Certification and Agreement

1. I certify and acknowledge that all of the information in this Mortgage Assistance Application is truthful, and the hardship I identified contributed to my need for mortgage relief. Knowingly submitting false information may violate Federal and other applicable law.
2. I agree to provide my servicer with all required documents, including any additional supporting documentation as requested, and will respond in a timely manner to all servicer or authorized third party\* communications.
3. I acknowledge and agree that my servicer is not obligated to offer me assistance based solely on the representations in this document or other documentation submitted in connection with my request.
4. I consent to the servicer or authorized third party\* obtaining a current credit report for the borrower and co-borrower.
5. I consent to the disclosure by my servicer, authorized third party,\* or any investor/guarantor of my mortgage loan(s), of any personal information collected during the mortgage assistance process and of any information about any relief I receive, to any third party that deals with my first lien or subordinate lien (if applicable) mortgage loan(s), including Fannie Mae, Freddie Mac, or any investor, insurer, guarantor, or servicer of my mortgage loan(s) or any companies that provide support services to them, for purposes permitted by applicable law, including but not limited to providing mortgage assistance, verifying any data or information contained in this application, and performing audit and quality control reviews. Personal information may include, but is not limited to: (a) my name, address, telephone number, (b) my Social Security number, (c) my credit score, (d) my income, (e) my payment history and information about my account balances and activity, and (f) my tax return and the information contained therein.
6. I agree that the terms of this borrower certification and agreement will apply to any modification trial period plan, repayment plan, or forbearance plan that I may be offered based on this application. If I receive an offer for a modification trial period plan or repayment plan, I agree that my first timely payment under the plan will serve as acceptance of the plan.
7. I consent to being contacted concerning this application for mortgage assistance at any telephone number, including mobile telephone number, or email address I have provided to the lender, servicer, or authorized third party.\*

\* An authorized third party may include, but is not limited to, a housing counseling agency, Housing Finance Agency (HFA) or other similar entity that is assisting me in obtaining a foreclosure prevention alternative.

Borrower signature: \_\_\_\_\_ Date: 1/1/2023

Co-Borrower signature: \_\_\_\_\_ Date: 1/1/2023

Please submit your completed application, together with the required documentation, to [servicer name] via mail: [address], fax: [fax #], or online: [website/email address]. We will contact you within five business days to acknowledge receipt and let you know if you need to send additional information or documents.

# Things To Note:

1

Any items missing from the highlighted portions of the application will deem it incomplete. This will cause delays in the process, and may result in application withdrawal if not complete within the allotted 30 days.

---

2

All items must be uploaded to [www.loansolutioncenter.com](http://www.loansolutioncenter.com) in PDF format. You may register your loan and track the progress/updates on your application.

---

3

All uploads must include ALL pages, showing the page in its entirety. Uploads must be clear and legible. If the criteria is not met, the application may be deemed incomplete.

---

4

Please note that the application expires 90 days from the date listed on page 4. should we have an expired application, we will reserve the right to ask for an updated form. Please note that other items have 90-day expiration period from the date of creation and we reserve the right to ask for updated forms.

---

5

Please only send items that are asked and required to complete your application. Sending unnecessary documents will cause a delay in processing your application.

---

6

Additional tip: If you don't have computer access to convert documents to PDF format, no worries! Most smart phones will include applications that will allow you to take a picture into a PDF. In addition, you may use Adobe Scan Application to scan your documents into PDF format from your phone.

THINGS  
TO NOTE:



# COMPLETING FORM 4506-C

[Go To Form 4506-C](#)

# What is Form 4506-C?

- Form 4506-C is an Internal Revenue Service (IRS) document used to retrieve past tax returns, W-2, and 1099 transcripts that are on file with the IRS. The document gives permission for a third party to retrieve taxpayer's data. The taxpayer must sign and date the 4506-C.
- The IRS IVES Request for Transcript of Tax Return (IRS Form 4506-C) gives the lender permission from the borrower to obtain tax transcripts from the IRS using the IRS Income Verification Express Service (IVES). This permission is required by the investor in order for the lender to move forward with a potential workout.

## IRS Transcripts Available through submission of IRS Form 4506-C

- 1040: U.S. Individual Income Tax Return
- 1065: U.S. Return of Partnership Income
- W-2: Wage & Tax Statement
- 1098: Mortgage Interest/Student Loan Interest/Tuition Statements
- 1099: Dividends/Interest, Miscellaneous Income, Government Payments, Cancellation of Debt, etc.
- 1120: U.S. Corporation Income Tax Return (also 1120-A, 1120-H, and 1120-L)
- 1120S: U.S. Income Tax Return for an S Corporation
- 5498: IRA, HSA, Archer MSA, Medicare Advantage MSA, Coverdell ESA Contributions

**Note:** Only one tax form number can be requested per each IRS Form 4506-C. A self-employed borrower whose income documentation includes both individual and business returns may need to complete two IRS Form 4506-Cs.

# Filling Out 4506-C

- Lines 1a – 4:
  - » **1a.** Borrower’s name is entered here exactly as it appears on their tax return.
- **Note:** If filing jointly with spouse, enter the name that shows first on tax return OR enter the name of your business. Typed signatures will be declined.
  - » **1b.** Enter Social Security or Taxpayer Identification Number (TIN) for the person OR Employer Identification Number (EIN) for the business listed on line 1a.
  - » **2a.** If you file jointly with spouse, enter spouse’s name here.
  - » **2b.** Enter Social Security or Taxpayer Identification Number (TIN) for the person on 2a.
  - » **3.** Enter your current address here. You may use a P.O. Box.
  - » **4.** Enter the address shown on the last return filed if different from the address entered on line 3.

**NOTE:** If the addresses on lines 3 and 4 are different and you have NOT changed your address with the IRS, you must file Change of Address **Form 8822 (for individuals)** or Change of Address or Responsible Party **Form 8822-B (for Business)**, along WITH Form 4506-C.

Form <b>4506-C</b> (October 2022)			Department of the Treasury - Internal Revenue Service <b>IVES Request for Transcript of Tax Return</b>			OMB Number 1545-1872		
<p>Do not sign this form unless all applicable lines have been completed. Request may be rejected if the form is incomplete or illegible. For more information about Form 4506-C, visit <a href="http://www.irs.gov">www.irs.gov</a> and search IVES.</p>								
<b>1a. Current name</b>			<b>2a. Spouse's current name (if joint return and transcripts are requested for both taxpayers)</b>					
i. First name	ii. Middle initial	iii. Last name/BMF comp	i. Spouse's first name			ii. Middle initial	iii. Spouse's last	
<b>1b. First taxpayer identification number (see instructions)</b>			<b>2b. Spouse's taxpayer identification number (if joint return and transcripts are requested for both taxpayers)</b>					
<b>1c. Previous name shown on the last return filed if different from line 1a</b>			<b>2c. Spouse's previous name shown on the last return filed if different from line 2a</b>					
i. First name	ii. Middle initial	iii. Last name	i. First name		ii. Middle initial	iii. Last name		
<b>3. Current address (including apt., room, or suite no.), city, state, and ZIP code (see instructions)</b>								
<b>a. Street address (including apt., room, or suite no.)</b>			<b>b. City</b>		<b>c. State</b>		<b>d. ZIP code</b>	
<b>4. Previous address shown on the last return filed if different from line 3 (see instructions)</b>								
<b>a. Street address (including apt., room, or suite no.)</b>			<b>b. City</b>		<b>c. State</b>		<b>d. ZIP code</b>	

# Filling Out 4506-C

- Lines 5a – 7:
  - » **5a.** N/A (Not Applicable). Do **NOT** enter information on this line. Servicer will complete\*.
  - » **5b.** N/A (Not Applicable). Do **NOT** enter information on this line. Completion of this line is not required\*.
  - » **6.** Enter only one tax form number per request here (1040, 1065, 1120, etc.).
    - Check box a to request a *Return Transcript*.
  - » **7.** N/A (Not Applicable). Do **NOT** check.

<b>5a.</b> IVES participant name, ID number, SOR mailbox ID, and address					
i. IVES participant name		ii. IVES participant ID number		iii. SOR mailbox ID	
iv. Street address (including apt., room, or suite no.)		v. City		vi. ZIP code	
5b. Customer file number (if applicable) (see instructions)					
<b>5d.</b> Client name, telephone number, and address (this field cannot be blank or not applicable)					
i. Client name			ii. Telephone number		
iii. Street address (including apt., room, or suite no.)		iv. City	v. State	vi. ZIP code	
<b>Caution:</b> This tax transcript is being sent to the third party entered on Line 5a and/or 5d. Ensure that lines 5 through 8 are completed before signing. (see instructions)					
<b>6. Transcript requested.</b> Enter the tax form number here (1040, 1065, 1120, etc.) and check the appropriate box below. Enter only one tax form number per request for line 6 transcripts					
a. Return Transcript <input type="checkbox"/>		b. Account Transcript <input type="checkbox"/>		c. Record of Account <input type="checkbox"/>	
<b>7. Wage and Income transcript (W-2, 1098-E, 1099-G, etc.)</b> <input type="checkbox"/>					
a. Enter a max of three form numbers here; if no entry is made, all forms will be sent.					
b. Mark the checkbox for taxpayer(s) requesting the wage and income transcripts. If no box is checked, transcripts will be provided for all listed taxpayers					
Line 1a <input type="checkbox"/>		Line 2a <input type="checkbox"/>			

5a-5d: N/A  
Servicer will complete

6

Check option A

N/A

# Filling Out 4506-C

## Line 8 & Signature

- 8. Enter date in 12/31/202X format. You will need to list at least two most recent years you have filed.
- Check **Signatory** attestation box on bottom.

Form 4506-C will NOT be processed if unchecked or if there are redacted/scratched off items!

- Sign.
- Date.
- Print/Type Name.

**Note:** Form 4506-C MUST be signed and dated by borrowers listed on lines 1a and 2a (if applicable). Ensure all applicable lines are completed before signing.

8. Year or period requested. Enter the ending date of the tax year or period using the mm dd yyyy format ( <i>see instructions</i> )		
/ /	/ /	<b>8</b>
<b>Caution:</b> Do not sign this form unless all applicable lines have been completed.		
<b>Signature of taxpayer(s).</b> I declare that I am either the taxpayer whose name is shown on line 1a or, if applicable, line 2a, or a person authorized to obtain the tax information requested. If the request applies to a joint return, at least one spouse must sign; however, if both spouses' names and TINs are listed in lines 1a-1b and 2a-2b, both spouses must sign the request. If signed by a corporate officer, 1 percent or more shareholder, partner, managing member, guardian, tax matters partner, executor, receiver, administrator, trustee, or party other than the taxpayer, I certify that I have the authority to execute Form 4506-C on behalf of the taxpayer. <b>Note:</b> This form must be received by IRS within 120 days of the signature date.		
<input type="checkbox"/> Signatory	<b>Check !</b> has read the above attestation clause and upon so reading declares that he/she has the authority to sign the Form 4506-C. See instructions.	
<b>Signature for Line 1a</b> ( <i>see instructions</i> )	Date	Phone number of taxpayer on line 1a or 2a
<input type="checkbox"/> Form 4506-C was signed by an Authorized Representative	<input type="checkbox"/> Signatory confirms document was electronically signed	
<b>Print/Type name</b>		
<b>Sign Here</b> Title ( <i>if line 1a above is a corporation, partnership, estate, or trust</i> )		
<b>Spouse's signature</b> ( <i>required if listed on Line 2a</i> )	Date	
<input type="checkbox"/> Form 4506-C was signed by an Authorized Representative	<input type="checkbox"/> Signatory confirms document was electronically signed	
<b>Print/Type name</b>		

# HOA Documentation

- In order to pass your file to Underwriting, a current Homeowner's Association Bill is required if your property falls under an HOA. Your HOA documentation must show:
  - » Borrower Name
  - » Property Address
  - » Amount regular monthly/yearly dues
  - » Frequency of Dues
- IF this information is not available, it should be requested from your HOA.
- This is an investor requirement and there are no exceptions.

# Income Documentation FAQ

The purpose of our income review is to help determine the best workout for you. We are here to help you show the Underwriters that you are able to afford resuming payments on your home.

## Bank Statements

- This is the most basic requirement for income verification. If you are unable to send any of the other income verification types, you must send bank statements.
- Bank statements should be OFFICIAL bank statements, not transaction detail or a screen shot
- ALL pages need to be included (even if one is left blank intentionally)
- Your stated income should be shown as deposits on your bank statements, this is how we are verifying your income.
- If you have any large deposits, we will need a Letter of Explanation to explain to the Underwriter if this should be considered additional income, and if that income will continue. This may also be requested to clarify other deposits that are unclear.
- Please do not redact any information or your bank statements may not be accepted.

## Paystubs

- If you are a wage earner, you may choose to send Paystubs in lieu of Bank Statements.
- We require 4 consecutive weeks of your most recent paystubs for review.
- Paystubs should show all YTD earnings.
- Please do not redact any information or your paystubs may not be accepted.
- We cannot accept pay history. It must be an official paystub from your employer.

## Social Security/Disability/VA/Other Assistance Award Letters

- If you receive this income, you may choose to send your yearly Award Letter in lieu of Bank Statements.
- Award Letter must show the borrower's name and address.
- The award letter must reflect current year's monthly amount as well as the frequency.
- Letter must be dated within current year.

# Income Documentation FAQ

## Profit and Loss Statement

- If you are self-employed, a small business owner, or a 1099 employee, you can choose to send a Profit and Loss (P&L) statement in lieu of Bank Statements.
- Please be advised that the Underwriter may still need to see bank statements to verify actual take home income, even if you submit a P&L. You will be notified if this requirement is added after passing to the Underwriting team.
- Please see in depth P&L FAQ / Instruction document for detailed instructions on Profit and Loss statements.

## Alimony and Child Support

- If you want to include alimony/child support income, please submit a copy of a divorce decree or separation agreement (if the divorce is not final) that indicates the monthly payment and states the amount of the award and the period of time over which it will be received.
- Any other type of written legal agreement or court decree describing the payment terms.
- Documentation that verifies any applicable state law that mandates alimony, child support, or separate maintenance payments, which must specify the conditions under which the payments must be made.
- You may submit two most recent bank statements showing the deposits in lieu of the above.

# P&L FAQs / Instructions

A Profit and Loss Statement (P&L) is a financial statement used to document revenues, costs and expenses incurred during a specified timeframe. For our review purposes, this is used to evaluate net income from a business, contract work or other non-W2 income. **\*\*THIS DOCUMENT IS NOT MEANT TO BE USED FOR TAX ADVICE\*\***

## A P&L usually has five main components:

- Revenue (sales/turnover).
- Cost of goods sold (COGS)
- Gross profit (revenue minus COGS)
- Expenses
- Net profit (gross profit minus expenses)

## Tips for Filling out P&L

- Income = Revenue = Sales
- You may not have COGS depending on the business .
- Some situations have very few, if any expenses
  - » Examples:
    - Customer has side job creating Invoices for a Contractor. Contractor pays flat fee of \$50 per job. The only expense to the customer is the software they use to create the invoices, which costs \$10 per month.
      - » Customer creates 10 invoices in May = \$500; minus \$10 expense of software. Net income for May is \$ 490.
    - Customer is a full-time hair stylist. They charge hourly depending on services rendered. Expenses include booth rental, various supplies, marketing, etc.
      - » Customer makes \$4,800 in sales in May; \$800 booth rent, \$50 in marketing, \$1,200 in supplies = \$2,050 in expenses. Net income for May is \$3,600.
    - Customer owns a brick-and-mortar Paint and Sip business. They charge based on the type and length of the class, ranging from \$25-\$65. Cost of Goods per student is \$7. Expenses include rent, utilities, payroll, supplies, insurance, marketing, etc.
      - » Customer makes \$12,000 in sales in May; 400 seats were sold equaling \$2,800 for Cost of Goods equaling \$9,200 Gross Revenue. Expenses include \$2,500 rent, \$800 utilities, \$3,000 payroll, \$1,200 for supplies, \$500 for insurance and \$200 for marketing=\$8,200. Net income for May is \$1,000.

# P&L FAQs / Instructions

Here is an example of a simple Profit and Loss statement. You can get templates through Microsoft or download online and customize your Expenses based on your needs.

## To be accepted, P&L Should Include:

- Customer Name and/or Business Name.
- Date (Monthly)
- Signature
- Date

<b>Income Statement</b>	
<b>Name</b>	Business Name / Business Address
<b>Time Period</b>	from - ending date
Financial Statements in U.S. Dollars	
<b>Revenue</b>	
Gross Sales	
Less: Sales Returns and Allowances	
<b>Net Sales</b>	0
<b>Cost of Goods Sold</b>	
Beginning Inventory	
Add: Purchases	
Freight-in	
Direct Labor	
Indirect Expenses	
Inventory Available	0
Less: Ending Inventory	
<b>Cost of Goods Sold</b>	0
<b>Gross Profit (Loss)</b>	0
<b>Expenses</b>	
Advertising	
Amortization	
Bad Debts	
Bank Charges	
Charitable Contributions	
Commissions	
Contract Labor	
Depreciation	
Dues and Subscriptions	
Employee Benefit Programs	
Insurance	
Interest	
Legal and Professional Fees	
Licenses and Fees	
Miscellaneous	
Office Expense	
Payroll Taxes	
Postage	
Rent	
Repairs and Maintenance	
Supplies	
Telephone	
Travel	
Utilities	
Vehicle Expenses	
Wages	
<b>Total Expenses</b>	0
<b>Net Operating Income</b>	0
<b>Other Income</b>	
Gain (Loss) on Sale of Assets	
Interest Income	
<b>Total Other Income</b>	0
<b>Net Income (Loss)</b>	0
Prepared by:	
Date:	

# Non-borrower Contribution

[Click Here To Access The Form](#)

1

Should you have a spouse or anyone that is financially assisting you long-term but is not on the loan, you may add them as a contributor.

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2

This income can be listed under “*Other*” on page 3 in the assistance application.

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3

Please note that we will require a Non-borrower Credit Authorization Form to be completed should this apply to your application.

NON-BORROWER  
CONTRIBUTION

# Non-borrower Credit Authorization Form

- Start with loan number at the top of the form. It's important that we have an accurate loan number.
- Next, state your name as it appears on your mortgage.
- You will need to authorize the entity that is attempting to pull the report. Please write your servicer's name in the blank space.
- The non-borrower should be the one signing, dating, and printing their name on the form, not the borrower.
- The bottom section may be left blank if there is only one contributor.

**NON-BORROWER CONTRIBUTOR CREDIT REPORT AUTHORIZATION**

*\*Only complete if you wish Non-borrower occupant income to be considered for review.*

Loan: # 1010000001

Borrower Name (s) (please Print) Jane Smith

I authorize [Servicer's name], to obtain a consumer credit report.

The Servicer will use the consumer credit report to confirm my residency address and determine whether my income is eligible to support a Loss Mitigation Retention Option. Upon request, The Servicer will provide me with the name and address of the Consumer Reporting Agency contacted to supply the report.

I understand the credit inquires have the potential to impact my credit score.

X *John Johnson* Date 01/01/2023  
Non-Borrower Contributor Signature

John Johnson 123 / 45 / 6789  
Printed Name Social Security Number

X \_\_\_\_\_ Date \_\_\_\_\_  
Non-Borrower Contributor Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Printed Name Social Security Number